




# 2022 ANNUAL REPORT

Heatherlie Homes



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

 03 5561 5565



# HEATHERLIE HOMES AND CHRIST CHURCH CLOSE

For Independence, Security and companionship

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2022

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# OUR MISSION STATEMENT

Heatherlie Homes seeks to express the Christian concern for aged persons and those with special needs of the City of Warrnambool and surrounding districts, by providing access to independent living units, without regard for race, religion or culture.

Heatherlie Homes is a not-for-profit organisation which:

- Acknowledges that every person has individual physical, psychological, Spiritual and quality of life needs.
- Encourages personal independence in activities of daily living and respects each person's rights to privacy, dignity and decision making.
- Promotes leadership and teamwork within the organisation.
- Encourages innovation and initiative. Believes all people involved have a contribution to make to realise the shared vision.



# OUR GOALS

## **RESIDENTIAL CARE:**

To provide a facility of a high standard, having regard to the provisions of the Retirement Villages Act 1986.

To encourage residents and their families to participate in activities of daily living and the decisions that affect their lives.

## **COMMUNITY:**

To support and develop community awareness of the issues affecting older people.

To cooperate with other service providers for the benefit of the residents of Heatherlie.

To assist or cooperate with other churches or organisations with similar or complementary objectives.

## **ADMINISTRATION:**

Through cooperation and support between members of the Heatherlie Council, Church Council of the Warrnambool Uniting Church, 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



**Alex McCulloch**  
Chairperson



**Lu Butler**  
Deputy Chairperson



**Sean Delaney**  
Treasurer



**Rev. Geoff Barker**



**Vern Robson**



**Bill Hickey**



**Helen Wilson**



**Richard Ziegeler**



**Ros Bamford**



**Lyn Burns**



**Kath Massey**



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 in 2022.*

  
\_\_\_\_\_  
Ros Bamford 15 / 12 / 2022

  
\_\_\_\_\_  
Rev. Geoff Barker 15 / 12 / 22

  
\_\_\_\_\_  
Lyn Burns 15 / 12 / 22

  
\_\_\_\_\_  
Lu Butler 15 / 12 / 22

  
\_\_\_\_\_  
Sean Delaney, Treasurer 15 / 12 / 22

  
\_\_\_\_\_  
Bill Hickey 15 / 12 / 22

  
\_\_\_\_\_  
Kath Massey 15 / 12 / 22

  
\_\_\_\_\_  
Alex McCulloch, Chairman 15 / 12 / 22

  
\_\_\_\_\_  
Vern Robson 15 / 12 / 2022

  
\_\_\_\_\_  
Helen Wilson 15 / 12 / 2022

  
\_\_\_\_\_  
Richard Ziegeler 15 / 12 / 2022

# HEATHERLIE STAFF MEMBERS



**Jackie Crothers**  
Executive Officer  
Finance & Administration



**Kathy Snell**  
Executive Officer  
Governance & Resident Services



**Natalie Barker**  
Office Assistant



**Murray Stuchbery**  
Maintenance



**Andrew O'Donnell**  
Gardener



**John Madden**  
Assistant



**Gerald Barry**  
Housekeeper



**Kate Clements**  
Housekeeper



# HEATHERLIE RESIDENT STEWARDS



Donna Shaw



Leo Dunne



Elaine Oppenheim



Diane Mugavin

Resident Stewards are appointed by the Heatherlie Council to provide assistance when required to our residents and supervise the building and grounds after hours. This assistance takes on various forms such as: being an additional help to staff when required, overseeing resident's emergency maintenance needs after hours, unlocking a unit when a resident has locked themselves out, and locking gates and doors at night. We thank and value our resident stewards wholeheartedly for their service to Heatherlie Homes in this volunteer role, without their contribution Heatherlie Homes would not be run as effectively.

# RESIDENT REPRESENTATIVE ON HEATHERLIE COUNCIL



Ray Carter

The Resident representative on Heatherlie Council has a central position as the spokesperson of the Heatherlie residents at the Heatherlie Council meetings. The Resident Representative is a member of the Residents committee and they voice the current activities of the residents through their report and verbal communication. This is a key role along with the Executive Officers and the House Management committee to manage and understand all aspects of life at Heatherlie.

## THE RESIDENTS' COMMITTEE



The Residents' Committee is responsible to the Heatherlie Council and represents the interests of the residents of Heatherlie and Christ Church Close complexes. Committee members hold office for one year from the date of election, and can be re-appointed again. The Residents Committee assists the Executive Officers with residents' events or arranges and confers with the Executive Officers any organised resident approved events or activities.

# RESIDENTS ENJOYING LIFE AT HEATHERLIE AND CHRIST CHURCH CLOSE



**BRING YOUR OWN LUNCH UNDER  
THE SHADE SAIL**



**CELEBRATING SEPTEMBER  
BIRTHDAYS**



**ELAINE & GIDA ENJOYING THE ROSES**



**HAPPY BIRTHDAY DOROTHY**

# Minutes of the 43rd Annual General Meeting of the Heatherlie Council for 2022 held on 21st April 2022 in the Heatherlie Resident lounge at 2.00pm

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Charlie Armitstead opened the meeting at 2pm by extending a very warm welcome to all present, with special mention going to life members, guests, Heatherlie councillors, Heatherlie and Christ Church Close residents and staff.

Charlie explained that he was retiring as Chairperson of Heatherlie. Alex McCulloch, the new chairperson for 2022, had been held up representing a client in court and was unable to attend today, however, he would later introduce deputy chairperson Lu Butler to continue proceedings.

Charlie invited attendees to follow the 2021 Annual Report booklet which has been distributed, containing the agenda on page 12.

## **Present:**

Heatherlie LIFE MEMBERS: Ron Bishop and Richard Ziegeler

GUESTS: Mayor, Cr Jellie, Alison Kemp (Warrnambool City Council), Robyn Armitstead (Warrnambool Uniting Church), Neil Holland (Creative Architects), David Wells (also representing Fr Lawrie O'Toole OLHC)

HEATHERLIE COUNCILLORS: Lucia Butler (Deputy Chairperson), Charlie Armitstead, Rev Geoff Barker, Ros Bamford, Gordon McLeod, Helen Wilson, Richard Ziegeler.

RESIDENTS: Diana Abraham, Mary Anderson, Rosemary Bayliss, Val Bell, Thea Broeders, Marlene Bruce, Alison Clarke, June Cook, Wendy Crofts, Joyce Findlow, Robyn Findlow, AnnMaree Faulkner, Joan Gebert, Kaye Gordon, Joan Hawkins, Anna Hollingsworth, Joyce Knights, Marge McDonald, Olive McDonough, John Meehan, Thelma Newland, Barbara Pope, Donna Shaw, Brenda Smith, Dorothy Snell, Fran Stow, Kath Turner, Mieke Van Zelst, Marion Williams.

STAFF: Natalie Barker, Murray Stuchbery, Jackie Crothers (EO).

**Apologies:** Joy Coulson (Secretary WUC), Mark Fidge (CEO South West TAFE), Felicity Melican (Sinclair Wilson), Fr Lawrie O'Toole (OLHC).

Heatherlie Council Members – Lyn Burns, Stephen Chenoweth, Alex McCulloch, Bill Hickey, Kath Massey, Vern Robson, Kathy Snell (EO)

Residents – Betty Arnel, Margaret Brown, Ray Carter (Resident representative on Council), Fran Carter, Leo Dunne, Des Flynn, Marie Flynn, Ian Gillin, Stuart Godkin, Shirley Gribbin, Louise Henry, Lorna Klahn, Eileen McArdle, Gloria McDonell, Wendy Miller, Diane Mugavin, Elaine Oppenheim, Mary O'Regan, Mary Russell, Marj Tolley, Dorothy Viergever. Staff – Gerald Barry, Kate Clements, Andrew O'Donnell.

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

**Minutes of 42nd Annual Meeting of 15th April 2021**

**“That the minutes be confirmed as a true record of the meeting”**

**Moved: Richard Ziegeler, Seconded: Gordon McLeod, CARRIED**

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

At the Heatherlie Council meeting of 24th February 2022, two additional council members were nominated to join for the 2022 year.

We are pleased to welcome Lyn Burns (former Heatherlie Executive Officer, Governance and Resident services) and Kath Massey (currently a Co-opted member House Management committee, with a background in aged care and social welfare) to the Heatherlie Council.

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

Committee 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) 01/04/2022 – Dr Karoline Gunn - Invitation to Heatherlie AGM and to continue as Heatherlie's medical officer.

Co2) 05/04/2022 - Mr Mark Fidge CEO Tafe - Invitation to Heatherlie AGM and to be a guest speaker at the AGM.

Co3) 06/04/2022 - Heatherlie Stewards (Diane, Donna, Des & Leo) - Thanking them for their service and asking if they would like to continue in 2022

Co4) 11/04/2022 - Fr Scott Lowrey & Rev. Robyn Shackell - Invitation to Heatherlie AGM.

Co5) 11/04/2022 – Felicity Melican – Invitation to Heatherlie AGM

Co6) 11/04/2022 – Mayor, Cr. Vicki Jellie - Invitation to Heatherlie AGM

Co7) 11/04/2022 - Fr Laurie O'Toole - Invitation to Heatherlie AGM

Co8) 11/04/2022 - Ron Bishop - Invitation to Heatherlie AGM

Co9) 11/04/2022 - Joy Coulson - Invitation to Heatherlie AGM

Co10) 11/04/2022 - Lyn Burns - Invitation to Heatherlie AGM

Co11) 11/04/2022 – Kath Massey – invitation to Heatherlie AGM

Co12) 13/04/2022 – Heatherlie Council members - Invitation to Heatherlie AGM and 2021 annual report booklet

Inwards: Ci1) 01/04/2022 - Dr Karoline Gunn email - Apology for AGM, however, would be pleased to continue on as Medical Officer  
Ci2) 06/04/2022 - Rev Geoff Barker & Colleen - Thank you after Geoff's mothers passing (Ruth Barker)  
Ci3) 08/04/2022 – Heatherlie Stewards (Diane, Donna, Des & Leo) - Diane, Donna & Leo would like to continue in 2022, Des has retired from the role  
Ci4) 12/04/2022 – Warrnambool Uniting Church Council email - Unanimous endorsement for both Lyn Burns and Kath Massey nominations to become Heatherlie Board Members  
Ci5) 13/04/2022 - WCC Wendy Clark, Executive Assistant – Email: Cr. Jellie would be pleased to accept the invitation.  
Ci6) 14/04/2022 – Lyn Burns – Unable to attend the AGM  
Ci7) 14/04/2022 – Kath Massey- Unable to attend the AGM  
Ci8) 14/04/2022 – Felicity Melican – Unable to attend the AGM  
Ci9) 19/04/2022 – Joy Coulson, Secretary Warrnambool Uniting Church – Unable to attend the AGM  
Ci10) 20/04/2022 – Uniting Church Synod – Email: Parish Mission Constitution

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

**MOVED: Richard Ziegeler    SECONDED: Lu Butler    CARRIED**

Reports: Commencing on page 14 of AGM booklet.

#### **Chairperson's address – Charlie Armitstead**

‘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.

Thank you to residents who promote Heatherlie. 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 19 Committee for what has been a magnificent achievement to date, in keeping the pandemic 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. Once again, thank you to our Councilors and Convenors who give freely of their time: Bill Hickey, Governance Convenor, Sean Delaney, Finance Convenor, Stephen Chenoweth, Buildings and Grounds Convenor and Richard Ziegeler, House Management Convenor.

Most decisions are made at a committee level and these are then ratified by Heatherlie Council. The Heatherlie Council and committee meetings were not compromised too much from COVID, when it was unsuitable to meet in person we were able to conduct Zoom meetings which proved to be quite suitable.

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 Murray 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.

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.

### **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.

The process commences 29th April 2022, with a 'practice day' hearing, followed by a compulsory conference on 23th August and if not settled, then it will be late October before we have a decision.

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

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 2022
- 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: Gordon McLeod, SECONDED: Rev. Geoff Barker, CARRIED**

Resident Dispute Resolution Statement – There were no formal complaints using the 'Internal Resolution' process in 2021

Charlie then introduced Lu Butler, Heatherlie's new Deputy Chairperson, to come forward to continue the meeting

Lu thanked Charlie for his last 15 years of service and said it would be hard for her and Alex to emulate his position on every Heatherlie committee. Lu also thanked Charlie's wife, Robyn, for allowing him the time.

Lu then asked Charlie to come forward to accept a small gift of thanks for his service to Heatherlie.

Appointment of Medical Officer: We thank Dr Karoline Gunn for her contribution to Heatherlie over the last 12 months, it is most appreciated. Dr Karoline Gunn has once again agreed to continue in this role during 2022.

Appointment of Auditor: After winning the tender in 2017 for three years, Sinclair Wilson were asked to continue for an additional year due to COVID and have recently been appointed for another three years.



Appointment of Resident Stewards: Three of our four stewards have agreed to continue in their role for the 2022-2023 year, they are: Donna Shaw, Leo Dunne and Diane Mugavin. Des Flynn has decided to retire, we thank Des for his help as a steward over the last few years and would like to present Des with this small gift of appreciation. Unfortunately, both Marie and Des are unable to join us today, but we will endeavour to deliver this gift to him later. We also thank all our stewards, for their time given to Heatherlie to assist our residents, particularly after hours.

Election of Resident Representative: to Heatherlie Council – Ray Carter has accepted the position of Resident Representative on the Heatherlie Council, thank you Ray.

At present we do not have a Resident Observer to Heatherlie Council – we hope a resident from Christ Church Close may be willing to take on this role.

General Business: Nil

Lu Butler asked life member Richard Ziegeler, whose involvement with Heatherlie goes back to 1992, to come forward to record a life membership to Charlie Armitstead and a special appreciation for all his service to Heatherlie Homes over many many years.

Obituaries: Richard said “Firstly, we wish acknowledge the dedicated work that the late Mrs. Sue Henry OAM contributed to Heatherlie Homes, both as a Heatherlie Council and House Management Committee member for many years, in the days when interviews were conducted with prospective residents, Sue was always available to assist. Sue was a great supporter of Heatherlie’s Stage 6 development as the Chairperson of the Vedmore Foundation, and this Foundation has provided generous grants towards our current project.

We would also like to acknowledge the work of the late Mr Bob Barham, a life member of Heatherlie. Bob passed away earlier this year, he was a member of the original steering committee that in mid 1973, commenced planning for the re-development of vacant land at the rear of the now Uniting Church in Koroit Street, Warrnambool.

In 1975, Warrnambool City Council approval was received for the development of up to 64 independent living units, with the provision for 45 car parking spaces.

In 1978, Bob accepted responsibility to become the Appeal Group Chairman of the Heatherlie Homes “Fund Raising and Publicity Committee”. It was the task of this Committee to raise \$200,000 towards the estimated cost of constructing Stage I of the Koroit Street complex. This public appeal, with support from all Christian denominations, resulted in more than \$240,000 being raised under the slogan – “Dignity for All”. Bob then became a member of the inaugural Heatherlie Council that was then under the chairmanship of the late Archie Graham M.B.E. Bob was a member of a group of community minded volunteers who attended numerous working bees to clean up the site in readiness for the successful building contractor to be able to commence work.

### **Life Membership Presentation**

Finally, I would like to present a new life membership to someone who is very deserving and whose efforts over many years have left me in awe of his capacity as a leader and a businessman. This life membership citation is for our immediate past Chairman, Charlie Armitstead”

## LIFE MEMBERSHIP CITATION FOR CHARLES (CHARLIE) WILLIAM ARMITSTEAD.

Charlie was first appointed as a member of Heatherlie Council in 2005 and has faithfully served in this capacity until the current year (2022) apart from one year compulsory break, which is mandatory for all Heatherlie councillors after 9 consecutive years of service. Charlie was first elected as the Chairman of Heatherlie Council in the year 2005 and apart from the year 2014 when Richard Ziegeler was Chairman, he has most competently carried out these responsibilities for the benefit of Heatherlie Homes. Charlie's professional qualifications, experience and local knowledge have enabled him to provide exceptional guidance for both the Heatherlie Council and the staff in their decision making, especially in matters regarding the proper care and maintenance of all existing buildings and assets.

Charlie is very passionate about Heatherlie Homes and has a genuine concern for all our residents. For his entire terms in office, he has attended the meetings for every committee including House Management, Governance, Finance and the Buildings and Grounds committee.

He was instrumental in the decision for Heatherlie Homes to purchase new properties, at Princess Street, Manifold Street and Merri Street to provide additional housing accommodation for eligible new residents. He has spent many voluntary hours liaising with Architects, Engineers, Land Surveyors, and the Warrnambool City Council Planning department as well as actively securing funds through the Uniting Church and other sources for these planned new Heatherlie Homes developments

Our organisation has greatly benefited from Charlie's wisdom and practical experience in the building industry. His dedication, compassion, and faithful leadership work as a member of the Warrnambool Uniting Church, has been evident with all his significant voluntary contributions over such a long period.

Charlie is indeed a most worthy recipient of a Life Membership award.

Richard asked Charlie to come forward and presented him with his life membership certificate.

Charlie recounted that Ron Bishop put his name forward in 2004 to join Heatherlie Council, and not long after they were both in a pit trying to stop Heatherlie flooding. If Ron had told him he would be Chairman the following year and still be Chairman in 2021, he might not have accepted. When Charlie first started, the Koroit Street building was at the foundations stage and Neil Holland the architect who is in attendance today, co-ordinated the completion of the building despite the building contractor going bankrupt. Charlie expressed gratitude to Neil for helping us through that period. Since then, nearly every unit has been revamped, as has the garden area, and construction of new garages. It has been a great time lots of meetings. Charlie conveyed he is humbled to follow in the footsteps of Richard, Ron and Vern Robson who was unable to attend today. Charlie thanked Vern, who has been a great help, especially with his letter writing contributions. It has been a team effort, but the one thing Charlie would like to take credit for is the quality of the Heatherlie Council – there are only three members who Charlie did not recruit as they were on the Council before Charlie. The Heatherlie Council is very professional, dedicated to Heatherlie, and members give of their time freely. We now have highly regarded professional people with backgrounds in law, accounting, ex school principals, medical people, a wide range of skills. Charlie thanked everyone for granting him the honour of the life membership award.

Lu returned to introduce our Guest Speaker, Alison Kemp who is the Manager of Recreation & Culture at Warrnambool City Council, to talk about the public and TAFE library. Mr Mark Fidge, who is the CEO of South West TAFE was unable to attend at late notice.

Alison gave a very informative presentation on the new public library, which is a joint venture between the Warrnambool City Council and the Department of Education and Training. The City Council is providing \$3.6 million towards the project with the remaining cost of approximately \$18 million being provided by the State Government.. The new library is being constructed on TAFE land, which has a heritage overlay and is disability accessible. This is a joint use public and TAFE library, which is unique, being operated by Warrnambool City Council in co-operation with South West TAFE. The new library will be approximately 2,500 square metres, a big increase on the current Library with only 600 square meters. Alison spoke of the different areas within the library which will cater to a range of community members and groups including: large print and audio section, public computers, reading rooms which will be used for programs and activities, new toilets, meeting rooms on every floor, indoor / outdoor café. Located in the new 3 storey building, is a children's area on the 1st floor which is divided into a junior area (6-12 year olds) containing a craft area, wet area, a children's garden, and the 0-6 year old space contains lots of picture books and a parents' room. On the 2nd floor, there is a study area, research space including displays, nonfiction and TAFE collections, more meeting rooms, a digital media lab including virtual reality, sound booth and dedicated youth area. The very top floor contains fiction novels, magazines and a reading area overlooking Lake Pertobe. The new library is currently on track and on budget and due to open to the public in mid-September 2022.

Lu thanked Alison and presented her with a small gift of appreciation.

Lu thanked everyone for their attendance at the annual meeting.

**Meeting closed: 2.43pm**



# Agenda for the 44th Annual General Meeting of the Heatherlie Council to be held on 27th April 2023

1. Welcome

2. Apologies

3. Declaration of pecuniary or other interest

4. Minutes of the 42nd Annual Meeting held 21st April 2022

5. Business Arising

6. Correspondence

7. Reports:

a. Chairperson

b. Executive Officers

c. Committee:

Finance

Buildings & Grounds

Governance

House Management

Residents

8. Adoption of all reports and financial statements

9. **Appointment of Medical Officer** – Dr Karoline Gunn was invited in writing to continue in this role and she has kindly accepted.

10. **Appointment of Resident Stewards** - Stewards were invited to continue in this role for 2023, and a new steward has also accepted the role.

11. **Appointment of Resident Representative to Heatherlie Council** -Mr Ray Carter has been asked and accepted at the resident meeting.

12. Thank you to all appointed.

13 **Resident Dispute Resolution Statement** – no formal complaints received in 2022

14. General Business

15. **Guest Speaker** – Mr Ashish Sitoula, Manager of Capacity, Access and Inclusion, Warrnambool City Council

You are invited to stay for afternoon tea following the Annual General Meeting.

# CHAIRPERSON'S REPORT

Annual Report for the year ending 31st December 2022

2022 was a busy year for Heatherlie Council. After a significant delay a planning permit was issued for Stage 6 Manifold Street and the Stage 6 working group are, with the assistance of the construction team, working towards finalising the project design so it can be put to tender. The national increase in construction costs will impact the project but with the assistance of local philanthropic trusts and minor design amendments, we are confident the project will be completed within 15 months of construction commencing.

A big thank you to all Heatherlie Council members for their assistance throughout the year. The input and expertise provided by all members is invaluable and you all should be applauded for volunteering your time to help provide affordable living in a time of great need.

For Heatherlie Council members who have stepped off the Board thank you for your contributions over the years and we look forward to potentially welcoming you back to Heatherlie Council after a well-earned break.

Thank you to each convenor of the many Heatherlie sub-committees. Using sub-committees allows the skills and experience of Council members to be focused on their areas of expertise and greatly assists Council when making decisions for Heatherlie.

The heartbeat of Heatherlie is our staff. Without the assistance and compassion shown by the Heatherlie team, Heatherlie would not be such an enjoyable and welcoming home for our residents. Our executive and administration team are a well-oiled machine that is vital to the operation of Heatherlie.

Our cleaning, gardening and maintenance team make Heatherlie a pleasant and beautiful home for our residents and we cannot thank them enough.

Heatherlie's finances are stable, with high resident occupancy rates contributing to Heatherlie's financial stability.

Heatherlie Council thanks all our residents old and new for making Heatherlie an enjoyable and welcoming place to call home. There are currently 89 residents who call Heatherlie their home, with 73 units at Koroit Street and 11 units at Christ Church Close, Henna Street.

Thank you to all Heatherlie staff, residents and Council members for supporting and assisting me during my first year as Heatherlie Chair. Without the assistance and input from you all Heatherlie would not be the celebrated and important facility it is today.



*Alex McCulloch*

Chairman, Heatherlie Council

# EXECUTIVE OFFICERS REPORT

After a slow couple of years during COVID restrictions, 2022 was another busy year with several improvements realised for the benefit of residents. The Computer Hub upgrade was finally completed this year. This was a total refurbish with a new computer and a lovely area out the back with a hairdressing station and another area created for any interested individuals to provide services to residents. We currently have a hairdresser using this space regularly and a massage therapist has expressed interest in offering therapeutic treatments. We are continuing to seek a podiatrist.

Our two short stay units, used by the family members of residents, were both updated with a new look which included new beds and furniture. We have received many compliments on the improvements from grateful family members. Early 2022 also saw the installation of seven security cameras at Henna Street, which has provided an additional level of security and comfort for our Christ Church Close residents.

Regular cyclical maintenance continued with some major works also undertaken. Another large switchboard was upgraded, new ducted venting to the Fotheringham laundry, several new washer/dryers installed across the complex, garden beds reworked with all new plants, all this whilst eleven units were refurbished – a huge year!

During 2022 we slowly returned to “normal” but continued to manage the effects of COVID-19. The Government made numerous changes to the guidelines, which saw us circulate twenty two new COVID-19 updates to all our residents at both Koroit and Henna Streets. We are very proud of the success of our COVID management, with very few cases during 2022 with only a small outbreak in December, when social activities increased. The overall good outcome with our COVID management is due to our residents and their families accepting our management decisions and complying and being respectful and caring of each other’s health.

The Heatherlie Constitution was updated late this year, with our organisation now under the umbrella of the Warrnambool Uniting Church Parish Mission. The biggest change will be Heatherlie’s Board of Governance which will now be made up of only Uniting Church congregation and Council members. We will be working towards this requirement over the next three years. Residents should not notice any major changes as the day to day running will remain exactly the same. We are looking forward to working more closely with the Warrnambool Uniting Church as we navigate the new requirements of the Parish Mission together.

With the easing of COVID 19 restrictions, Resident activities have started to resume however, some residents are still a little hesitant to join in activities where large numbers gather. When the weather permitted, residents gathered outdoors. Our thanks go to Ray Carter for his involvement as resident representative on the Heatherlie Council during 2022 and Brenda Smith as Residents’ Committee Convenor. We have appreciated you both for your contribution to Heatherlie throughout 2022.

We are fortunate with our staff at Heatherlie, we all work well together. Our small team of eight employees are all very passionate about Heatherlie. We engage with the residents and treat them as we would like our own parents treated should they be residing at Heatherlie. This year we have added John Madden to our team in the role of support maintenance and gardener.

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*  
Executive Officer  
Finance & Administration



*Kathy Snell*  
Executive Officer  
Governance & Resident services

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## HOUSE MANAGEMENT COMMITTEE REPORT

The House Management Committee assists the Executive Officers with the 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. It is a happy circumstance that these are few and most often of a minor nature.

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. 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 and to ensure that this community life is as free of worry and stress as it can be.

Some of the tasks of the Committee are to assist the Executive Officers with unit allocation in special circumstances and to communicate directly with residents should they need reassurance or assistance with extraordinary circumstances.

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

# 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), Vern Robson, Helen Wilson, Richard Ziegeler and Alex McCulloch .

The past year has seen the consolidation of previous work of the Governance Committee. Changes within the Uniting Church Parish Mission have required an updating of the Heatherlie constitution which has now been completed. The changes are reflected in this document. Heatherlie was granted an exemption to the membership requirement for the initial appointments to the Board.

Other important items have been developed, reviewed and upgraded to ensure Heatherlie remains under good governance. They include the following:

- Occupational Health and Safety (OH&S)- as part of our risk management, our OH&S manual was compiled in conjunction with OH&S Services, SW Victoria. This document was accepted as our official risk management policy. It covers all safety aspects concerning Heatherlie and will be reviewed annually to ensure all regulations are adhered to.
- Conflict Resolution Policy-Governance investigated an upgraded policy and adopted a modified version developed by a law firm which has previously worked with Heatherlie. This ensures a set procedure to resolve any conflicts.
- Updating of disclosure statements, fact sheets and resident contracts. This included separate agreements for units with and without air conditioning.
- Schedule 6 Village by-laws were reviewed and accepted with addition of COVID management details.
- On-going reviews of all Heatherlie policies and procedures.
- OH&S training- ongoing refresher course for 1st aid and OH&S is to be maintained where available and within budget.
- Completion of next phase of our Strategic Plan (2022-2025)
- Continuous monitoring of COVID management
- Scheduling and completion of all staff appraisals
- Completion of performance of all committees against Key Performance Indicators (KPIs)

As convenor I wish to thank all members for their interest and contribution over the past year. Many thanks to Kathy, Jackie and Natalie for their dedication in ensuring Heatherlie remains a safe and caring place to live



*Bill Hickey*

Convenor,  
Governance Committee



# BUILDINGS AND GROUNDS REPORT

This year once again saw the building 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 replacement of the shade sail which was damaged by some rough weather back in late July last year, the installation of a new speed queen washer and dryer stacker unit and a Bosch heat pump dryer to Laundry one. Also, the replacement of the large switch board in laundry Two which supplies the power for 24 units. This thankfully was achieved within the day. Many thanks to the residents for their patience. Continuing on with the program of the up grading of electrical switch boards, a further three smaller switch boards have been ordered for the back Fotheringham section which would see all the switchboards to the Koroit Street campus brought up to current standards.

Also, on the agenda for general maintenance this year is the continuation of the replacement of the roof to the old section at the front of Heatherlie and an estimate of \$54,000 has been sought from the plumber for the next section to be replaced. This would be the second 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. A new hydronic and hot water boiler is currently under review for the original boiler to the Henna Street campus due to its age. This unit supplies hot water as well as heating for the units. A quote of \$37,000 has been received for the supply of a twin gas boiler that has the option of being able to be run off solar as well in the future.

Apart from the general upgrading of the Koroit and Henna Street complexes, this year saw Murray finish renovating the computer hub, to be able to accommodate a visiting podiatrist and hair dresser. This will enable the residents to be able to access these services without leaving the facility.

To help both Murray and Andrew it was decided last year to employ a further general handy person to help with the cleaning, gardening and maintenance around both Heatherlie and Christ church Close. We welcome John to the team. The additional employee has proved to be an asset, as staff have found themselves refurbishing approximately one unit per month in 2022. All this, along with seeing to the residents' requests as they came up and the coordination of cyclical maintenance items. Once again Andrew has been busy attending to the Heatherlie and Christ Church Clos gardens which look a picture in spring.

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 2022 were Stephen Chenoweth (Convenor) , Charlie Armistead, Gordon McLeod, Geoff Barker, Ros Bamford, supported by Kathy Snell ,Natalie Barker , Jackie Crothers, Murry Stuchbery, John Madden and Andrew O'Donnell. Special thanks to Geoff Barker who retired to Bendigo this year, his input will be missed by the Heatherlie Council and by this committee.



*Stephen Chenoweth*

Convenor,  
Building and Grounds Committee.

# RESIDENT COMMITTEE REPORT

It is with great pleasure I report on my second year as convenor of Heatherlie Residents Committee. I am happy to convey we have been able to get back to some form of normality this year after 2 years of COVID restrictions.

Many Heatherlie residents have taken part in various activities organised either by individual residents or by the Committee. Our events and activities have been well-attended and have brought residents together in a spirit of camaraderie and friendship.

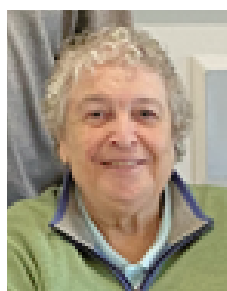
Activities included: A BBQ under the sails on Labour Day, Pizza lunch, organising a music/movie afternoon each month Christmas games and fun afternoon, BYO Social Lunch once a month, and a "Thank you" to staff afternoon tea.

The Committee also have followed up on various ideas expressed by some residents: fresh flowers in the lounge, new tablecloths and cushions for the lounge, having a guest speaker talk before our residents meeting, introducing a suggestion box (which happily is being used) and generally, liaising with the office on matters of safety and aesthetics throughout our Heatherlie community.

The Community Shed has again been accessed by many residents, so on behalf of the residents, the committee would like to acknowledge and thank John M for his continuing assistance to the residents, in completing over 90 tasks during the year. These have included: Repairs to Mobility Scooters, sharpening kitchen knives, repotting plants, charging car batteries, shortening walking sticks, repairing brakes to walkers, painting pots for flowers, repairs to shoes, jewelry and handbags and assembling flat pack furniture.

I would like to thank the staff of Heatherlie especially the office staff for their quick response to requests and actions we, the Committee, have asked of them.

I would also like to extend my gratitude to everyone on the Committee for their support throughout the year and their commitment in making sure that all Heatherlie residents are encouraged to participate in activities that are offered.



*Brenda Smith*  
Convenor,  
Residents Committee

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## RESIDENTS ENJOYING LIFE AGAIN!



Pat, Joan, Kath & Joan



Betty, June & Barbara

# FINANCE COMMITTEE REPORT



*Sean Delaney*  
Convenor,  
Finance Committee

# STAGE 6 DEVELOPMENT PROJECT REPORT

It has been a busy and at times, a frustrating year for the members of this sub-Committee. Thankfully the Stage 6 project to construct 13 new residential accommodation units at the Princess Street and off Manifold Street sites, is now back on track.

The major difficulty with the preliminary planning for this important project, resulted from the need to address the implications of the one planning objection which was received and which required proceedings before the Victorian Civil and Administrative Tribunal (V.C.A.T.) to have the objection issues satisfactorily resolved.

Initially, at the preliminary hearing of the parties involved with the objection, V.C.A.T. required that an independent authorised indigenous organization must be engaged to certify that the two sites to be used for the planned residential unit developments had not been subjected to prior occupation by any indigenous person, in accordance with recently approved State Government legislation. The costs associated with this requirement added significantly to the original budget prepared for the whole development project. After the approved indigenous organisation completed their investigation, they were able to certify that there was no evidence of any prior occupation of the site by any indigenous persons.

Prior to the date set for the V.C.A.T. hearing, several months after the original planning permit had been issued by the Warrnambool City Council, the objector sought a “without prejudice” conference with the W.C.C. planning staff and the Heatherlie Homes Stage 6 development professional team, in an endeavour to minimise further legal costs for all parties by negotiating a mutually agreeable solution to the issues raised by the objector.

Partly because of the V.C.A.T. hearing delays caused by the corona virus pandemic restrictions, Heatherlie Homes has to wait more than 12 months before the more detailed planning and preliminary site works requirements could be finalised to enable construction program for the 13 new residences to be resumed. In the meantime, due to pressures associated with the supply of building materials and the general availability of competent local sub-contractors, building costs have increased by an average of 30% since the time when the planning objection was lodged with V.C.A.T. Agreement was eventually successfully negotiated with the objector who agreed to withdraw their objection. V.C.A.T. was then able to issue a modified planning permit to reflect the minor changes that were required to the original planning permit issued by Warrnambool City Council.

As a consequence, the architect, consulting engineers and other professional staff associated with the project, have continued to investigate possible cost saving measures involving the preliminary works and the necessary re-design to enable the residents’ community lounge area to be re-located from the northern side of the Princess Street site to the southern side of this site.

The revised planning schedule for the Stage 6 development is expected to be as follows :

1. Early April 2023 – Finalisation of the preliminary works design plans for the construction of retaining walls and civil works making ready the site to obtain the required planning and building permits for works to proceed.
2. Mid April 2023 – Conference at Warrnambool with the sub-Committee members and other members of Heatherlie Council, with Ms. Kim Quach from Uniting Victoria/Tasmania. This conference is essential to complete the formal documentation with Uniting, covering the scope of the project, proposed financing provisions for the draft project budget and to determine if the services of a Quantity Surveyor will be required before the next steps can be implemented.

3. May/June 2023 – Architect to complete all of the detailed plans and specifications to comply with the revised planning permit conditions and to secure the formal building permit for the building construction works.
4. June 2023 – Heatherlie Council, subject to the approvals from the Warrnambool Uniting Church Council (as the Parish Mission) and from Uniting Victoria/Tasmania, to invite tenders from nominated approved local building contractors who will be responsible for all works associated with the Stage 6 project.
5. July 2023 – Professional review and evaluation of the competitive tenders received for the whole Stage 6 project in consultation with the Uniting Church Council and Uniting Victoria/Tasmania, resulting in a recommendation to accept a preferred local tenderer to enable construction works to immediately proceed.

It is expected that once a construction contract is signed and in place, the construction period will take between 12 -15 months to complete the 13 housing units ready for occupation by new Heatherlie residents.

The support and understanding of the members of Heatherlie Council to appreciate the complexities that had arisen and which were completely unforeseen, has been very much appreciated by the members of this sub-Committee. In particular, special thanks are recorded for the professional help and legal guidance provided by our Chairman, Mr. Alex McCulloch, in managing through the complex V.C.A.T. planning negotiations to enable our Stage 6 development to now continue as planned throughout 2023. Our thanks to our architect, Mr. Neil Holland and everyone else associated with this important building project, for their patience and confidence shown through their endorsement of the difficult recommendations that have had to be submitted by this sub-Committee to Heatherlie Council during the past year.

Vern Robson P.S.M. Convenor

Charlie Armitstead, Building Coordinator



# 2022 HEATHERLIE HOMES FINANCIAL AND STATISTICAL ANYLISIS

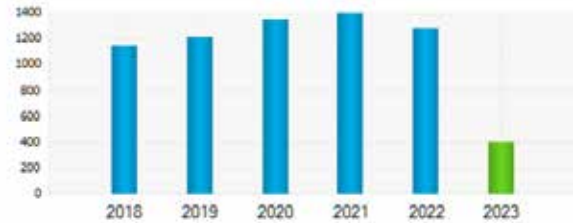
Income and Expense Trend

\$ in 1000s



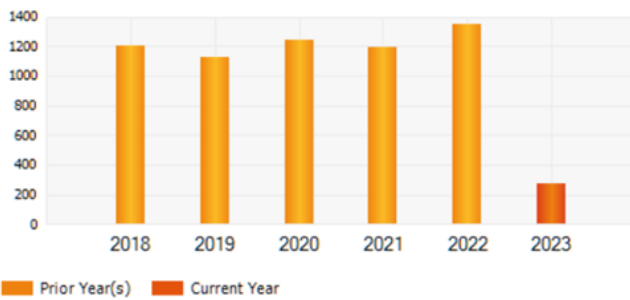
Prev Year Income Comparison

\$ in 1000s

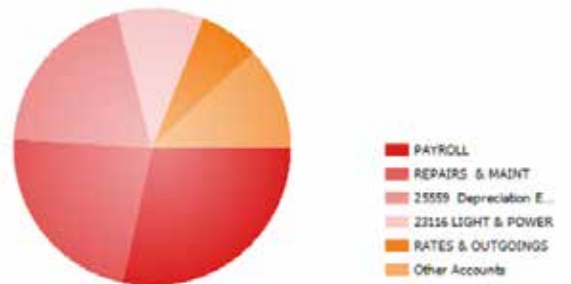


Prev Year Expense Comparison

\$ in 1000s



Expense Breakdown



**HEATHERLIE HOMES**

**STATEMENT OF COMPREHENSIVE INCOME**

**FOR THE YEAR ENDED 31 DECEMBER, 2022**

	Note	2022 \$	2021 \$
<b>INCOME</b>			
Donations		2,286	55,455
Grants - Local Philanthropic Foundations		90,000	65,000
Ingoings		314,916	372,617
Maintenance Rent		793,452	802,461
Interest	2	62,846	24,919
Insurance Claim		2,536	5,841
Other		19,339	21,636
Short Stay Rental		11,830	-
Rent Merri Street		52,307	35,094
UCA Trust (Loss)/Gain		(49,299)	16,734
		<u>1,300,213</u>	<u>1,399,757</u>
<b>EXPENDITURE</b>			
Bank Charges		804	819
Cleaning		11,587	16,623
Computer Expenses/Internet Fees		5,158	3,861
Donations		4,748	1,532
Gardening Services		7,500	8,025
Gardening Supplies		6,128	6,486
General Expenses		13,152	6,101
Insurance		40,154	36,550
Resident Insurance Reimbursement		2,400	2,550
Legal Fees		10,450	65
Light & Power		137,775	158,528
Payroll Costs		401,227	358,653
Permits, Licences & Fees		5,295	609
Postage		331	224
Printing, Stationery & Advertising		14,903	11,951
Professional Fees - Accounting and Audit		10,530	12,161
Rates & Outgoings		103,555	93,213
Rental Management fees		4,041	2,131
Safety Services		14,604	11,348
Soil Testing		-	7,710
Telephone		2,453	3,042
Uniforms		2,197	1,344
Wardens' Allowance		4,000	3,861
Workshop tools and equipment		5,422	2,853
Total Operating Expenses		<u>808,414</u>	<u>750,240</u>
		<u>491,799</u>	<u>649,517</u>
<b>SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION</b>			
Less: Repairs and Refurbishments		267,709	180,359
Less: Depreciation	(1)e	276,672	271,133
		<u>544,381</u>	<u>451,492</u>
<b>(DEFICIT) / SURPLUS FOR THE YEAR ENDED 31 DECEMBER</b>		<b><u>(52,582)</u></b>	<b><u>198,025</u></b>

The accompanying notes form part of these financial statements

**HEATHERLIE HOMES**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 31 DECEMBER, 2022**

	Note	2022 \$	2021 \$
<b>CURRENT ASSETS</b>			
Cash at Bank	3	523,289	247,570
Cash Equivalents - UCA Trust Account	4	2,679,784	3,074,792
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		14,602	13,815
Sundry Debtors	2(a)	28,730	6,717
		<u>3,246,504</u>	<u>3,342,993</u>
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	6	22,709,910	18,422,128
<b>TOTAL ASSETS</b>		<b><u>25,956,414</u></b>	<b><u>21,765,121</u></b>
<b>CURRENT LIABILITIES</b>			
Trade Creditors and Other Payables	7	30,708	46,465
Provision for Annual Leave		53,834	51,590
Provision for Long Service Leave		61,160	53,119
		<u>145,702</u>	<u>151,174</u>
<b>NON-CURRENT LIABILITIES</b>			
Residents Bonds and Deposits (refundable)		1,085,900	1,196,000
Garage and Air Conditioning Bonds		201,000	192,000
Residents Ingoing Contributions		986,482	1,114,656
Provision for Long Service Leave		4,803	4,201
		<u>2,278,185</u>	<u>2,506,857</u>
<b>TOTAL LIABILITIES</b>		<b><u>2,423,887</u></b>	<b><u>2,658,031</u></b>
<b>NET ASSETS</b>		<b><u>23,532,527</u></b>	<b><u>19,107,090</u></b>
<b>MEMBERS FUNDS AND RESERVES</b>			
Asset Revaluation Reserve		18,494,247	14,016,228
Members Funds		5,038,280	5,090,862
		<u>23,532,527</u>	<u>19,107,090</u>



HEATHERLIE HOMES

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER, 2022

	Note	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 31 December, 2020</b>		4,892,837	14,016,228	18,909,065
Surplus / (Deficit) for the year		198,025	-	198,025
Transfers to and from reserves		-	-	-
<b>Balance at 31 December, 2021</b>		<u>5,090,862</u>	<u>14,016,228</u>	<u>19,107,090</u>
Surplus / (Deficit) for the year		(52,582)	-	(52,582)
Transfers to and from reserves		-	4,478,019	4,478,019
<b>Balance at 31 December, 2022</b>		<u>5,038,280</u>	<u>18,494,247</u>	<u>23,532,527</u>

**HEATHERLIE HOMES**  
**STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2022**

	Note	2022 \$	2021 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		1,122,281	1,315,380
Donations		92,286	55,455
Interest received		62,846	24,919
Payments to suppliers and employees		(1,080,993)	(932,614)
<b>Net cash provided by operating activities</b>	<b>8</b>	<b><u>196,420</u></b>	<b><u>463,140</u></b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for Property, plant and equipment		(4,564,454)	(156,686)
<b>Net cash provided by Investing activities</b>		<b><u>(4,564,454)</u></b>	<b><u>(156,686)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(Decrease) in Resident Bonds and Deposits Liability		(101,100)	(121,000)
Increase/(Decrease) in Residents Ingoing Contributions		(128,174)	(152,542)
<b>Net cash provided by Financing activities</b>		<b><u>(229,274)</u></b>	<b><u>(273,542)</u></b>
Net increase in cash held		(4,597,308)	32,912
Cash at beginning of year		<u>3,322,362</u>	<u>3,289,450</u>
<b>Cash at end of the year ending 31 December</b>	<b>5</b>	<b><u>(1,274,946)</u></b>	<b><u>3,322,362</u></b>

**HEATHERLIE HOMES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2022**

**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, 2022

##### **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, 2022

	2022	2021
	\$	\$
<b>Note 2. Interest Received</b>		
Interest		
Bank	7	127
UCA	(a) 62,839	20,898
Residents interest payable on unpaid ingoing bonds	-	3,894
	<u>62,846</u>	<u>24,919</u>

(a) 2022 included \$24,897 received 12 January, 2023 relating to the six months ending 31 December, 2022. This amount was included as receivable under Sundry Debtors.

**Note 3. Cash**

ANZ Stage 6 - 3212-00046	280,000	190,000
ANZ Bank Cheque Account - 2760-89675	232,152	46,677
Commonwealth Bank Cheque Account	11,137	10,893
	<u>523,289</u>	<u>247,570</u>

**Note 4. Cash Equivalents**

Uniting Church Cash Management Trust - 103488003	7,566	7,576
Uniting Church Enhanced Cash Trust - 105918007	2,672,218	3,067,216
	<u>2,679,784</u>	<u>3,074,792</u>

**Note 5. Total Cash and Cash Equivalents**

	<u>3,203,073</u>	<u>3,322,362</u>
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HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2022

	2022 \$	2021 \$
<b>Note 6. Property, Plant &amp; Equipment</b>		
210 Merri Street - Land	492,628	489,000
210 Merri Street - Building	121,000	121,000
Less Accumulated Depreciation	(4,735)	(2,735)
(a)	<u>608,893</u>	<u>607,265</u>
212 Merri Street - Land	<u>390,000</u>	<u>390,000</u>
Henna St - Buildings at valuation	2,145,500	1,600,000
Henna St - Improvements	-	6,755
Less: Accumulated Depreciation	-	(236,013)
(b)	<u>2,145,500</u>	<u>1,370,742</u>
Koroit and Rear Banyan St - Land at valuation	8,078,400	2,906,250
Koroit St - Buildings at Heatherlie Council valuation	10,281,600	12,593,750
Less: Accumulated Depreciation	-	(1,700,155)
(b)	<u>18,360,000</u>	<u>13,799,845</u>
Building Improvements at cost	-	738,923
Less: Accumulated Depreciation	-	(288,273)
(b)	<u>-</u>	<u>450,650</u>
Plant & Equipment at Cost	227,494	213,204
Less: Accumulated Depreciation	(163,617)	(148,452)
	<u>63,877</u>	<u>64,752</u>
27-29 Princess Street Land	700,000	700,000
27-29 Princess Street - Improvements	118,958	87,029
27-29 Princess Street Land	<u>818,958</u>	<u>787,029</u>
(c)		
6a Manifold Street Land	<u>322,682</u>	<u>322,682</u>
(d)		
Rear Banyan Street Land	-	250,000
Rear Banyan Street Land and Development Costs	-	409,004
Less: Accumulated Depreciation	-	(29,841)
(b)	<u>-</u>	<u>629,163</u>
	<u><b>22,709,910</b></u>	<u><b>18,422,128</b></u>

(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. An updated appraisal from Homeseeka dated 24 August, 2022 indicated the carrying value was not impaired (\$1,390,000).

## HEATHERLIE HOMES

### NOTES TO THE FINANCIAL STATEMENTS

#### FOR THE YEAR ENDED 31 DECEMBER, 2022

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

(b) A revaluation by the Heatherlie Council of the Henna Street and Koroit Street properties occurred as at 31st December 2022, based on an independent market assessment by Homeseeka Real Estate provided in report dated 24 August, 2022.

(c) An independent market assessment by Homeseeka Real Estate dated 24 August, 2022 indicated that the carrying value of this property was not impaired at 31st December, 2022 (\$855,000).

(c) An independent market assessment by Homeseeka Real Estate dated 24 August, 2022 indicated that the carrying value of this property was not impaired at 31st December, 2022 (\$400,000).

**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.

	<b>2022</b>	<b>2021</b>
	\$	\$
<b>Note 7. Trade Creditors and Other Payables</b>		
Trade Creditors and accruals	22,682	28,780
Payroll Liabilities	6,538	14,350
ANZ Business Credit Card	1,488	3,335
	<b>30,708</b>	<b>46,465</b>

**Note 8. Cash Flow Information**

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

Profit / (Loss)	(52,582)	198,025
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	276,672	271,133
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	(22,800)	(4,003)
Increase/(Decrease) in payables	(15,757)	(7,079)
Increase/(Decrease) in other provisions	10,887	5,064
<b>Cash flows from operations</b>	<b>196,420</b>	<b>463,140</b>

**HEATHERLIE HOMES**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER, 2022**

**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**

The Council is not aware of any events which have occurred subsequent to balance date which would materially affect the financial statement at 31 December, 2022.

**Note 11. Related Party Transactions**

Payment of \$10,758 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**

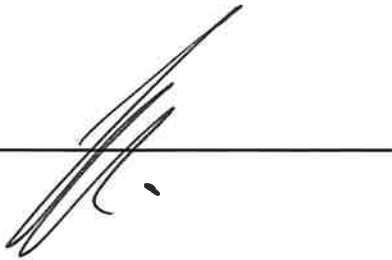
We, being members of the Council of the Heatherlie Homes, certify that:

- 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, 2022 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      Day of March, 2023



## 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, 2022, 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, 2022 and of its financial performance for the year then ended; and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our Audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the *Audit of the Financial Report* section of our report. We are independent of the Heatherlie Homes, in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Council's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our Audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the Audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Heatherlie Homes' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

---

Our Offices:

Warrnambool  
Casterton

Colac  
Mortlake

Hamilton  
Port Fairy

Mount Gambier  
Terang

Camperdown  
Timboon

## **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 29 March 2023

257 Timor Street  
Warrnambool VIC 3280

# 2022 Heatherlie Resident Survey results

Survey was conducted in February 2023. Residents were asked to reflect on the 2022 year.

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

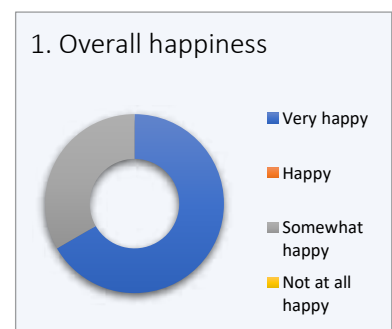
Residents are asked annually to respond to a survey on their satisfaction of the level of services and amenities at Heatherlie Homes (Koroit Street) and Christ Church Close (Henna Street). Most residents returned their surveys promptly by the due date of 3<sup>rd</sup> March 2023, which was very helpful. 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. Unfortunately, of the few surveys which were less positive, most did not provide a name or further comment, which does not give us the opportunity to seek further clarification and understand the reasons for the response. Completing the survey is optional, so we appreciate the residents who do take the time to provide us with feedback.

We received 50 returns from 73 Koroit Street residents (a 68.49% response, a good result which was similar to last year), and 3 returns from 10 Henna Street residents (a 30% response, down on last year). With only 3 responses from Henna Street, this has somewhat skewed the results. 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. Based on the previous year's survey feedback, and our own observations, we hired an additional resource to assist with gardening and maintenance in 2022. This has been well received by most residents.

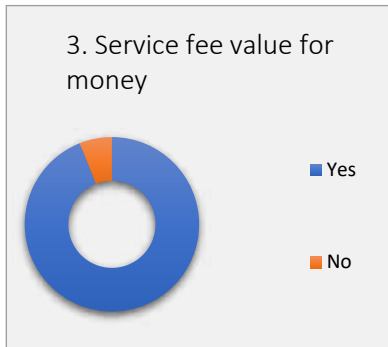
Koroit Street responses		Henna Street responses
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**Q. 1 & 2 asked residents to describe their overall happiness at Heatherlie, and if it had changed over the past year to say why.** Overall, 98% of residents at both premises selected they were either 'very happy' or 'happy'. Only one respondent answered they were 'somewhat happy'. A resident commented that "It gets better each year" with another saying "I am more settled now. I was dealing with lots going on in my life."



## Koroit Street responses



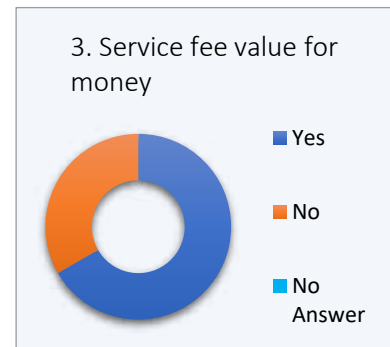
**Q. 3 asked residents whether they thought the monthly service fee represented reasonable value for money.** Management is trying to gauge resident satisfaction with the service fee and possibly whether residents are managing everyday living expenses. Unfortunately, Heatherlie is not immune to the cost-of-living increases experienced across all homes and businesses due to high inflation e.g., Electricity, gas, building materials and staff etc., so had no choice but to increase the service fee to cover our costs. However, to reduce the impact of this years' increase on residents, management decided to use June CPI, which was much lower than the September CPI figure, to calculate the 2023 service fee. Of responses received, 95% indicated 'Yes', the service fee is reasonable value, with a resident commenting "*Definitely value. We are very lucky*". There were 4 residents who answered 'no' commenting: "*Needs to be kept in check*" and "*On a pension*". A resident from Henna Street felt more gardening was necessary commenting: "*We pay rent, and some money could be spent on another gardener, maybe a couple of days a week. Too much for one to do as well as Heatherlie.*"

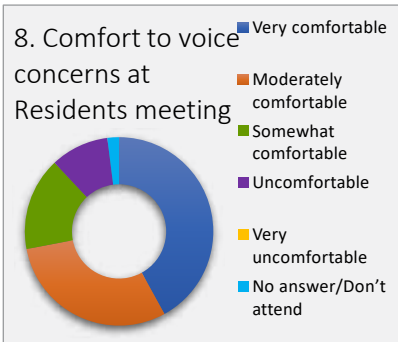


**Q. 4, 5, 7 & 8 queried residents' interactions and comfort at raising concerns either with Executive Officers or at the quarterly Residents Meetings.**

Residents from both sites appeared to be satisfied with their interactions with executive officers and staff. One resident mentioned "*Our office and maintenance staff are all great to interact with.*" Some people are not comfortable with raising concerns as they do not want to be seen to be complaining. Heatherlie executive officers cannot

## Henna Street responses



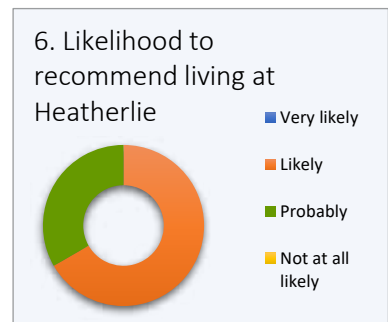


be everywhere, so appreciate residents raising any concerns they may have, and welcome any feedback.

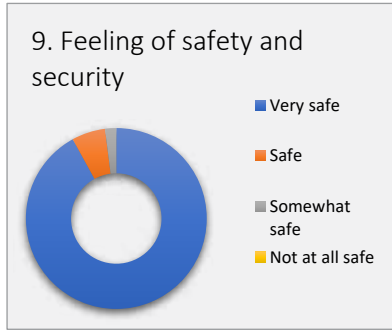
Most residents at Heatherlie are quite comfortable to voice concerns to executive officers, with only one resident responding they felt 'very uncomfortable'.

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. 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.

**Q. 6 asked residents how likely they would be to recommend retirement living at Heatherlie to others.** It was assumed that residents would base their opinions on living at Heatherlie (either site); Overall the results were positive. Some specific comments from residents included: "Everyone friendly, close to shops. Everything you need, no bill worries, staff all lovely and very helpful. Plenty of activities to join if you want to." "We are independent living but have companionship and activities when needed." "Gardens need to be better



*maintained " and "Lovely well looked after units and surrounds. Nothing is too much trouble for the office or grounds staff."*



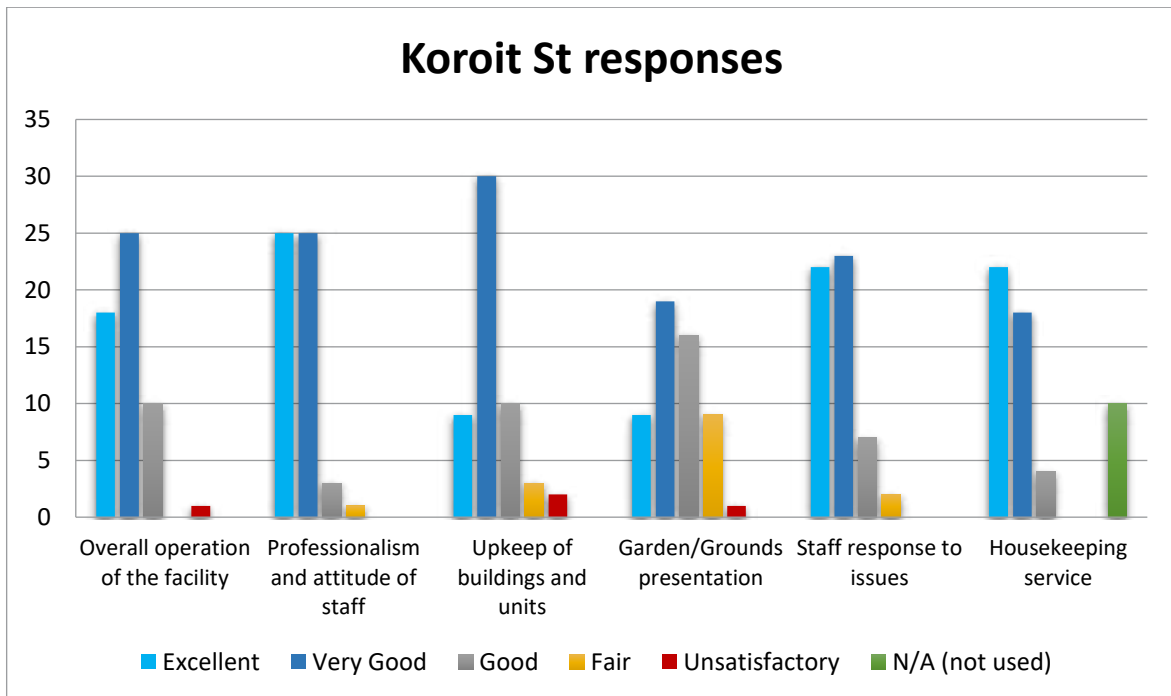
**Q. 8 asked residents how safe they felt living at Heatherlie** Most residents from across both sites indicated that they felt very safe. One comment received stated *"Sometimes when people come up the footpath at night I worry a bit, after they have had a night out."*



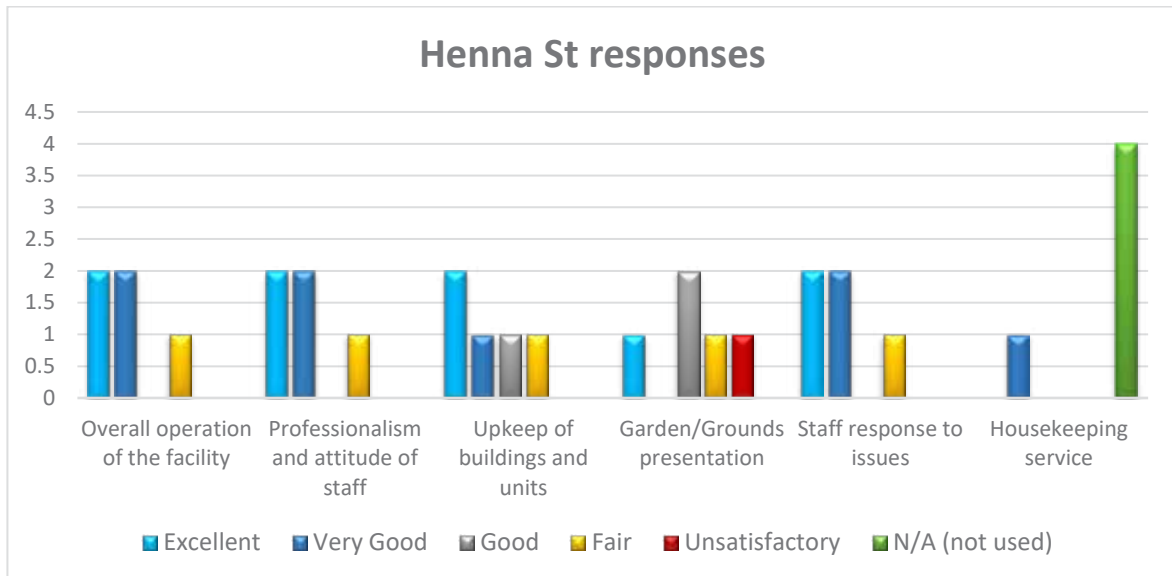
**Q. 10 gauged resident's opinion of the effectiveness of the Heatherlie Herald as a means of communication between the office and residents.** The Herald is distributed at the end of each month, including items such as birthdays, upcoming events and activities, photos, some funnies, and puzzles. Most 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, although this has improved somewhat on last year due to a new employee being hired to assist with these jobs. Most comments received were overwhelmingly positive about living at Heatherlie, with some residents taking the opportunity to provide feedback in the comments section per below:

*"Been here 17 years and never had any complaints, everything excellent."*

*"Gardens not kept tidy, roses all crowded out, shrubs unsuitable too big for garden. Paths and walkway could be a lot cleaner, slippery in wintertime."*

*"I have no desire to live anywhere else. I have made some very nice friends here and a great community lifestyle."*

*"Don't use the cleaning service, but I am sure it will be A1."*

*"I'm sorry I waited so long to get here. Everyone is so helpful and friendly."*

*"The front entrance needs a good clean through and wash on more regular times. The front garden, although replanted some time ago, is starting to look neglected. In our opinion, roses (though look good in bloom) need too much care and time for the gardener who has alot to do. We think native plants would be more suitable with low maintenance and are able to thrive better with our climate. Would also attract more native birds. There is quite a variety of small native plants available and also have flowers most of the year."*

*"After 3 years here I now call it 'home'. Love living here, all my needs are always met and its easy living (Thank you office)."*

*"The garden is beautiful."*

*"Just love everything about living at Heatherlie. I've been here for twelve very happy years."*

*"I now have peace of mind and feel safe and secure. Thank you for allowing me to live here."*

*"Every request made, no matter how small, is listened to and treated with respect."*

# Example of Resident Survey

### Annual Heatherlie Resident Survey 2023

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 ED'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 Friday 3<sup>rd</sup> March 2023. A summary of the survey results will be presented at the Annual General Meeting on 27<sup>th</sup> April 2023. (Please place a cross in the box to the right of your answer)

Facility  Korok Street  Hanna Street

1. How would you describe your overall happiness at Heatherlie?  
 Very 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 Executive Offices?  
 Completely satisfied  Moderately satisfied  Somewhat satisfied   
 Not satisfied   
 If not satisfied, please provide feedback: \_\_\_\_\_

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

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

7. How comfortable do you feel about voicing any concerns you might have to Heatherlie Executive office?  
 Very comfortable  Moderately comfortable  Somewhat comfortable   
 Uncomfortable  Very uncomfortable

8. How comfortable do you feel about voicing your opinions at the Heatherlie Residents Meeting?  
 Very comfortable  Moderately comfortable  Somewhat comfortable   
 Uncomfortable  Very uncomfortable

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

10. How effective do you find the Heatherlie Herald as a means of communication within the village at both sites?  
 Very effective  Satisfactory  Not at all effective

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

	Unsatisfactory	Fair	Good	Very Good	Excellent
Overall condition 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 House Number: \_\_\_\_\_  
 If it is your home or please 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.

End of Survey Report

# Fun times at Heatherlie



Donna and Diane



John, John and Ray  
"Working in the shed"



Trip to Portland  
Marlene with others



Barbara enjoying her birthday



Margaret and  
Peter Lawlor  
entertaining  
our  
residents



Enjoying an afternoon  
with Roger Punch



"Happy Christmas"  
Marion and Elaine



Stuart won the 'Guess how many lollies in the jar'



Santa and Donna



Residents 'enjoying a 'bring your own' lunch under the shade sail



U&I Fashion Day



Marge, Mieke, Olive, Gerald and Natalie enjoying the staff Christmas 'thank-you' afternoon



Marion enjoying a special 90th Birthday link up with overseas family



Ray enjoying his Birthday



Gloria holding the Melbourne Cup



Kathy & Murray



Ray and Jackie drawing the Easter Raffle



"Men at work" - Murray, John & Andrew

# 2022

Heatherlie Homes

Ph: 0355 615 565

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

ABN 29 263 185 760

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