



# 2023 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

## 2023

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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

## RESIDENT 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 and the Warrnambool Uniting Church Council, to ensure excellence of service provisions and strict adherence to the Parish Mission.

## FACILITIES:

To ensure that adequate and well-maintained facilities are available, to provide a safe and healthy environment.

## PUBLIC RELATIONS:

To promote an awareness of the Parish 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 COUNCIL MEMBERS AND DECLARATION



**Alex McCulloch**  
Chairperson



**Lu Butler**  
Deputy Chairperson



**Sean Delaney**  
Treasurer



**Charles Armitstead**



**Vern Robson**



**Bill Hickey**



**Stephen Chenoweth**



**Richard Ziegeler**



**Ros Bamford**



**Gordon McLeod**



**Lyn Burns**

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 2023.*


  
\_\_\_\_\_  
Alex McCulloch, Chairman 14 / 12 / 2023

  
\_\_\_\_\_  
Ros Bamford 14 / 12 / 2023

  
\_\_\_\_\_  
Lyn Burns 14 / 12 / 2023

  
\_\_\_\_\_  
Lu Butler 14 / 12 / 2023

  
\_\_\_\_\_  
Stephen Chenoweth 14 / 12 / 2023

  
\_\_\_\_\_  
Sean Delaney, Treasurer 14 / 12 / 2023

  
\_\_\_\_\_  
Bill Hickey 14 / 12 / 2023

  
\_\_\_\_\_  
Gordon McLeod 14 / 12 / 2023

  
\_\_\_\_\_  
Charlie Armitstead 14 / 12 / 2023

  
\_\_\_\_\_  
Vern Robson 14 / 12 / 2023

  
\_\_\_\_\_  
Richard Ziegler 14 / 12 / 2023

# HEATHERLIE STAFF MEMBERS



Jackie Crothers  
Executive Officer



Leonie Guld  
Executive Officer



Natalie Barker  
Office Assistant



Murray Stuchbery  
Maintenance



Andrew O'Donnell  
Gardener



John Madden  
Garden & Maintenance



Gerald Barry  
Housekeeper



Kate Clements  
Housekeeper



# HEATHERLIE RESIDENT STEWARDS



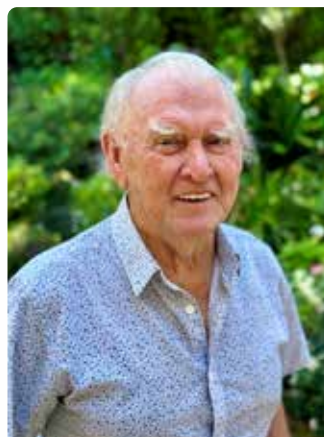
Donna Shaw



Elaine Oppenheim



Diane Mugavin



Leo Dunne

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 support 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 voluntary service, providing assistance and support when needed. Their involvement contributes greatly to the effective running of Heatherlie Homes.

## 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



Back: Ray, Diane, Elaine  
Front: Sue, Kay, Anne, Brenda

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 Committee assists with organising events and confers with the Executive Officers regarding any planned activities.

# RESIDENTS ENJOYING LIFE AT HEATHERLIE AND CHRIST CHURCH CLOSE



**THEA CELEBRATING HER 90TH BIRTHDAY WITH MURRAY**



**SCOOTER CLUB OUTING TO CHRIST CHURCH CLOSE**



**RESIDENTS ENJOYING A PERFORMANCE FROM INVENTI ENSEMBLE**

# Minutes of the 44th Annual General Meeting of the Heatherlie Homes Board for 2022, held on 27th April 2023 in the Heatherlie Resident lounge at 2.00pm

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Heatherlie Council Chairperson, Alex McCulloch, 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.

Alex invited attendees to follow the 2022 Annual Report booklet which has been distributed, containing the agenda on page 17.

## **PRESENT:**

**Heatherlie Homes LIFE MEMBERS:** Ron Bishop, Richard Ziegeler and Charlie Armitstead

**GUESTS:** Marjorie Crothers (Warrnambool Uniting Church), Jennifer Gent (newly co-opted member of Heatherlie House Management Committee), Neil Holland (Creative Architects), Fr. Scott R Lowrey (Warrnambool Anglican Church), Ashish Sitoula (Guest speaker from Warrnambool City Council).

**HEATHERLIE COUNCILLORS:** Charlie Armitstead, Ros Bamford, Lyn Burns, Bill Hickey, Alex McCulloch (Chairperson), Richard Ziegeler.

**RESIDENTS:** Diana Abraham, Mary Anderson, Rosemary Bayliss, Margaret Brown, Fran Carter, Ray Carter, Mary Clarke, June Cook, Wendy Crofts, Margaret Duffield, Anne Eccles, Tony Eccles, Sue Esau, Annmaree Faulkner, Kaye Gordon, Elena Hammond, Joyce Knights, Thelma Newland, Elaine Oppenheim, Dorothy Snell, Kath Turner, Dorothy Viergever, Marion Williams.

**STAFF:** Jackie Crothers (EO), Andrew O'Donnell, Murray Stuchbery.

**APOLOGIES:** Cr Debbie Arnott (Mayor, Warrnambool City Council), Su Clift (newly Co-opted member of Heatherlie House Management Committee), Joy Coulson (Secretary WUC), Rev. Malcolm Frazer (Warrnambool Uniting Church), Judy Gardiner (invited to join Heatherlie Committee), Dr Karoline Gunn (Heatherlie Medical Officer), Felicity Melican (Sinclair Wilson), Robyn Armitstead & David Wells.

**Heatherlie Council Members:** Lu Butler (Dept. Chair) Sean Delaney, Kath Massey (retiring), Gordon McLeod, Vern Robson (also Life member), Helen Wilson (retiring).

**Residents:** Marlene Bruce, Alison Clarke, Stuart Godkin, Shirley Gribbin, Anna Hollingsworth, Nuala Kamath, Eileen McArdle, Gilda McDonald, Margery McDonald, Chris McMahan, Diane Mugavin (Secretary Heatherlie Resident Committee), Barbara Pope, Brenda Smith (Convenor Heatherlie Resident Committee), Roger Smith, Brian Watt, Mieke Van Zelst.

**Staff:** Natalie Barker, Gerald Barry, Kate Clements, John Madden, Kathy Snell.

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

## Previous Minutes of the 43rd Annual Meeting held on 21st April 2022

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

**MOVED: Richard Ziegeler, SECONDED: Ros Bamford, CARRIED**

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

At the Heatherlie Council meeting of 23rd February 2023, two new co-opted members were nominated to join a Heatherlie committee for the 2023 year. We are pleased to welcome Jennifer Gent and Su Clift to the Heatherlie Homes House Management committee.

Also at this meeting, Charlie Armitstead, Gordon McLeod and Stephen Chenoweth, were invited back to Heatherlie Council after they completed a mandatory 12 month absence after 9 years of continuous service. Although they have continued to contribute to Heatherlie committees throughout the year, we are pleased to welcome them back to the Heatherlie Council where their skills, knowledge and experience are a great asset to our organisation.

### **Correspondence:**

#### **Outwards:**

- Co1) 27/03/2023 – Dr Karoline Gunn - Invitation to Heatherlie AGM and to continue on as Heatherlie Medical officer
- Co2) 31/03/2023 - Mr Ashish Sitoula Warrnambool City Council - Invitation to Heatherlie AGM and to be guest speaker
- Co3) 18/04/2023 Uniting Church Council, staff and Congregation - Invitation to Heatherlie AGM
- Co4) 19/04/2023 - Fr Scott Lowrey & Fr Robyn Shackell - Invitation to Heatherlie AGM
- Co5) 19/04/2023 – Felicity Melican – Invitation to Heatherlie AGM
- Co6) 19/04/2023 - Mayor Debbie Arnott - Invitation to Heatherlie AGM
- Co7) 19/04/2023 - Fr Lawrie O'Toole - Invitation to Heatherlie AGM
- Co8) 19/04/2023 - Mr Ron Bishop - Invitation to Heatherlie AGM
- Co9) 19/04/2023 - Ms Joy Coulson - Invitation to Heatherlie AGM
- Co10) 19/04/2023 – Jennifer Gent - Invitation to Heatherlie AGM
- Co11) 19/04/2023 – Sue Clift – Invitation to Heatherlie AGM
- Co12) 19/04/2023 - Judy Gardiner – Invitation to Heatherlie AGM
- Co13) 19/04/2023 – Retiring Heatherlie Council members - Invitation to Heatherlie AGM and 2022 annual report booklet
- Co14) 19/04/2023 – Heatherlie Council members - Invitation to Heatherlie AGM and 2022 annual report booklet
- Co15) 19/04/2023 - Heatherlie & Christ Church Close residents - Invitation to Heatherlie AGM and 2022 annual report booklet
- Co16) 20/04/2023 - Heatherlie Stewards (Diane, Donna, Elaine & Leo) - Thanking them for service and asking if they would like to continue in 2023

#### **Inwards:**

- Ci1) 31/03/2023 - Dr Karoline Gunn email - Apology for AGM, however, would be pleased to continue on as Medical Officer

Inwards Continued...:

Ci2) 08/04/2023 – Joy Coulson, Secretary Warrnambool Uniting Church – Unable to attend AGM

Ci3) 14/04/2023 – Lu Butler – Unable to attend AGM

Ci4) 17/04/2023 – Vern Robson - Unable to attend AGM

Ci5) 19/04/2023 – Rev. Malcolm Frazer – Unable to attend AGM

Ci6) 24/04/2023 - WCC Wendy Clark, Executive Assistant – Email: Cr. Debbie Arnott – Unable to attend AGM.

Ci7) 24/04/2022 – Helen Wilson - Unable to attend AGM

Ci8) 24/04/2023 – Heatherlie Stewards (Diane, Donna, Elaine & Leo) - Diane, Donna, Elaine & Leo would like to continue in 2023

Ci9) 22/04/2023 – Gordon McLeod - Unable to attend AGM

Ci10) c25/04/2023 – Su Clift - Unable to attend AGM

Ci11) 26/04/2023 – Brenda Smith - Unable to attend AGM

**“That inwards correspondence be received, and outwards correspondence be approved”  
MOVED: Bill Hickey, SECONDED: Richard Ziegeler, CARRIED**

**Reports:** commencing on page 18 of the AGM booklet

**Chairperson’s address: Alex McCulloch**

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 residence and we cannot thank them enough. Alex mentioned one staff member who had been working at Heatherlie for 28 years, so Heatherlie must be doing something right!

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, 73 at Koroit Street and 11 at Christ Church Close, Henna Street. Alex also mentioned the resident survey results showing most residents are very happy at Heatherlie. He thanked residents for taking the time to complete and return surveys as the feedback was invaluable.

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.

**Executive Officers:** as per AGM booklet. Alex also corrected a misunderstanding in the Executive Officers report regarding the membership of Heatherlie Council under the new Parish Mission. Up to one third of the Heatherlie Council will be drawn from the wider community and the remainder will be Uniting Church Council or congregation members.

**Committees:**

- c. House Management as per AGM booklet
- d. Governance as per AGM booklet
- e. Buildings and Grounds as per AGM booklet
- f. Residents Committee as per AGM booklet
- g. Finance as per AGM booklet. The report also includes details as required by the Retirement Villages Act, that we will be able to meet our debts as and when they fall due in 2023.
- h. Stage 6 development project as per AGM booklet

There were no questions from the floor in relation to any of the reports.

**Adoption of reports and financial statements:**

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

**MOVED: Richard Ziegeler, SECONDED: Lyn Burns, CARRIED**

Richard also thanked co-opted committee members for their contribution 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 2023.

**Appointment of Resident Stewards:** All four stewards have agreed to continue in their role for the 2023-2024 year, they are: Donna Shaw, Leo Dunne, Diane Mugavin and Elaine Oppenheim. We 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 agreed to continue in the position of Resident Representative on the Heatherlie Council, thank you Ray.

**Resident Dispute Resolution Statement:** There were no formal complaints using the 'Internal Resolution' process in 2022.

**General Business:** Nil

Alex introduced the Guest Speaker: Ashish Sitoula, Manager of Capacity, Access and Inclusion, Warrnambool City Council.

Ashish gave a very interesting presentation touching on his background, how he came to be in his current role and some of the challenges for Warrnambool City Council when dealing with a diverse but small community.

Ashish explained he works in the Community development department at the Warrnambool City Council. One of the programs he currently manages is the Strategy, Community Planning and Policy. It looks at equity platforms and community planning around infrastructure and service programs, based on the demographics of the community. He also manages programs for the elderly – age care services, programs at Archie Graham, and creating equity platforms around reconciliation, gender equity, inclusion etc.

Born in Nepal, Ashish explained he has worked in 15 countries, lived in 8 for long periods and came to Warrnambool in 2019. Before moving here, he studied Warrnambool and found it to be very welcoming, with rainbow flags, and it was a neat and clean city. He then looked at the demographics, which told a different story of vulnerability which interested him.

Warrnambool's population is approximately 36,000 and growth has been relatively steady since the 1970s, however, being a regional city we need to service a wider area and approximately 125,000 people. Around 14% of Warrnambool's community are classed as low income earners with approximately 4,000 considered below the poverty line. Available housing is also a substantial issue in Warrnambool. There is a lack of accommodation for families and workers coming to our city. Council is advocating other government areas to provide a solution. Warrnambool also has an ageing population which is creating a significant demand on services, but there is a lack of human resources. By 2027 we will be a "super ageing community" – over 30% of our population will be over the age of 65. Council is working with TAFE and other institutions to provide courses in aged care (and early childhood education) and looking at immigrants to fill the resources gap. Some of the biggest challenges for Council are human resources and finances.

In response to a number of questions, Ashish mentioned there are 42 different programs provided by the Archie Graham Community Centre. These include community connection, yoga, exercise, music, home maintenance, personal care, respite, social support, age care programs, bus trips, walking/cycling groups which also cater to those with a disability.



Ashish went on to say that some home support programs were currently being evaluated, however, Council is committed to providing services to residents. Warrnambool Council has recently taken on 70 more “meals on wheels” clients after Lyndoch ceased providing frozen meals. Although other neighbouring shires had dropped some of these services, Warrnambool operates differently; Administration costs are kept lower due to a smaller catchment area, meaning they can see more clients in a day compared to other shires. Council is keeping an open mind during its evaluation process.

Council has different programs to attract workers to Warrnambool to fill the skills shortage. Immigration, and a mental health workforce incentive program are two examples, however, available housing is a barrier to attracting employees with a 0% rental vacancy rate since 2021. The current Census data on population is being questioned as it does not appear accurate at around 35,500. Warrnambool City Council is currently working with the ABS to clarify population and looking to utility providers to get a more accurate picture. How can there be a housing crisis if we do not have that many residents and population has remained steady? Warrnambool City Council estimates the population to be closer to 38,000. There were no further questions.

Alex thanked Ashish and presented him with a small gift of appreciation.

Alex thanked everyone for their attendance at the annual meeting and invited everyone to join in afternoon tea.

**Meeting closed:** 2.37pm



**Photos of our beautiful gardens**

# **Agenda for the 45th Annual General Meeting of the Heatherlie Council to be held on 18th April 2024**

**1. Welcome**

**2. Apologies**

**3. Declaration of pecuniary or other interest**

**4. Minutes of the 44th Annual General Meeting held 27th April 2023**

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

**10. Appointment of Resident Stewards** - invited in writing to continue in this role for 2024.

**11. Appointment of Resident Representative to Heatherlie Council.** Ray Carter has been appointed and agreed to stay on for the 2024 year.

**12. Resident Dispute Resolution Statement** – no formal complaints received in 2023.

**13. General Business**

**14. Guest Speaker** – Emmalee Bell, Executive Officer and Manager of Hospice

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



## A special Uniting Church service was held in February 2023 to formally recognise the new Parish Mission



Some members of our Heatherlie Council attended a church service, which saw both the induction of Andrew Shearer-Cox as the new Chairperson of Presbytery, as well as the formal recognition of Warrnambool Uniting Church as a Parish Mission, specifically including Heatherlie as part of the Parish Mission.



# CHAIRPERSON'S REPORT

## Annual Report for the year ending 31st December 2023

I would like to start this report by thanking Heatherlie staff, Council members and residents for their significant contributions over the 2023 calendar year. As always – their contribution is the reason why Heatherlie is such a great home and place to live for all our residents.

One of the most rewarding parts of my role is hearing from Council member, and resident representative Ray Carter, about how happy Heatherlie residents are. We are all here for the residents and it is great to hear you are happy in your homes.

While the global economy has had and continues to have its challenges, Heatherlie's finances are steady and occupancy rates remain high. The current occupancy rate is 98.8% and expressions of interest have increased after a very successful open day was held in November. Thank you to the Finance Committee for their time and expertise to ensure Heatherlie remains to be financially robust.

This year we are thrilled to honour Stephen Chenoweth and Bill Hickey with life memberships. Their steady hand and expertise have contributed and continues to contribute greatly to the operation and governance of Heatherlie.

Stage 6 continues to progress – albeit more slowly than initially intended. Architect Mathew Morse has taken over the project and the designs and concepts are exceptional. As we have changed the scope of the development an amendment to the existing planning permit was required and this is currently with the Warrnambool City Council. When the permit is amended we will then seek tenders for the construction with an aim to commence construction in the near future. Thank you to Neil Holland for all your previous good work.

I look forward to another year as Heatherlie Chair and to continue to work with our exceptional team.



*Alex McCulloch*

Chairman, Heatherlie Council

# EXECUTIVE OFFICERS REPORT

What a busy year 2023 has been!

This year we farewelled twelve residents and welcomed eleven new residents, all moving into lovely newly refurbished units. We are happy to report that the new residents are settling in well and have been seen participating in regular social functions in the lounge.

Earlier this year we farewelled Kathy Snell, after 14 years working at Heatherlie, and mid-year welcomed Leonie Guld as her replacement. Leonie joins Jackie Crothers in a job share role of Executive Officer. Leonie brings new ideas and a fresh perspective from years of experience in other fields. She has settled in well and is enjoying her time at Heatherlie.

In November we hosted an Open Day, which was well received, with around 30 groups attending. As well as staff, we had approximately sixteen current residents who volunteered taking visitors on tours and showcasing Heatherlie. They particularly enjoyed offering their personal experiences and stories of life in our retirement village. The feedback was very positive, with prospective residents indicating they had a wonderful day and were impressed with our village and grounds. Expression of interests have increased, and a few units became occupied after the day.

Our residents enjoyed many functions throughout the year including Australia Day, St Patrick's Day, ANZAC day, AFL Grand Final, Melbourne Cup and many Christmas celebrations, including 2 large bands from the Warrnambool Salvation Army and Warrnambool College. Our residents, and their committee, actively fundraised for several charities during the year. We have organised Warrnambool Police (to talk on safety, and they also provided a tour of the police station and highway patrol vehicle), musicians, artists and entertainers throughout the year. Holy Communion is now offered once a month and has been well received. Mid-year we received a very generous donation of DVDs which are providing hours of entertainment on those rainy days.

The Heatherlie Staff continue to work well together as a team and are proud of the work we do. The additional effort of staff in making our residents feel safe, secure and settled doesn't go unnoticed. We are grateful for the continued support from the volunteers on our Council and Committees who offer expert advice and consideration behind the scenes.

2024 brings much excitement to Heatherlie with the proposed Princess St Development and the expanding of the services we provide to our local community. We both look forward to continuing to oversee of one of Warrnambool's premier independent living facilities.



*Jackie Crothers*  
Executive Officer



*Leonie Guld*  
Executive Officer

# 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. The House Management Committee for 2023 were Richard Ziegeler (Convenor), Lu Butler, Lyn Burns, Jennifer Gent (Co-opted member) and Su Clift (Co-opted member). 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. 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 discreet and efficient mechanisms to smooth out any problems. House Committee also attends to interviews for some proposed residents where entry is not so straight forward.

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

## Residents enjoying social activities in the Heatherlie lounge



Stuart & Tony



Margaret & Elaine

# GOVERNANCE COMMITTEE REPORT

The Governance sub-committee meets bi-monthly to oversee best practice in the management of Heatherlie and makes recommendations relating to the direction, control, practices and systems to ensure its long term sustainability.

The committee includes Bill Hickey (Convenor), Vern Robson, Lyn Burns, Richard Zeigler and Alex McCulloch.

Each year sees the consolidation of the previous work of the Governance Committee, as it ensures all policies and procedures are up to date and meet expected standards.

A range of items are reviewed annually and upgraded accordingly to maintain strong governance of Heatherlie. These include:

- Staff employment contract reviews - all casual and permanent staff contracts were reviewed and rewritten to a standard format.
- Residency Occupancy Agreements, Fact Sheets and Disclosure Statements were all reviewed by Tait's Legal.
- Staff training in First Aid and resuscitation was undertaken as was the opportunity for mental health care. Governance recognises the importance of staff and resident welfare.
- Update of our risk management document for the Parish Mission.
- The sharing of Heatherlie documents such as the Annual Calendar, the Strategic Plan, Policies, Stage 6 reports and all Board and Committee minutes with the Uniting Church as part of the Parish Mission.
- On-going reviews of all Heatherlie policies and procedures.
- Continuous monitoring of Covid management and adjustments as required.
- Scheduling and completion of all staff appraisals.
- Completion of performance evaluation, 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 the staff for their dedication in ensuring Heatherlie remains a safe and caring place to live.



*Bill Hickey*

Convenor,  
Governance Committee

# BUILDINGS AND GROUNDS COMMITTEE REPORT

This year once again saw the Building Grounds Committee have another productive year, seeing to all general maintenance requirements, requests from residents and continuing to refurbish units as they became vacant.

General maintenance items this year included upgrading the last three major electrical switch boards for the Koroit street campus. This has brought these facilities up to current standards and should see us compliant for many years to come. Also, a new hydronic and hot water twin gas boiler has been purchased and installed at the Henna Street campus replacing the original unit that had serviced us well, but was showing its age with parts and servicing now not available.

Works for next year include upgrading the Fotheringham Laundry, following a request from a resident, with this being the final laundry to be upgraded at Koroit St. Also planned is replacing broken analogue cameras with new digital Wi-Fi cameras and updating the security system to ensure resident's safety and well-being.

This year also saw Heatherlie staff have our busiest year on record for unit refurbishments with approximately one unit refurbished every month. A large percentage of these refurbishments being full refurbishments due to long term residents. This placed extra pressure on all staff members so thanks must go to Murray and our staff for completing this large amount of work this calendar year. Hopefully next year will not be as busy as jobs align more with the usual responses to residents' requests and general maintenance issues. Once again Andrew has been busy attending to the Heatherlie and Christ Church gardens which looked 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 2023 were Stephen Chenoweth (Convenor), Charlie Armistead, Gordon McLeod, Ros Bamford, supported by Leonie Guld, Natalie Barker, Jackie Crothers, Murry Stuchbery, John Madden and Andrew O, Donnell.



*Stephen Chenoweth*

Convenor,  
Building and Grounds Committee



# RESIDENT COMMITTEE REPORT

I am pleased to present the report, on behalf of the Heatherlie Residents Committee, summarising our activities and events throughout the past year. We have had a productive year marked by various positive initiatives and pleasing activities.

**Successful Cancer Fundraiser:** Our committee organised a highly successful cancer fundraiser that exceeded our expectations. Through the generosity of our residents and the hard work of the committee and others, we were able to raise significant funds for “Peter’s Project”. As well as raising funds, it was an enjoyable fun filled afternoon.

**AFL Grand Final Afternoon:** The AFL Grand Final afternoon was a hit among football enthusiasts. It offered a vibrant and animated atmosphere for everyone to come together, cheer for their favourite team, and enjoy the thrill of the game.

**Melbourne Cup Afternoon:** The Melbourne Cup afternoon provided an enjoyable gathering for residents to celebrate this iconic event. Residents had a great time participating in the Cup Sweep, enjoying refreshments, and sharing the excitement of the races. The office provided prizes for best outfit and most attractive hat.

**Music and Movies Afternoons:** Our committee organised several engaging music and movies afternoons, providing a platform for residents to unwind and enjoy quality entertainment. These events were well-received and offered a diverse range of options catering to various tastes.

**Thank You Afternoon Tea for Staff:** Recognising the dedication and hard work of our staff, the committee organised a special Christmas afternoon tea as a token of our gratitude. All residents who attended brought along a plate of delicacies to share. It was a wonderful opportunity to express our appreciation for the staff’s commitment and contributions to Heatherlie.

**Residents Christmas Party:** The Christmas party in 2023 was a tremendous success, bringing together residents to celebrate the festive season. The enjoyable atmosphere, lovely food, and musical entertainment by Trevor Emeny, made it a memorable occasion for everyone involved.

In conclusion, this year has been filled with numerous successful events that have brought our community closer together while supporting important causes and providing entertainment. I extend my heartfelt gratitude to all the committee members, volunteers, and residents who took the time to support our efforts in the various activities throughout the year.

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



*Brenda Smith*  
Convenor,  
Residents Committee

# 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 \$100,384 (compared to a net deficit in the 2022 year of \$52,582).

Income for the year increased to \$1,625,516 (compared to \$1,300,213 in 2022). The increase for the year was primarily attributable increased earnings on investments, with interest received and UCA investment gains exceeding the prior year by \$185,075. Ingoings also recorded an increase of \$61,554 as a result of a number of new residents entering Heatherlie Homes.

The Grants income received during the year of \$107,000 relates to further contributions from Philanthropic Foundations towards the proposed Princess Street development.

The total expenditure for the year increased by \$172,337 to \$1,525,132, compared to \$1,352,795 for the 2022 year. The largest increases were additional expenditure of \$180,668 in Repairs and Refurbishments and \$35,828 in Payroll Costs.

The increase in Repairs and Refurbishments reflects further work undertaken on a number of units that were vacated during the period. Similar to last year, these refurbishments should have a positive impact on the financial position of Heatherlie Homes moving forward as new residents occupy the units 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 2023. This statement discloses net assets of \$23,632,911, with the increase being reflective of the net surplus for the year.

Cash reserves increased during the 2023 year to \$4,233,913 (up \$1,030,840).

Total liabilities increased during the year by \$879,736. This increase was primarily driven by additional liabilities for Resident Bonds and Ingoing Contributions which increased by \$872,448 in total.

The increase in cash reserves and liabilities for Resident Bonds and Ingoing Contributions are obviously closely linked, as new residents' contributions have increased both the asset and liability sides of the statement of financial position.

The financial position and performance of Heatherlie Homes continues to be sound.



*Sean Delaney*  
Convenor,  
Finance Committee

# STAGE 6 DEVELOPMENT

## PROJECT COMMITTEE REPORT

The past 12 months have been extremely challenging for the sub-Committee and Heatherlie Council. After eventually obtaining the required planning permit for Stage 6 from Warrnambool City Council, Creative Architects were instructed to proceed with the preparation of the detailed plans and specifications to enable approval to be sought from the Uniting major projects division, prior to tenders being called.

Quite unexpectedly, in mid-2023, Heatherlie Council received a letter from Creative Architects to the effect that due to the inability of this firm to engage the required professionals to assist with the preparation of the detailed plans and specifications, the firm had no option but to withdraw its services for the Stage 6 project. Neil Holland as the principal architect suggested that another local architect, Mathew Morse, may be willing to take over responsibility to have the required plans and specifications prepared.

At this same time, the State Government introduced new regulations that required at least one of the units proposed for construction, to be fitted out with necessary handrails and shower equipment to enable an occupier with limited disabilities to enjoy a normal independent living experience. A further legislative requirement meant that all new units had to be designed for electricity only use.

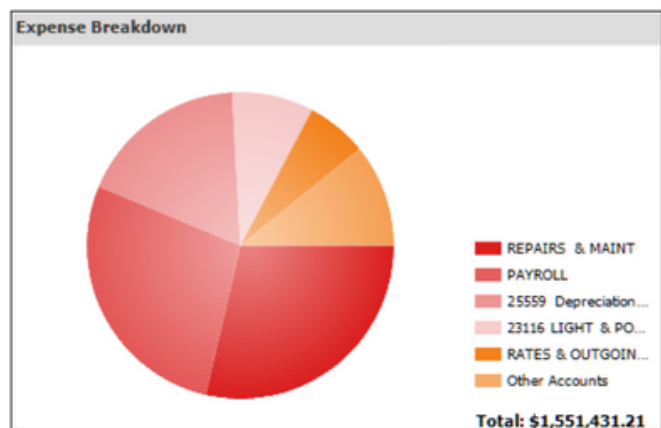
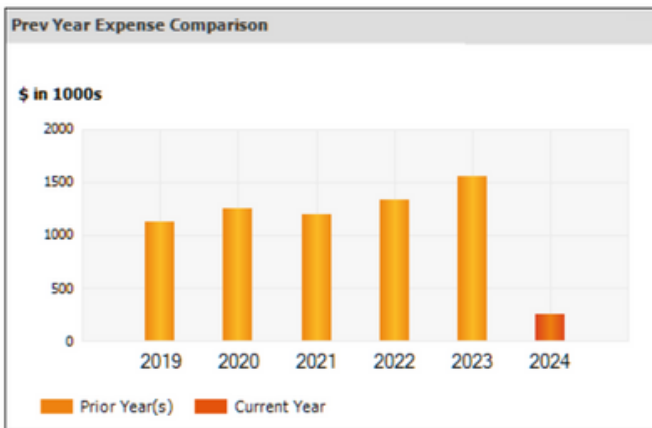
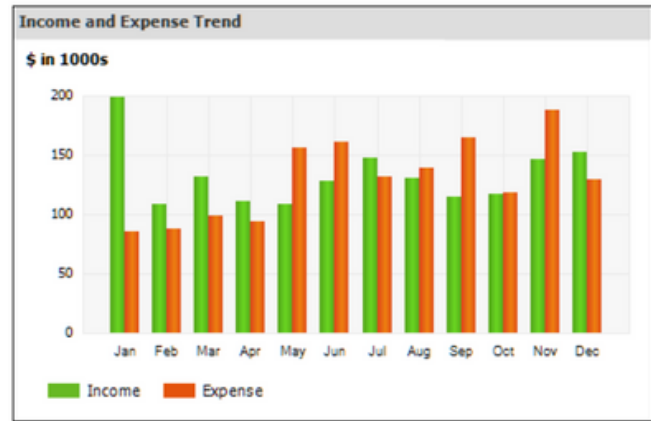
Mathew Morse was engaged to update the building design requirements to comply with the new legislation and to generally improve the quality and access needs for the planned twelve new housing units. Heatherlie Council unanimously approved the excellent new design proposals as outlined by Mathew Morse.

Because of the essential changes made to the original design plans, the Warrnambool City Council planning department insisted that the new proposal must require a new planning permit. This decision was despite the previous delay of almost 15 months due to a VCAT objection being lodged and eventually withdrawn before the previous planning permit was approved with various conditions. Currently the revised planning application has now been lodged with Warrnambool City Council for approval and it may take until the end of April 2024 before advice is received that a new planning permit will be issued. In the meantime, building costs have increased by at least an estimated 40% as compared to the time when the Stage 6 project was originally commenced 3 years ago.

Heatherlie Council will have to wait for the new planning permit to be approved before the final detailed plans and specifications can be completed to secure a building permit and for the purpose of seeking tenders from approved reputable building contractors. Even in the best scenario and providing a competitive tender can be received within the scope of the funds available for construction, it will be at least July 2024 before Heatherlie Council will be in a position to determine if the current project will be able to proceed as planned.

**Vern Robson - Committee Convenor**, Charlie Armitstead - Committee Member,  
Stephen Chenoweth - Committee Member, Alex McCulloch - Committee Member.

# 2023 HEATHERLIE HOMES FINANCIAL AND STATISTICAL ANYLISIS



HEATHERLIE HOMES

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER, 2023

	Note	2023 \$	2022 \$
<b>INCOME</b>			
Donations		200	2,286
Grants - Local Philanthropic Foundations		107,000	90,000
Ingoings		376,470	314,916
Maintenance Rent		833,416	793,452
Interest	2	111,471	62,846
Insurance Claim		13,391	2,536
Other		24,606	19,339
Short Stay Rental		16,405	11,830
Rent Merri Street		55,406	52,307
UCA Trust (Loss)/Gain		87,151	(49,299)
		<u>1,625,516</u>	<u>1,300,213</u>
<b>EXPENDITURE</b>			
Bank Charges		872	804
Cleaning		13,092	11,587
Computer Expenses/Internet Fees		4,993	5,158
Donations		1,575	4,748
Gardening Services		9,541	7,500
Gardening Supplies		7,269	6,128
General Expenses		9,356	13,152
Insurance		45,600	40,154
Resident Insurance Reimbursement		1,800	2,400
Legal Fees		600	10,450
Light & Power		135,792	137,775
Payroll Costs		437,055	401,227
Permits, Licences & Fees		471	5,295
Postage		1,632	331
Printing, Stationery & Advertising		17,071	14,903
Professional Fees - Accounting and Audit		11,335	10,530
Rates & Outgoings		105,178	103,555
Rental Management fees		3,449	4,041
Safety Services		18,173	14,604
Telephone		3,237	2,453
Uniforms		749	2,197
Wardens' Allowance		4,000	4,000
Workshop tools and equipment		5,710	5,422
Total Operating Expenses		<u>838,550</u>	<u>808,414</u>
		<u>786,966</u>	<u>491,799</u>
<b>SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION</b>			
Less: Repairs and Refurbishments		448,377	267,709
Less: Depreciation	(1)e	238,205	276,672
		<u>686,582</u>	<u>544,381</u>
<b>SURPLUS / (DEFICIT)FOR THE YEAR ENDED 31 DECEMBER</b>			
		<u>100,384</u>	<u>(52,582)</u>

The accompanying notes form part of these financial statements

**HEATHERLIE HOMES**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 31 DECEMBER, 2023**

	Note	2023 \$	2022 \$
<b>CURRENT ASSETS</b>			
Cash at Bank	3	501,126	523,289
Cash Equivalents - UCA Trust Account	4	3,732,787	2,679,784
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		30,537	14,602
Sundry Debtors	2(a)	61,873	28,730
		<u>4,326,422</u>	<u>3,246,504</u>
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	6	22,616,112	22,709,910
<b>TOTAL ASSETS</b>		<b><u>26,942,534</u></b>	<b><u>25,956,414</u></b>
<b>CURRENT LIABILITIES</b>			
Trade Creditors and Other Payables	7	44,770	30,708
Provision for Annual Leave		49,715	53,834
Provision for Long Service Leave		64,128	61,160
		<u>158,613</u>	<u>145,702</u>
<b>NON-CURRENT LIABILITIES</b>			
Residents Bonds and Deposits (refundable)		1,249,500	1,085,900
Garage and Air Conditioning Bonds		296,000	201,000
Residents Ingoing Contributions		1,600,330	986,482
Provision for Long Service Leave		5,180	4,803
		<u>3,151,010</u>	<u>2,278,185</u>
<b>TOTAL LIABILITIES</b>		<b><u>3,309,623</u></b>	<b><u>2,423,887</u></b>
<b>NET ASSETS</b>		<b><u>23,632,911</u></b>	<b><u>23,532,527</u></b>
<b>MEMBERS FUNDS AND RESERVES</b>			
Asset Revaluation Reserve		18,494,247	18,494,247
Members Funds		5,138,664	5,038,280
		<u>23,632,911</u>	<u>23,532,527</u>

The accompanying notes form part of these financial statements

HEATHERLIE HOMES

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER, 2023

	Note	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 31 December, 2021</b>		5,090,862	14,016,228	18,856,483
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>
Surplus / (Deficit) for the year		100,384	-	100,384
Transfers to and from reserves		-	-	-
<b>Balance at 31 December, 2023</b>		<u>5,138,664</u>	<u>18,494,247</u>	<u>23,632,911</u>

The accompanying notes form part of these financial statements

**HEATHERLIE HOMES**  
**STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER, 2023**

	Note	2023 \$	2022 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		1,357,767	1,122,281
Donations		107,200	92,286
Interest received		111,471	62,846
Payments to suppliers and employees		<u>(1,273,639)</u>	<u>(1,080,993)</u>
<b>Net cash provided by operating activities</b>	8	<b><u>302,799</u></b>	<b><u>196,420</u></b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for Property, plant and equipment		<u>(144,407)</u>	<u>(86,435)</u>
<b>Net cash provided by Investing activities</b>		<b><u>(144,407)</u></b>	<b><u>(86,435)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(Decrease) in Resident Bonds and Deposits Liability		258,600	(101,100)
Increase/(Decrease) in Residents Ingoing Contributions		<u>613,848</u>	<u>(128,174)</u>
<b>Net cash provided by Financing activities</b>		<b><u>872,448</u></b>	<b><u>(229,274)</u></b>
Net increase in cash held		1,030,840	(119,289)
Cash at beginning of year		<u>3,203,073</u>	<u>3,322,362</u>
<b>Cash at end of the year ending 31 December</b>	5	<b><u>4,233,913</u></b>	<b><u>3,203,073</u></b>

The accompanying notes form part of these financial statements



# HEATHERLIE HOMES

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2023

### 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, 2023

#### 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, 2023

	2023	2022
	\$	\$
<b>Note 2. Interest Received</b>		
Interest		
Bank	-	7
UCA	(a) 110,529	62,839
Residents interest payable on unpaid ingoing bonds	942	-
	<u>111,471</u>	<u>62,846</u>

(a) 2023 included \$58,049 received 12 January, 2024 relating to the six months ending 31 December, 2023. This amount was included as receivable under Sundry Debtors.

**Note 3. Cash**

ANZ Stage 6 - 3212-00046	981	280,000
ANZ Stage 6 - Term Deposit	386,000	-
ANZ Bank Cheque Account - 2760-89675	95,000	232,152
Commonwealth Bank Cheque Account	19,145	11,137
	<u>501,126</u>	<u>523,289</u>

**Note 4. Cash Equivalents**

Uniting Church Cash Management Trust - 103488003	7,962	7,566
Uniting Church Enhanced Cash Trust - 105918007	3,724,825	2,672,218
	<u>3,732,787</u>	<u>2,679,784</u>

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

	<u>4,233,913</u>	<u>3,203,073</u>
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**HEATHERLIE HOMES**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER, 2023**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
<b>Note 6. Property, Plant &amp; Equipment</b>		
210 Merri Street - Land	492,688	492,628
210 Merri Street - Building	121,000	121,000
Less Accumulated Depreciation	(6,894)	(4,735)
(a)	<u>606,794</u>	<u>608,893</u>
212 Merri Street - Land	390,000	390,000
(a)	<u>390,000</u>	<u>390,000</u>
Henna St - Buildings at valuation	2,145,500	2,145,500
Less: Accumulated Depreciation	(36,666)	-
(b)	<u>2,108,834</u>	<u>2,145,500</u>
Koroit and Rear Banyan St - Land at valuation	8,078,400	8,078,400
Koroit St - Buildings at valuation	10,363,838	10,281,600
Less: Accumulated Depreciation	(185,892)	-
(b)	<u>18,256,346</u>	<u>18,360,000</u>
Plant & Equipment at Cost	232,875	227,494
Less: Accumulated Depreciation	(177,105)	(163,617)
	<u>55,770</u>	<u>63,877</u>
27-29 Princess Street Land	700,000	700,000
27-29 Princess Street - Improvements	175,686	118,958
27-29 Princess Street Land	875,686	818,958
(c)	<u>875,686</u>	<u>818,958</u>
6a Manifold Street Land	322,682	322,682
(d)	<u>322,682</u>	<u>322,682</u>
	<u><b>22,616,112</b></u>	<u><b>22,709,910</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, 2023**

**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, 2023 (\$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, 2023 (\$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>2023</b>	<b>2022</b>
	\$	\$
<b>Note 7. Trade Creditors and Other Payables</b>		
Trade Creditors and accruals	36,514	22,682
Payroll Liabilities	6,953	6,538
ANZ Business Credit Card	1,303	1,488
	<b>44,770</b>	<b>30,708</b>
<b>Note 8. Cash Flow Information</b>		
<b>Reconciliation of Cash flows from Operations with profit</b>		
Profit / (Loss)	100,384	(52,582)
<u>Non-cash flows in profit from ordinary activities</u>		
Depreciation	238,205	276,672
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	(49,078)	(22,800)
Increase/(Decrease) in payables	14,062	(15,757)
Increase/(Decrease) in other provisions	(774)	10,887
<b>Cash flows from operations</b>	<b>302,799</b>	<b>196,420</b>

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2023

**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, 2023.

**Note 11. Related Party Transactions**

Payment of \$11,561 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**

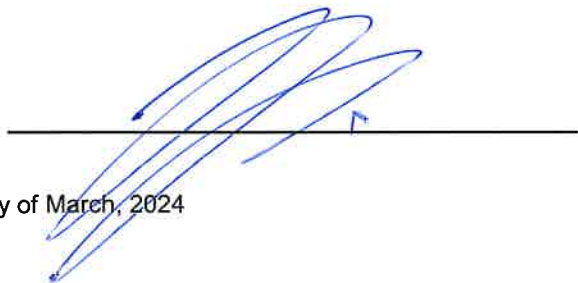
**ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF THE REGISTERED ENTITY**

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, 2023 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 **13<sup>th</sup>** Day of March, 2024

*Reference Number: 2375348\_2*

## 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, 2023, 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, 2023 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 13 March 2024

257 Timor Street  
Warrnambool VIC 3280

## 2023 Heatherlie and Christ Church Close Resident Survey Results

Our 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). 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.

Completing the survey is optional not all residents returned their surveys, so we appreciate the residents who do take the time to provide us with feedback.

Currently Koroit Street has 68 residents and we received 52 survey returns (a 76.47% response), and Henna Street currently has 8 residents with 5 survey returns (a 62.5% response).

1. How would you describe your overall happiness at Heatherlie?

### Koroit Street Responses

Very happy	41
Happy	11

### Henna Street Responses

Very happy	3
Happy	2

2. Do you think the monthly maintenance service fee represents reasonable value for money?

### Koroit Street Responses

Yes	47
No	2
No answer	3

### Henna Street Responses

Yes	5
No	
No Answer	

3. How would you rate your experiences of interactions with Heatherlie Office Staff?

### Koroit Street Responses

Completely satisfied	48
Moderately satisfied	3
Somewhat satisfied	1

### Henna Street Responses

Completely satisfied	4
Moderately satisfied	1
Somewhat satisfied	

*“I am very happy to call Heatherlie my home. All staff are very approachable and happy to listen. I hope we have you all for many years to come.”*

4. How would you rate your experiences of interactions with the other Heatherlie Staff?

### Koroit Street Responses

Completely satisfied	49
Moderately satisfied	3
Somewhat satisfied	

### Henna Street Responses

Completely satisfied	4
Moderately satisfied	
Somewhat satisfied	1

*“All staff have been excellent, always helpful, always following through on requests and quick to respond, always caring for my best interests. Everything and everyone is great!”*

5. How likely are you to recommend living at Heatherlie/Christ Church Close to family, friends or the wider Warrnambool community?

**Koroit Street Responses**

Very likely	42
Likely	9
Probably	1

**Henna Street Responses**

Very likely	3
Likely	2
Probably	

6. How comfortable do you feel about voicing any concerns you might have to Heatherlie Executive officers?

**Koroit Street Responses**

Very comfortable	48
Moderately comfortable	3
Somewhat comfortable	
uncomfortable	
Very uncomfortable	1

**Henna Street Responses**

Very comfortable	4
Moderately comfortable	1
Somewhat comfortable	
uncomfortable	
Very uncomfortable	

7. How comfortable do you feel about voicing your opinions at the Heatherlie Residents Meeting?

**Koroit Street Responses**

Very comfortable	21
Moderately comfortable	12
Somewhat comfortable	8
Uncomfortable	5
Very uncomfortable	1
No answer/Don't attend	5

**Henna Street Responses**

Very comfortable	
Moderately comfortable	1
Somewhat comfortable	2
Uncomfortable	
Very uncomfortable	
No answer/Don't attend	2

8. How safe and secure do you feel living in your unit at Koroit Street/Henna Street?

**Koroit Street Responses**

Very safe	46
Safe	5
Somewhat safe	1

**Henna Street Responses**

Very safe	5
Safe	
Somewhat safe	

9. How effective do you find the Heatherlie Herald as a means of communication within the village at both sites?

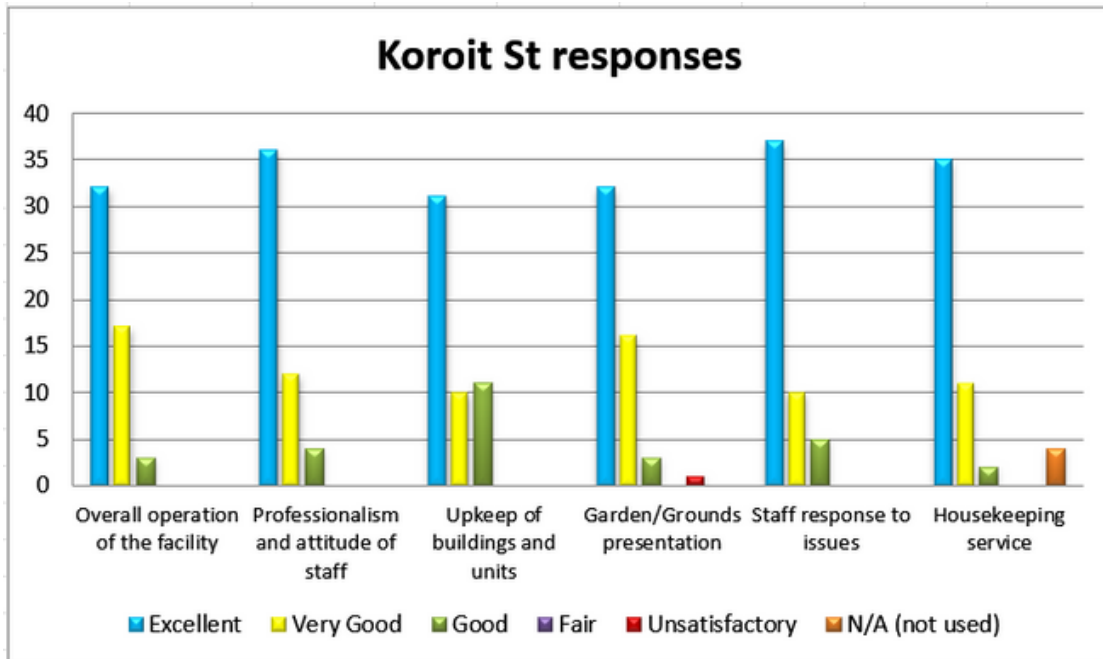
**Koroit Street Responses**

Very effective	40
Satisfactory	12

**Henna Street Responses**

Very effective	2
Satisfactory	3

10. Satisfaction with the following aspects of the service (Koroit Street):



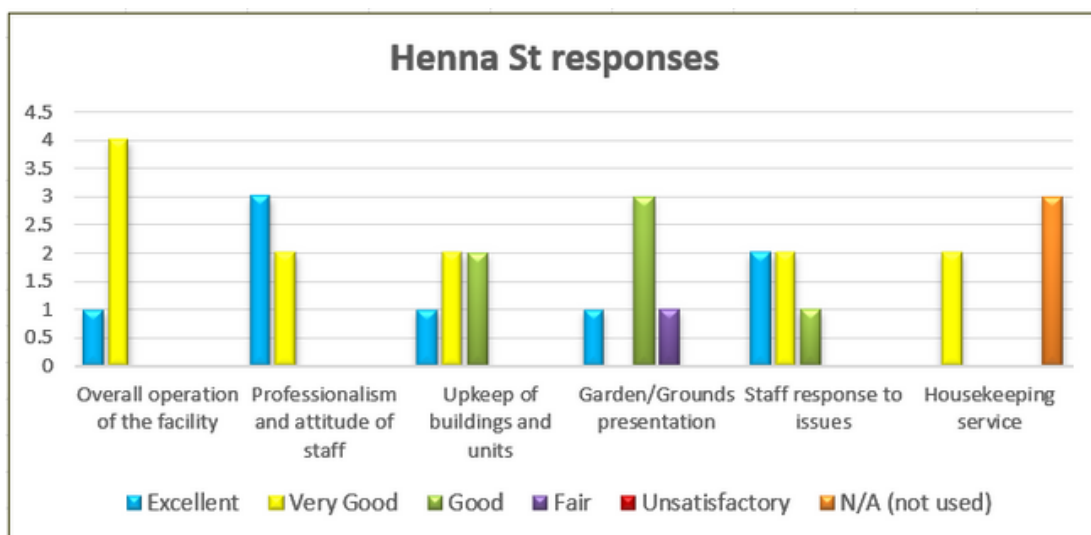
*“Enjoy the company of other residents, simple living, no worries, convenient, fun!”*

*“It’s a little bit of heaven. Made lots of new friends. Can leave my unit for many holidays and have no worries. Heatherlie suits my lifestyle.”*

*“You have no worries. You can be as social as you like or just keep to yourself. A great place to call home.”*

*“Wonderful surroundings, beautiful units, friendly people - what more could you want!”*

11. Satisfaction with the following aspects of the service (Henna Street):



# Our unit refurbishments

High quality fixtures and fittings are used throughout



Kitchen



Bathroom



Bedroom



Lounge & Dining area

# Fun times at Heatherlie



Sue and Anne



Heatherlie craft group making Christmas stockings



Christmas stockings - the finished product!



A painting workshop with Jenny from Tower Hill Studio



Elaine putting the finishing touches on her painting



Rosemary creating a masterpiece



Fay



Anne



Diane



Leonie & Jackie

## Melbourne Cup Day



AnnMaree & Elaine



Margaret, Sandra & Mieke



Brenda



Kath, Joan, Stuart & Diane at a farewell lunch for Joy



Murray Melbourne Cup Day



Joyce, Donna, Mieke, Betty, Brenda & AnnMaree enjoying St Patrick's Day fun





Gilda and Diane enjoyed a tour of our local police station and highway patrol vehicle



Dorothy celebrating her 80th Birthday



Joan celebrating her Birthday



Dorothy, Keith & Wendy at Leonie's welcome morning tea



"Mieke, Pat, Marlene, Marion, Betty, Elaine, AnnMaree, Thea, Gilda & Olive visiting Provincial for coffee





2023

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