2024 ANNUAL REPORT

Heatherlie Homes

www.heatherliehomes.com.au

03 5561 5565

HEATHERLIE HOMES AND CHRIST CHURCH CLOSE

For Independence, Security and Companionship

2024

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OUR MISSION STATEMENT

Heatherlie Homes seeks to express Christian values by providing access to independent living units for seniors and those with special circumstances from Warrnambool and surrounding districts, 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 foster a sense of community amongst residents.
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 Moyne-Warrnambool Uniting Church & Parish Mission 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.

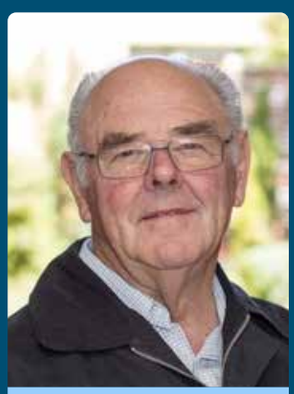
HEATHERLIE COUNCIL MEMBERS AND DECLARATION

Alex McCulloch
Chairperson

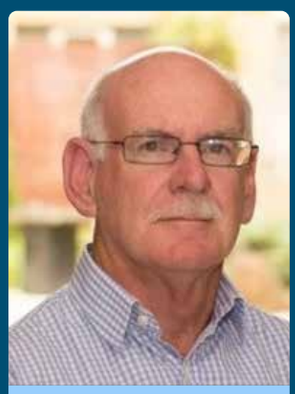
Lyn Burns
Deputy Chairperson

Sean Delaney
Treasurer

Charles Armitstead

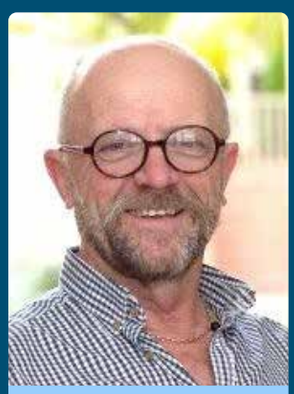


Vern Robson



Bill Hickey

Stephen Chenoweth



Richard Ziegeler

Ros Bamford

Gordon McLeod

Lu Butler

Helen Wilson

HEATHERLIE

independence • security • companionship

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 2024.

Alex McCulloch, Chairman — 12/12/24

Ros Bamford — 12/12/24

Lyn Burns (Deputy Chair) — 12/12/24

Lu Butler — 12/12/24

Stephen Chenoweth — 12/12/24

Sean Delaney, Treasurer — 12/12/24

Bill Hickey — 12/12/24

Gordon McLeod — 12/12/24

Charlie Armitstead — 12/12/24

Vern Robson — 12/12/24

Helen Wilson — 12/12/24

Richard Ziegeler — 12/12/24

HEATHERLIE STAFF MEMBERS

Leonie Guld
Executive Officer

Jackie Crothers
Executive Officer

Natalie Barker
Office Assistant

Murray Stuchbery
Maintenance

Andrew O'Donnell
Gardener

John Madden
Garden & Maintenance

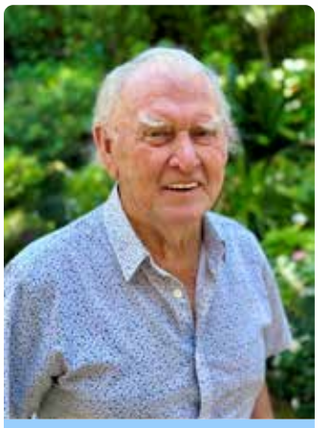
Gerald Barry
Housekeeper

Kate Clements
Housekeeper

HEATHERLIE RESIDENT STEWARDS

Donna Shaw

Elaine Oppenheim



Leo Dunne

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 support takes on various forms such as: being an additional help to staff when required, overseeing residents' 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: Elaine, Ray, Sue (Convenor), Anne
Front: Mieke, Leo, Kay

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 ACTIVITIES

MARJ ENJOYING A CUPPA
AND CAKE

MAHJONG IN THE HUB
MIEKE, DIANE, GLORIA

SCOOTER CLUB OUTING
DOROTHY, STUART, DONNA, MARGARET

Minutes of the 45th Annual General Meeting of the Heatherlie Homes Board for 2023, held on 18th April 2024 in the Heatherlie Resident lounge at 2.00pm

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 2023 Annual Report booklet which has been distributed, containing the agenda on page 15.

PRESENT:
Heatherlie LIFE MEMBERS: Ron Bishop and Vern Robson
Guests: Cr. Vicki Jellie AM (Deputy Mayor), Marjorie Crothers (Warrnambool Uniting Church), Jennifer Gent (co-opted member of Heatherlie House Management Committee), Neil Holland (Creative Architects), Emmalee Bell (Guest speaker, Manager of Hospice).
Heatherlie Councillors : Ros Bamford, Lyn Burns (Dept. Chair), Stephen Chenoweth, Bill Hickey, Alex McCulloch (Chairperson), Vern Robson (also Life member), Helen Wilson.
Residents: Diana Abraham, Rosemary Bayliss, Margaret Brown, Fran Carter, Ray Carter (Resident representative, Heatherlie Council), Alison Clarke, Wendy Crofts, Ann Day, Anne Eccles, Tony Eccles, Sue Esau (Resident Committee Convenor), Annemaree Faulkner, Robyn Findlow, Stuart Godkin, Cheryl McCallum, Frances O'Connor, Elaine Oppenheim, Barbara Pope, Donna Shaw, Dorothy Snell, Judy Stewart, Kath Turner, Mieke Van Zelst, Bryan Watt, Marion Williams, Elaine Zeunert.
Staff: Jackie Crothers (EO), Leonie Guld (EO), Murray Stuchbery.

APOLOGIES:
Dr Karoline Gunn (Heatherlie Medical Officer), Cr Ben Blain (Mayor, Warrnambool City Council), Kath Massey (former Heatherlie Council member), Rev. Malcolm Frazer (Warrnambool Uniting Church), Martin Dunstan (Chairperson Warrnambool Uniting Church), Joy Coulson (Secretary Warrnambool Uniting Church).
Heatherlie Council Members: Charlie Armitstead, Lu Butler, Sean Delaney, Gordon McLeod, Richard Ziegeler.
Residents: Mary Clarke, Joan Gebert, Christine Gleeson, Kaye Gordon, Nuala Kamath, Lorna Klahn, Joyce Knights, Gilda McDonald, Maryanne McDonald, Murray McDonald, Christine McMahon, John Medley, Diane Mugavin, Thelma Newland, Dorothy Viergever, Sandra Wickson.
Staff: Natalie Barker, Gerald Barry, Kate Clements, John Madden, Andrew O'Donnell.

Declaration of pecuniary or other interest: Nil

Minutes of 44th Annual Meeting of 27th April 2023
"That the minutes be confirmed as a true record of the meeting".
MOVED: Lyn Burns, SECONDED: Ron Bishop, CARRIED

Business Arising from the last Annual General Meeting:
Council membership: Helen Wilson has been invited back to Heatherlie Council after she completed a mandatory 12-month absence after 9 years of continuous service. We are pleased to welcome Helen back to the Heatherlie Council where her skills, knowledge and experience are a great asset to our organisation.

Correspondence:
Outwards:
Co1) 17/01/2024 - Heatherlie Stewards (Diane, Donna, Elaine & Leo) - Thanking them for service and asking if they would like to continue in 2024
Co2) 28/02/2024 – Dr Karoline Gunn (email)- Invitation to Heatherlie AGM and to continue on as Heatherlie Medical officer.
Co3) 28/02/2024 - Mrs Emmalee Bell Hospice Manager (email)- Invitation to Heatherlie AGM and to be guest speaker
Co4) 05/04/2024 – Rev Malcolm Fraser - Invitation to Heatherlie AGM and 2023 annual report booklet
Co5) 05/04/2024 – Rev Carlynne Nunn - Invitation to Heatherlie AGM and 2023 annual report booklet
Co6) 05/04/2024 - Fr Scott Lowrey & Fr Robyn Shackell - Invitation to Heatherlie AGM and 2023 annual report booklet
Co7) 05/04/2024 – Felicity Melican – Invitation to Heatherlie AGM and 2023 annual report booklet
Co8) 05/04/2024 - Mayor Ben Blain - Invitation to Heatherlie AGM and 2023 annual report booklet
Co9) 05/04/2024 - Fr Laurie O'Toole - Invitation to Heatherlie AGM and 2023 annual report booklet
C10) 05/04/2024 - Mr Ron Bishop - Invitation to Heatherlie AGM and 2023 annual report booklet
Co11) 05/04/2024 - Ms Joy Coulson - Invitation to Heatherlie AGM and 2023 annual report booklet
Co12) 05/04/2024 – Jennifer Gent - Invitation to Heatherlie AGM and 2023 annual report booklet
Co13) 05/04/2024 – Sue Clift – Invitation to Heatherlie AGM and 2023 annual report booklet
Co14) 05/04/2024 - Kath Massey – Invitation to Heatherlie AGM and 2023 annual report booklet
Co15) 05/04/2024 – Heatherlie Council members - Invitation to Heatherlie AGM and 2023 annual report booklet
Co16) 05/04/2024 – Heatherlie & Christ Church Close residents - Invitation to Heatherlie AGM and 2023 annual report booklet
Co17) 10/04/2024 - Uniting Church Council, staff and Congregation (email) Invitation to Heatherlie AGM

Inwards:
Ci1) 31/01/2024 – Heatherlie Stewards (Diane, Donna, Elaine & Leo) - Diane, Donna Elaine & Leo would like to continue in 2024
Ci2) 22/02/2024 – Lu Butler – Unable to attend AGM
Ci3) 29/02/2024 - Dr Karoline Gunn email - Apology for AGM, however, would be pleased to continue on as Medical Officer
Ci4) 08/04/2024 – Kath Massey – Email: Unable to attend AGM.
Ci5) 09/04/2024 WCC Wendy Clark, Executive Assistant – Email: Cr Ben Blain unable to attend however, Cr. Debbie Arnott able to attend AGM.
Ci6) 11/04/2024 – Helen Wilson – Email: Able to attend AGM.

"That inwards correspondence be received, and outwards correspondence be approved"
MOVED: Lyn Burns, SECONDED: Ros Bamford, CARRIED

Reports: Commencing on page 17 of the AGM booklet

Chairperson's address: Alex McCulloch
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.

Executive Officers: as per AGM booklet.

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: Vern Robson, SECONDED: Ros Bamford, CARRIED

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 2024.

Appointment of Resident Stewards: All four stewards have agreed to continue in their role for the 2024-2025 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.

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.

Resident Dispute Resolution Statement: There were no formal complaints using the 'Internal Resolution' process in 2023.

General Business: Nil

Life Membership Presentation

Alex asked Stephen Chenoweth and Bill Hickey to come forward to be presented with life memberships in recognition of their long and dedicated service to Heatherlie. The following citations were read:

~ CITATION FOR THE LIFE MEMBERSHIP AWARD FOR STEPHEN GEOFFREY CHENOWETH ~

Stephen Chenoweth followed the example of his late father, Mr. Geoff Chenoweth, in becoming a valued member of Heatherlie Council when first appointed in 2002.

Because of his extensive professional and practical experience in the local building industry, Stephen's guidance and advice has been of great assistance with the various building and unit refurbishment projects with which Heatherlie Council has been involved since 2002.

Apart from the years 2011 and 2022 when Stephen was required to have compulsory time off from attending Heatherlie Council meetings after 9 years of continuous service, he has been a most capable member of the Building and Grounds Committee. From 2004 to 2011 he became the Convenor of this important Committee that has responsibility for the ongoing care and maintenance of Heatherlie Homes properties as well as the replacement of equipment items and any approved improvement projects.

On the retirement in 2014 of Robert Sutherland, who took over the Convenor's role for the Building & Grounds Committee in 2011, Stephen again willingly accepted responsibility as Convenor of this Committee from 2014 to 2024.

Stephen's extensive experience with major local building projects has been important with the planning of the Stage 6 development. He has participated in various meetings of the Stage 6 project Committee, for the construction of additional units on the Princes Street and Manifold Streets sites.

His dedicated contributions to assist Heatherlie Council through his attendance at most meetings has been deeply appreciated as well as his genuine commitment to assist all Heatherlie residents whenever possible through the building of additional garages, security installations, provision of lifts and significant garden improvements.

Stephen is most deserving of this Life Membership award in recognition of 22 years of outstanding voluntary service to Heatherlie Homes.

Alex presented Stephen with a certificate and small gift.

~ CITATION FOR LIFE MEMBERSHIP AWARD FOR WILLIAM (BILL) KEITH HICKEY ~

Bill joined as a member of Heatherlie Council in the year 2006. Apart from the compulsory requirement for Council members to stand aside for a period of 12 months after 9 years of continuous service, Bill has regularly attended most Heatherlie Council ordinary, special and annual meetings during the past 18 years.

During his first few years, Bill was a member of the House Management Committee. In addition, Bill has faithfully served on the Finance and Governance Committees, attending the majority of these bi-monthly meetings since 2007 and 2009 respectively. He has always been readily accessible to the senior staff for the purpose of certifying the correctness of payments made on behalf of Heatherlie Homes, signing cheques and other financial documents as authorised by Heatherlie Council and including submission of the annual final financial statements ready for audit.

For several years, Bill has capably chaired the meetings of the Governance Committee. This role has included assisting with staff interviews for new staffing appointments and

CITATION cont.

participating in the annual staff appraisal interviews. On a totally voluntary basis, Bill has previously organised training sessions for those residents who were interested in learning basic skills associated with the operation of their home computers.

At all times, Bill has been a strong advocate to ensure that the needs of all Heatherlie residents could be reasonably provided within the scope of the Heatherlie Homes budgets. He co-ordinated the necessary Governance reviews in accordance with Heatherlie Homes policies and any legislative changes associated with the functional administration of independent living retirement complexes, especially during the difficult two years of Covid restrictions.

Bill's work for Heatherlie Homes has been deeply appreciated and he is indeed most deserving of a Life Membership award from Heatherlie Homes.

Alex presented Bill with a certificate and small gift.

Alex introduced the Guest Speaker: Emmalee Bell, Manager of Hospice, to talk about how Hospice is contributing to the Compassionate Communities Movement.

Emmalee mentioned a Grattan Institute study which showed 70% of people would prefer to die in their own homes, however, only 15% achieved this wish. Palliative care is rising faster that any other type of hospital admission. In response to this, Dr Eric Fairbank and Diedre Bidmade (a palliative care nurse) started Hospice in the home in 2015. The Warrnambool & District Community Hospice was established to give people with a life-limiting condition the opportunity to remain in the comfort and familiarity of their own homes. Hospice in the Home service is free. Specially trained, end-of-life care volunteers provide practical assistance, as well as emotional support that complements in-home medical services. It assists family and friends to provide caring, compassionate end-of-life care and helps prevent unnecessary admissions to hospital and nursing homes. Hospice is unique as it is available 7 days a week, 24 hours a day. Since inception, 275 local families have benefited from this service.

Emmalee mentioned that volunteers attend ongoing training, meetings, and wellbeing workshops. Training is based on Palliative Care Victoria manuals, and further supplemented based on feedback.

Hospice in the Home is currently available to anyone in the Warrnambool, Moyne or Camperdown areas who meet the program's eligibility criteria for the provision of end-of-life care. Referrals can be self-made or by a friend, family member, doctor, the community palliative care team or other health services.

Warrnambool & District Community Hospice also offer end of life workshops at Archie Graham and a bereavement support cuppa club.

Alex thanked Emmalee and presented her 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: 2.40pm

Agenda for the 46th Annual General Meeting of the Heatherlie Council to be held on 24th April 2025

1. Welcome

2. Apologies

3. Declaration of pecuniary or other interest

4. Minutes of the 45th Annual General Meeting held 18th April 2024

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 to continue in this role for 2025. Diane Mugavin has resigned from her role and Anne Eccles has accepted.

11. Appointment of Resident Representative to Heatherlie Council. Ray Carter has been appointed and agreed to stay on for the 2025 year.

12. Resident Dispute Resolution Statement – no formal complaints received in 2024.

13. General Business

14. Guest Speaker – Mr Jamie Brennan, Executive Director Redevelopment & Infrastructure, South West Healthcare

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

Community Spaces within Heatherlie

Residents continue to enjoy both our indoor and outdoor community spaces at Heatherlie and Christ Church Close. This year we have received numerus donations of books and a large number of DVDs. Heatherlie management also provided some new games for residents to enjoy. Mahjong has proven to be very popular and the newly formed Book Club is well attended.

Some very talented residents now regularly display their creative works and collections on a monthly basis within the Hub.

The lounge and BBQ area are used frequently for community and private events.

Our vegetable and flower gardens have 6 new raised beds, we also have a new hot house. The garden is providing hours of enjoyment, fresh food and herbs for our residents.

CHAIRPERSON'S REPORT

Annual Report for the year ending 31st December 2024

As I always do, I would like to start this report by thanking Heatherlie staff, Council members and residents for their significant contributions over the 2024 calendar year. Our staff are passionate, kind and caring people that make Heatherlie the wonderful place it is.

Our Council members volunteer a significant amount of their time to ensure Heatherlie continues to be a great place to live, and I cannot thank you enough. A huge thank you to Lyn Burns for stepping up as chair while I travelled with my little family for 3 months. Lyn stepped into the role effortlessly and thank you for enabling me to take extended leave.

This year we welcomed back Helen Wilson to the Council. Helen has been an important part of Heatherlie for a significant amount of time and it is great to have Helen and her expertise back.

I will repeat part of my report from 2023 - 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.

Our finances remain stable and accommodation levels high. Heatherlie remains to be financially robust.

Stage 6 was the disappointment for 2024. Vern Robson and Charlie Armitstead worked tirelessly with planners, engineers and architects to finalise the project, but planning delays and increased costs meant the project was simply not viable.

Stage 7 (Merri Street) is our next step and with the planned sale of Princess Street, we should have the means to complete Stage 7.

I am due for the compulsory 12 month break. Richard Ziegeler is also due for the compulsory 12 months break and as a long term and valuable member of Council, we look forward to seeing Richard in 2026.

Heatherlie is in great hands and I wish you all well for 2025.

Alex McCulloch

Chairman, Heatherlie Council

EXECUTIVE OFFICERS REPORT

2024 was an extremely busy year.

We farewelled nine and welcomed sixteen new residents, all moving into lovely, refurbished units. Our new residents are settling in well and bringing fresh energy around Heatherlie and Christ Church Close.

A book club and Mahjong have started alongside art and collections on exhibition in the Hub, all have been a huge success. Attendances for events held in the lounges have been higher than in previous years, which is good to see after COVID lockdowns. Our residents enjoyed many functions throughout the year including Australia Day, ANZAC day, a Teddy Bears picnic, BYO social lunches, Music/Movie afternoons, AFL Grand Final breakfast and many Christmas celebrations, including 2 large bands from the Warrnambool Salvation Army and Warrnambool College. We had a surprise visit from a bag piper, who walked through the grounds and was thrilled to entertain our residents. Our residents, and their committee, actively fundraised for several charities during the year. Sing Hosanna (on 1st & 3rd Sundays throughout the year) has been very popular and Holy Communion and bible study are now offered regularly.

This year we upgraded gardens at both Koroit and Henna Street properties with six new raised veggie beds (across both sites) as well as, herb patches, potting tables and a new hot house. Residents are enjoying endless hours gardening with flowers, herbs and vegetables. We planted 3 fruit trees and two new native beds. An arbour was constructed in the Heatherlie grounds which is now supporting a lovely pink rose and wandering wisteria.

We have completed a full upgrade of our security cameras in 2024 and now have state-of-the-art technology overseeing both our properties. We also had a professional photographer take unit, garden, grounds and aerial photos, which will be used for promotional purposes.

The Heatherlie Staff continue to work well together as a team and are proud of the work we do. We all manage to get the jobs done with a smile on our faces and taking the time to make our residents feel cared and appreciated. Our staff regularly go above and beyond for our residents and their families. We are grateful for the continued support from the volunteers on our Council and Committees who offer expert advice and consideration behind the scenes.

2025 brings much excitement to Heatherlie with continued upgrades, projects and Merri St development. We both look forward to continuing to oversee one of Warrnambool's premier independent living facilities.

Jackie Crothers
Executive Officer

Leonie Guld
Executive Officer

HOUSE MANAGEMENT COMMITTEE REPORT

The House Management Committee continues to provide social and pastoral support to the Executive Officers and is a resource that they are able to use when the more difficult human situations arise from the community at Heatherlie.

Day to day, the executive officers manage extremely well and our thanks goes to them for their professional, compassionate and insightful work to gently foster the overwhelmingly harmonious village that is Heatherlie.

Recognition and thanks also go to the members of the House Management Committee who comprise a skilled resource for the Heatherlie community.

Richard Ziegeler
Convenor,
House Management Committee

Residents enjoying social activities in the Heatherlie lounge

Ray & Stuart

Mieke and 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, Helen Wilson and Alex McCulloch.

Each year sees the consolidation of 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:

• Review and updating of Heatherlie's Mission Statement and Goals
• Updating of policy manual with reference to the separate OH&S manual and the Mental Health policy
• Staff appraisals and updating of relevant forms and documentation
• Staff contracts reviewed and updated to reflect consistent terms and conditions for all permanent employees
• OH&S refresher course for relevant staff and initial training for others
• Advance Care Directive- information was provided to residents relating to resuscitation and medical intervention. Dr Eric Fairbank was invited to present information on 'end of life' planning, which included DNR (do not resuscitate) documentation
• Resident contracts- Item 5, schedule 5, is to be removed from all new contracts. This concerned referrals and assessments for personal support services which will now be the responsibility of the residents and their families.
• Resident Occupancy Agreements, fact sheets and disclosure statements were reviewed by Taits Legal to ensure all documents reflect current legislative changes.
• Completion of performance of all committees against Key Performance Indicators (KPIs)
• Risk Management review and updating of chemical register

As convenor I wish to thank all committee members for their 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 and 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 the upgrading of the Fotheringham Laundry with fresh paint, new cabinetry and floor coverings; also, laundry 2, with painting of the windows and a new door installed.

The garden at Christ Church Close has been updated. A new native bed has been created, with a dry rock riverbed and fresh mulch, which is looking great! Also, two new raised vegetable/herb beds have been installed, much to the delight of the residents. At the Koroit Street Campus, a new hot house was installed with benches. This will enable the residents to propagate plants for use around the Heatherlie gardens and vegie patch.

This year saw us replace and upgrade the security cameras around Heatherlie from the old analogue cameras to the new digital Wi Fi cameras with extra cameras being installed to be able to better monitor areas that weren't previously covered, along with better monitoring screens in the office making it much quicker and easier to check footage. This should help ensure residents safety and well-being.

Works for next year include the installation of an automatic large sliding gate along with a smaller automatic pedestrian gate for the rear of the Fotheringham/Archie Graham entry. The gate would be low maintenance and rust proof. This should alleviate the several near misses with bicycles flying through the grounds nearly colliding with residents and many late night potentially undesirable people walking through our grounds usually from the rear of Archie Graham through to the driveway exit to the Cramond and Dickson carpark (and vice-versa). Also, in the pipe line are for some of the existing paved areas around both campuses to be taken up and relayed to be made more even.

This year also saw Heatherlie staff again have one of our busiest years 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 2024 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.

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.

Artist in Residence in the Hub: Each month we have showcased a different residents art /creations. This has covered wood turning, leatherwork, painting, and various handcrafts. This has increased the movement of people using the Hub.

Book Club: The book club meets every month in the Hub and a genre is selected for reading and discussing. There is a dedicated group of readers attending and participating every month.

Drama Group: The drama group have been involved in producing several skits for the Christmas party.

Residents’ Christmas Party: The Christmas party in 2024 was a tremendous success, bringing together residents to celebrate the festive season. All residents who attended brought along a plate of delicacies to share the enjoyable atmosphere, lovely food, and entertainment by the Drama group, made it a memorable occasion for everyone involved.

As part of the Christmas celebration, we presented gifts to the staff to show our appreciation of the work they continue to do for all residents.

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.

Sue Esau
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 $342,190 (compared to a net surplus in the 2023 year of $100,384).

Income for the year increased to $1,828,690 (compared to $1,625,516 in 2023).The increase for the year was primarily attributable increased Ingoings, Maintenance Rent and Interest. Ingoings and Maintenance Rent increased by a combined amount of $211,085 as a result of new residents entering Heatherlie Homes. Interest for the year increased $88,958 due to higher interest rates over the calendar year, driven by the Reserve Bank interest rate increases.

The total expenditure for the year decreased by $38,632 to $1,486,500, compared to $1,525,132 for the 2023 year. Repairs and Refurbishments decreased by 25,070 and Payroll Costs decreased by $19,775 year on year.

In last year's Finance Committee Report it was noted that the increase in Repairs and Refurbishments in that year was due to a number of units being refurbished after they had become vacant. It was also noted that this investment was expected to have a positive impact on the financial position of Heatherlie Homes moving forward.

The strong result, driven by the increase in income from these units, is clearly a financial outcome from this previous investment.

Summary of Financial Position

The Statement of Financial Position discloses the assets and liabilities of Heatherlie Home as at 31 December 2024. This statement discloses net assets of $24,415,282, with the increase being reflective of the net surplus for the year and the change to the asset revaluation reserve for the Princess Street Land.

Cash reserves increased during the 2024 year to $5,717,563 (up $1,483,650).

Total liabilities increased during the year by $969,010. This increase was driven by additional liabilities for Resident Bonds and Ingoing Contributions which increased by $972,044 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
Treasurer & Convenor,
Finance Committee

2024 STAGE 6 DEVELOPMENT PROJECT COMMITTEE REPORT

It is most disappointing for this Committee to report on its continued efforts to provide twelve additional housing units to be constructed during the 2024-2025 financial year.

After receiving the revised design for the twelve planned new units to be located at Princess Street and off Manifold Street sites from Mathew Morse Architect Pty. Ltd., the required planning permit approval was received from Warrnambool City Council after completing successful negotiations with one further objector to the project.

Heatherlie Council approved that the architect should secure a building cost estimation from a quantity surveyor as well as seeking indicative construction cost estimations from reputable local building contractors. The original estimated cost for constructing 13 units based on the former design by Creative Architects, was in the range from $4 - $4.5 million. The revised estimated costs for the revised designs associated with the new twelve units came within the range of $6 to $6.5 million. After careful consultation with the Uniting Property Group and further local discussions, Heatherlie Council determined that it was not in a financial position to proceed with a project that would exceed its previous maximum allowable construction cost of $4.5 million.

In these unfortunate and quite unforeseen circumstances, Heatherlie Council has now made a policy decision to investigate the sale of both the Princess Street and off Manifold Street sites, on the basis that the proceeds to be received from these possible land sales can then be specifically directed to the first stage for a new housing building development to be commenced on the Merri Street site, already owned by Heatherlie Homes, opposite the Warrnambool Railway Station.

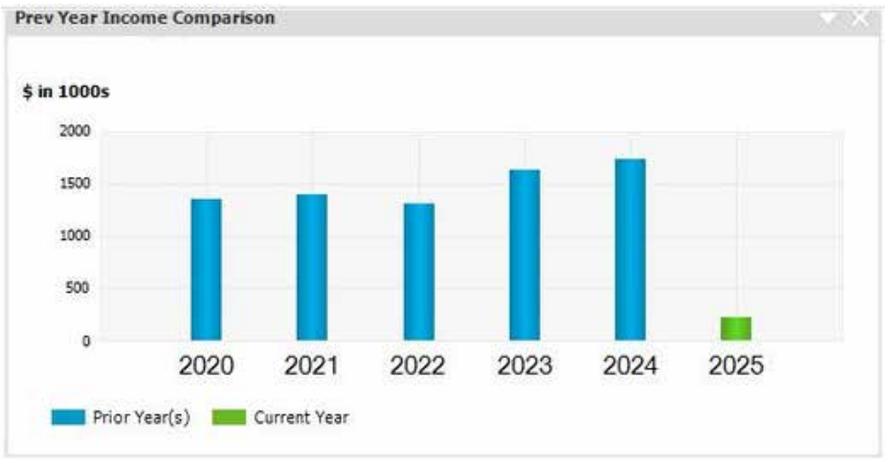
Detailed design work for this proposed new project at Merri Street cannot be approved and commenced until the present planned land sales have been successfully completed and approved with the Melbourne based Uniting Property Group.

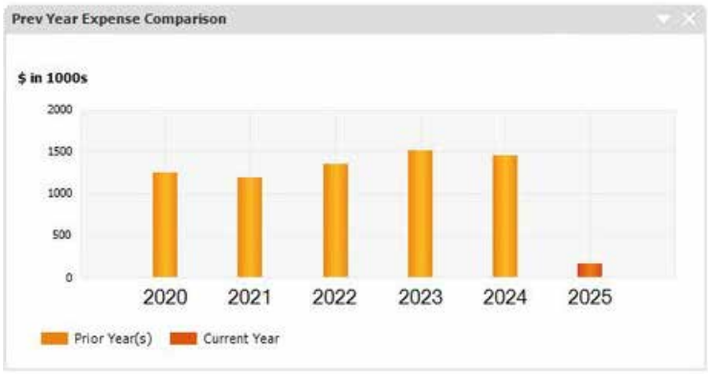
Unless Heatherlie Homes can realistically plan for a new staged housing development on the Merri Street site, within its available financial resources and in a way that will not affect the security and sustainability of the residences that are occupied by all existing Heatherlie residents, it may still be some time before any additional new housing units can be constructed to meet the needs of the present housing crisis situation.

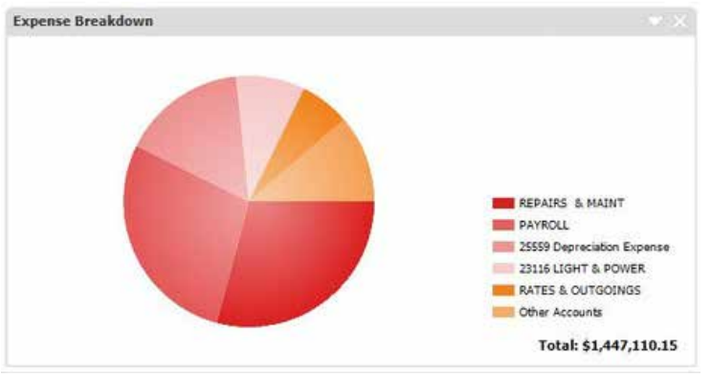
Heatherlie Council will continue to keep its present residents and the wider community fully informed as it awaits the outcomes from the current land sales proposals.

Vern Robson, (Committee Convenor), Charlie Armitstead, Stephen Chenoweth and Alex McCulloch (Committee Members).

2024 HEATHERLIE HOMES
FINANCIAL AND STATISTICAL ANYLISIS







HEATHERLIE HOMES

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER, 2024

	Note	2024 $	2023 $
INCOME			
Donations		2,000	200
Grants - Local Philanthropic Foundations		10,000	107,000
Ingoings		517,435	376,470
Maintenance Rent		903,536	833,416
Interest	2	200,429	111,471
Insurance Claim		5,348	13,391
Recovered Expenses and Workcover		30,735	24,606
Short Stay Rental		16,620	16,405
Rent Merri Street		59,029	55,406
UCA Trust (Loss)/Gain		83,558	87,151
		1,828,690	1,625,516
EXPENDITURE			
Bank Charges		645	872
Cleaning		15,689	13,092
Computer Expenses/Internet Fees		6,417	4,993
Donations		2,910	1,575
Gardening Services		7,200	9,541
Gardening Supplies		8,863	7,269
General Expenses		6,729	9,356
Insurance		40,589	45,600
Resident Insurance Reimbursement		1,500	1,800
Legal Fees		-	600
Light & Power		134,596	135,792
Payroll Costs		417,280	437,055
Permits, Licences & Fees		581	471
Postage		336	1,632
Printing, Stationery & Advertising		11,144	17,071
Professional Fees - Accounting and Audit		11,420	11,335
Rates & Outgoings		114,464	105,178
Rental Management fees		3,577	3,449
Safety Services		20,536	18,173
Telephone		3,943	3,237
Uniforms		1,165	749
Wardens' Allowance		4,000	4,000
Workshop tools and equipment		5,265	5,710
Total Operating Expenses		818,849	838,550
SURPLUS BEFORE REPAIRS, REFURBISHMENTS AND DEPRECIATION		1,009,841	786,966
Less: Repairs and Refurbishments		423,307	448,377
Less: Depreciation	(1)e	244,344	238,205
		667,651	686,582
SURPLUS / (DEFICIT)FOR THE YEAR ENDED 31 DECEMBER		**342,190**	**100,384**

HEATHERLIE HOMES

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER, 2024

	Note	2024 $	2023 $
CURRENT ASSETS			
Cash at Bank	3	530,330	501,126
Cash Equivalents - UCA Trust Account	4	5,187,233	3,732,787
Lease - Anglican Church		99	99
Input Tax Credits (GST Refund Due)		15,586	30,537
Sundry Debtors	2(a)	92,292	61,873
		5,825,540	4,326,422
NON CURRENT ASSETS			
Property, Plant and Equipment	6	22,876,554	22,616,112
TOTAL ASSETS		**28,702,094**	**26,942,534**
CURRENT LIABILITIES			
Trade Creditors and Other Payables	7	50,010	44,770
Provision for Annual Leave		46,602	49,715
Provision for Long Service Leave		70,180	64,128
		166,792	158,613
NON-CURRENT LIABILITIES			
Residents Bonds and Deposits (refundable)		1,443,400	1,249,500
Garage and Air Conditioning Bonds		350,000	296,000
Residents Ingoing Contributions		2,324,474	1,600,330
Provision for Long Service Leave		2,146	5,180
		4,120,020	3,151,010
TOTAL LIABILITIES		4,286,812	3,309,623
NET ASSETS		**24,415,282**	**23,632,911**
MEMBERS FUNDS AND RESERVES			
Asset Revaluation Reserve		18,934,428	18,494,247
Members Funds		5,480,854	5,138,664
		24,415,282	**23,632,911**

HEATHERLIE HOMES

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER, 2024

	Note	Retained Earnings $	Asset Revaluation Reserve $	Total $
Balance at 31 December, 2022		5,038,280	18,494,247	23,532,527
Surplus / (Deficit) for the year		100,384	-	100,384
Transfers to and from reserves		-	-	-
Balance at 31 December, 2023		5,138,664	18,494,247	23,632,911
Surplus / (Deficit) for the year		342,190	-	342,190
Transfers to and from reserves		-	440,181	440,181
Balance at 31 December, 2024		5,480,854	18,934,428	24,415,282

HEATHERLIE HOMES

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 31 DECEMBER, 2024

	Note	2024 $	2023 $
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from operating activities		1,600,793	1,357,767
Donations		12,000	107,200
Interest received		200,429	111,471
Payments to suppliers and employees		(1,237,011)	(1,273,639)
Net cash provided by operating activities	8	**576,211**	**302,799**
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for Property, plant and equipment		(64,605)	(144,407)
Net cash provided by Investing activities		**(64,605)**	**(144,407)**
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(Decrease) in Resident Bonds and Deposits Liability		247,900	258,600
Increase/(Decrease) in Residents Ingoing Contributions		724,144	613,848
Net cash provided by Financing activities		**972,044**	**872,448**
Net increase in cash held		1,483,650	1,030,840
Cash at beginning of year		4,233,913	3,203,073
Cash at end of the year ending 31 December	5	**5,717,563**	**4,233,913**

HEATHERLIE HOMES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER, 2024

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.

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.

		2024	2023
Note 2. Interest Received		**$**	**$**
Interest			
Bank		17,376	-
UCA	(a)	181,844	110,529
Residents interest payable on unpaid ingoing bonds		1,209	942
		200,429	**111,471**

(a) 2024 included $91,105 received 1 January 2025 relating to the six months ending 31 December 2024. This amount was included as receivable under Sundry Debtors.

Note 3. Cash		
ANZ Stage 6 - 3212-00046	11,088	981
ANZ Stage 6 - Term Deposit	403,376	386,000
ANZ Bank Cheque Account - 2760-89675	103,135	95,000
Commonwealth Bank Cheque Account	12,731	19,145
	530,330	**501,126**

Note 4. Cash Equivalents		
Uniting Church Cash Management Trust - 103488003	8,400	7,962
Uniting Church Enhanced Cash Trust - 105918007	5,178,833	3,724,825
	5,187,233	**3,732,787**

Note 5. Total Cash and Cash Equivalents	**5,717,563**	**4,233,913**

		2024 $	2023 $
Note 6. Property, Plant & Equipment			
210 Merri Street - Land		492,688	492,688
210 Merri Street - Building		121,346	121,000
Less Accumulated Depreciation		(9,364)	(6,894)
	(a)	604,670	606,794
212 Merri Street - Land	(a)	390,000	390,000
Henna St - Buildings at valuation		2,145,500	2,145,500
Less: Accumulated Depreciation		(73,333)	(36,666)
	(b)	2,072,167	2,108,834
Koroit and Rear Banyan St - Land at valuation		8,078,400	8,078,400
Koroit St - Buildings at valuation		10,393,962	10,363,838
Less: Accumulated Depreciation		(380,195)	(185,892)
	(b)	18,092,167	18,256,346
Plant & Equipment at Cost		232,875	232,875
Less: Accumulated Depreciation		(188,008)	(177,105)
		44,867	55,770
27-29 Princess Street Land		1,140,181	700,000
27-29 Princess Street - Improvements		209,820	175,686
27-29 Princess Street Land	(c)	1,350,001	875,686
6a Manifold Street Land	(d)	322,682	322,682
		22,876,554	**22,616,112**

(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).

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 carring value of this property was not impared at 31st December, 2024 ($855,000).

(c) An independent market assessment by Homeseeka Real Estate dated 24 August, 2022 indicated that the carring value of this property was not impared at 31st December, 2024 ($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.

	2024 $	2023 $
Note 7. Trade Creditors and Other Payables		
Trade Creditors and accruals	41,643	36,514
Payroll Liabilities	6,578	6,953
ANZ Business Credit Card	1,789	1,303
	50,010	**44,770**
Note 8. Cash Flow Information		
Reconciliation of Cash flows from Operations with profit		
Profit / (Loss)	342,190	100,384
Non-cash flows in profit from ordinary activities		
Depreciation	244,344	238,205
Changes in assets and liabilities		
Decrease/(Increase) in receivables	(15,468)	(49,078)
Increase/(Decrease) in payables	5,240	14,062
Increase/(Decrease) in other provisions	(95)	(774)
Cash flows from operations	**576,211**	**302,799**

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
Other than the following, the Council are not aware of any events which have occurred subsequent to balance date which would materially affect the financial statements at 31 December, 2024.

The property at 27-29 Princess St, Warrnambool has reached unconditional sale post 31 December, 2024. Once settlement proceeds are received the Council will invest in term deposits until the start of the Stage 7 project.

Note 11. Related Party Transactions
Payment of $10,820 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, 2024 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 26th Day of March, 2025

SINCLAIR Wilson
AUDIT & ASSURANCE SERVICES

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, 2024, 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, 2024 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 28 March 2025

257 Timor Street
Warrnambool VIC 3280

2025 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 77 residents and we received 58 survey returns (a 76% response), and Henna Street currently has 11 residents with 7 survey returns (a 64% response).

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

Koroit Street Responses

Very happy	48
Happy	9
Somewhat happy	1

Henna Street Responses

Very happy	4
Happy	2
Somewhat happy	1

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

Koroit Street Responses

Yes	55
No	
No answer	3

Henna Street Responses

Yes	6
No	
No Answer	1

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

Koroit Street Responses

Completely satisfied	55
Moderately satisfied	2
Somewhat satisfied	1

Henna Street Responses

Completely satisfied	5
Moderately satisfied	1
Somewhat satisfied	1

"The staff are a very happy and respectful group of people. Nothing is too much trouble for them"

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

Koroit Street Responses

Completely satisfied	56
Moderately satisfied	1
Somewhat satisfied	1

Henna Street Responses

Completely satisfied	5
Moderately satisfied	2
Somewhat satisfied	

"Great place to live and I feel we are family. I've never regretted coming here as it meets all my expectation's. I'm a happy resident"

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	46
Likely	11
Probably	1

Henna Street Responses

Very likely	5
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	43
Moderately comfortable	11
Somewhat comfortable	2
Uncomfortable	1
Very uncomfortable	1

Henna Street Responses

Very comfortable	6
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	24
Moderately comfortable	15
Somewhat comfortable	8
Uncomfortable	5
Very uncomfortable	1
No answer/Don't attend	5

Henna Street Responses

Very comfortable	
Moderately comfortable	3
Somewhat comfortable	
Uncomfortable	
Very uncomfortable	
No answer/Don't attend	4

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

Koroit Street Responses

Very safe	47
Safe	10
Somewhat safe	1

Henna Street Responses

Very safe	4
Safe	3
Somewhat safe	

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

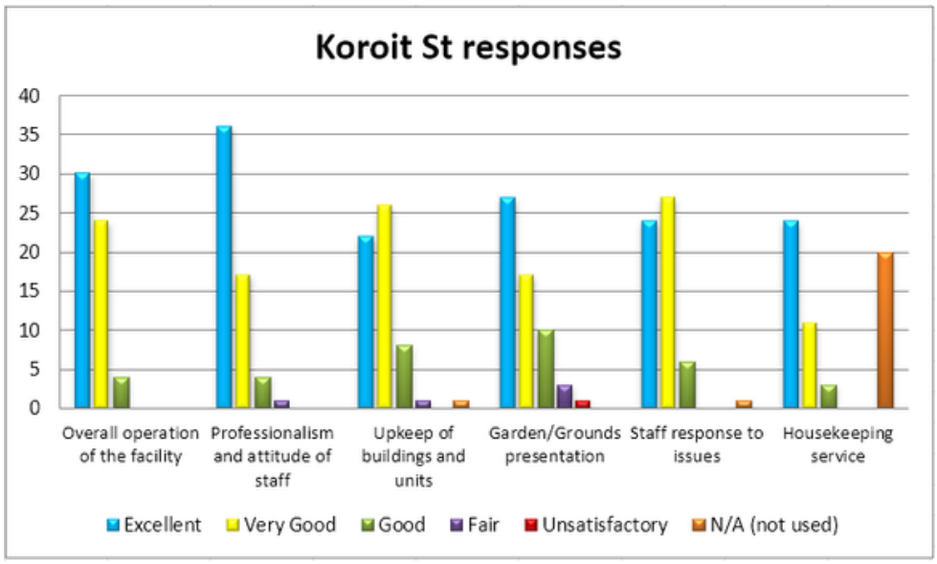
Koroit Street Responses

Very effective	43
Satisfactory	15

Henna Street Responses

Very effective	5
Satisfactory	2

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



"Initially I missed my home and neighbors but I now feel very settled. It feels like home and I am very grateful and happy."

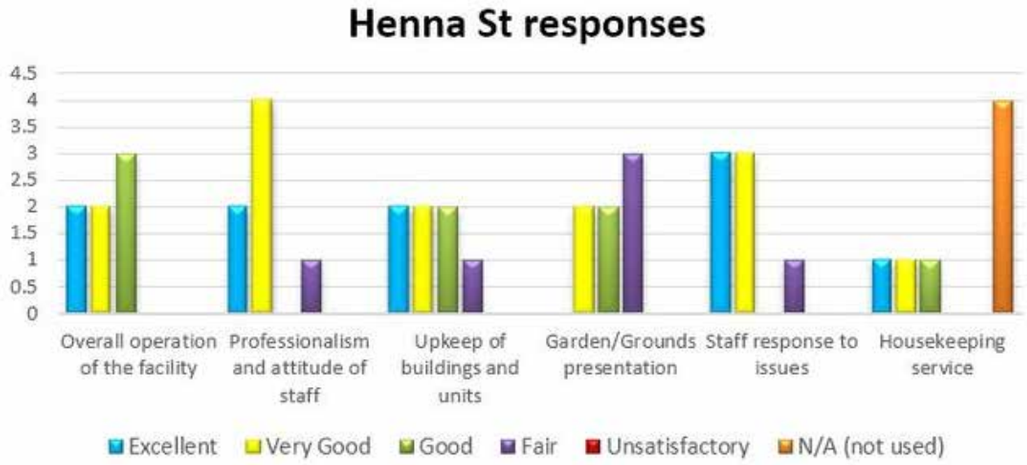
"We are so blessed to have this facility in Warrnambool, its convenient, safe, clean, well run and just a wonderful place to live."

"The whole environment is well maintained and location is ideal in town."

"I'm very happy living at Heatherlie Homes. It's a great place to live, I have made plenty of friends."

"Heatherlie is a great place to live. Thanks to everyone who contributes towards making this a happy, safe, friendly, comfortable home for so many."

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



Our unit refurbishments

High quality fixtures and fittings are used throughout

Kitchen

Bedroom

Lounge

Dining area

Fun times at Heatherlie

Dorothy, Margaret, Stuart, Anne, Dorothy & Wendy

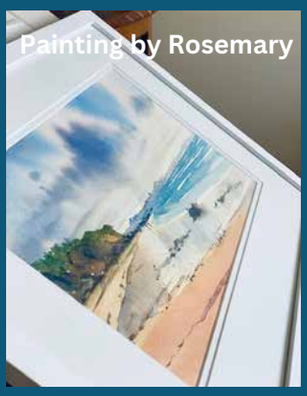
Stuart and Bryan enjoying a cuppa and cake

Betty celebrating her 90th Birthday

Donald visiting to play the bagpipes for our residents

Sue putting the finishing touches on her painting

Coffee at Provincial



Painting by Rosemary

Woodturning by Ray

Leather Hand tooling by Margaret

Pottery by Donna

Brenda & Gilda

Lynn, Mary, Bryan, Joyce, Diana

Barbara

Elaine, Gerald, Marion & Nat

Tony and his paintings

Staff Christmas: Murray, Natalie, Leonie, Gerald, Kate, Andrew & Jackie

Anne, Chris & John working hard making cuppas

Maryanne and Dorothy at the teddy bears picnic

Leonie & Jackie (EO's) getting into the Christmas spirit

Isobel & Wendy celebrating Christmas with Santa Jackson

Stephen and Bill received Life Membership Awards for service to Heatherlie Homes Council in 2024

Notes

2024

Vale Ron Bishop

Heatherlie Council Life Member

Ron served on the board from 1978 -2013.
He was awarded Life Membership in 2016.

We pay tribute to a valued life member of Heatherlie Homes, Ron Bishop, who sadly passed away in October 2024.

Ron's voluntary contributions to Heatherlie Homes over many years will never be forgotten.

~

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