
Clarence Village Annual Report 2020



Clarence
Village

Our Vision

A Clarence Valley where the aged live in safety and with dignity

Our Mission

To build a community that cares for the aged by providing a home, connection and care

Our Values

People first

Respect — We listen

Compassion — We help those in need

Integrity — We do what's right, not what's easy



Chairman's Report

May I start out by saying what a privilege and honour it is to be in the chair of this most wonderful organisation that this year celebrates its 50th anniversary of service to the senior members of the Clarence Valley community. Only a few short years ago, I was invited to be a director of this organisation and to be now sitting in the chair formerly occupied by our good friend and founder Bill Dougherty, and in more recent years Geoff Shepherd. The Clarence Valley community is truly indebted to the magnificent leadership of these two men in bringing their vision to reality for our seniors.

Fortunately for me, I have been able to observe both men in their leadership role and I trust that I too will be able to bring a similar level of dedication and commitment to the position. With the help of a well-credentialed and experienced group of directors, Chief Executive Officer, dedicated team of employees and the administrative and operational structure that both Bill and Geoff have introduced, my job will be a lot easier.

The word 'unprecedented' has been used a lot in the past year by people in the public arena, and it not misplaced for me to use the word in presenting this report. The past twelve months, and particularly since February this year has been an incredibly challenging period for all at Clarence Village Limited. However, to date the directors and the management team have trained, planned, prepared for and applied all the necessary requirements of both the state and federal authorities in the event of a COVID-19 outbreak in the Clarence Valley.

The new 21 suite extension to Dougherty Villa was completed late last year and following a soft opening in December, the six-million-dollar addition to our community was officially opened and christened the Waratah Wing in February by long-time resident and friend of many, the late Win Jefferies. These additional beds have allowed for more of our seniors to be cared for in the way that Dougherty Villa has made a name for itself over

past years. It is important to note that the range of accommodation provided by Clarence Village across Independent, Supported and Residential care can now cater for 212 residents. During the past year, we have welcomed 49 new residents and connected them with our community.

As we look to the future, Clarence Village Limited will continue to provide a high level of care and protection for our seniors. The company has recently taken possession of a site on Armidale Road South Grafton where we have a council-approved plan to construct 22 independent living units of affordable housing to help address the shortage of much needed social housing for seniors. With the help of our patrons, Mr Kevin Hogan MP and Mr Chris Gulaptis MLA, it is hoped to bring that project to reality during the next twelve months.

2020 is a milestone year for Clarence Village Limited as it marks 50 years since the dream became a reality. Unfortunately, due to Government regulations imposed due to the pandemic, our plans to mark the occasion with a fitting celebration could not eventuate. May I on behalf of today's Clarence Village family express our appreciation and gratitude to the community leaders, the clergy and Grafton City Council who joined forces to lay the foundations for what we have today. More details of our history are contained elsewhere in this annual report.

Once again, in this unprecedented year, let me acknowledge the work of all the people who contribute to make Clarence Village the place it is today. Sincere thanks to my fellow directors, the management team, the dedicated staff and of course the volunteers who bring pleasure and happiness to our residents.

Ron Bell
Chairman
Clarence Village Limited

CEO's Report

The challenges that 2020 has presented have reaffirmed to me the quality and dedication of our team, the strength of our connection to our community and the resilience of our residents. I believe character is revealed when facing hardship and once again, I've been filled with pride at the diligence, dedication and care shown by the Clarence Village team. Every time the situation changed, our team responded with agility, care and the interests of our residents and their families at heart.

The team at Dougherty Villa have borne the brunt of facing the Covid challenges this year—and have been ably, stably and diligently led by Facility Manager, Peter Cairns. Peter has faced a baptism of fire like no other in his first year as Facility Manager. However, he's risen to the challenges time and time again, providing a steady set of hands throughout this tumultuous period. I'd like to thank Peter for his effort and attention to detail throughout this time.

The whole Dougherty Villa team needs a special thanks this year, for adapting to countless changes, restrictions and requirements, often at very short notice. Thank you for keeping an unwavering eye on the needs of our residents and maintaining your sense of humour as we've forged our way through these challenges. To have ended the year as we started it, with a full facility of safe and happy residents is a significant achievement.

The residents of Dougherty Villa and their families also require a special thanks this year, for being engaged and supportive partners in our Covid prevention efforts. Having to restrict access to visitors is the most difficult measure I've had to implement in my time as CEO of Clarence Village. Having the support and trust of residents and relatives to do what was necessary to keep everyone safe allowed us to focus on this task absolutely.

In the independent and supported living divisions, Vicki Valja has ridden the bumps of Covid largely singlehandedly this year, allowing me to focus much of my time on Dougherty Villa. This has taken a huge effort from Vicki, which she's yet again provided with a minimum of fuss and a maximum of thoroughness. The residents of the Village and Clarence Village on Queen have been again well served. I'd like to thank Vicki for her considerable efforts again through 2020.

On a personal note, I'd also like to thank our Board of Directors for their support and encouragement over the course of the year, in particular both former Chair Geoff Shepherd and his successor Ron Bell.

Duncan McKimm
Chief Executive Officer
Clarence Village Limited

Changing of the Guard

This year marks a significant milestone for Clarence Village—as we celebrate the 50th anniversary of our foundation. Longevity such as ours is the result of only one thing, sustained hard work. As we reflect on what's been achieved over 50 years, we also need to reflect on how much of the hard work required has been performed by volunteers.

Along with the celebration of our significant milestone, 2020 also marks a changing of the guard, with Geoff Shepherd stepping down from the role of Chairman that he's filled for 11 years. On behalf of the residents, families and staff of Clarence Village I'd like to thank Geoff for his extraordinary service as Chairman over this time. Clarence Village's secret weapon over our 50 years has been the skill and dedication of its Board, who, led by the Chair, have served whenever needed as Clarence Village's fundraisers, managers, lobbyists and trusted advisors, all on a voluntary basis.

Geoff's tenure as Chairman should be remembered as a transformative one. Taking over from founding Chairman Bill Dougherty, Geoff ably guided the organisation through huge challenges, seized important opportunities and made tough decisions in the best interest of the future health of the community. Geoff's skills and application were essential in navigating the transformation from being an association to a company, developing our long term financial plan and designing the governance systems required by increasingly complex legislation and regulation. Geoff carried out these duties with energy, a clear focus on what was best for our residents and, of course, always accompanied by the trademark Shepherd laugh.

I'd like to thank Geoff for his immense personal support, wise counsel and friendship during my time as CEO of Clarence Village. When I applied for the position of CEO, a significant factor in my interest in the role was the opportunity to learn from Geoff. The experience of this mentorship well surpassed my expectations. As we've worked together through a huge breadth of issues, Geoff's encouragement and support has given me great confidence. I'd like to thank Geoff for his generosity of time and spirit and his willingness to discuss problems, answer questions and assist me in identifying the best path forward for the organisation.

Fittingly, Geoff's final act as Chairman was to put in place an orderly transition plan to facilitate his return to serving as a regular Board member. To the organisation's great benefit, Ron Bell made himself available to bring his substantial experience to the role of Chairman. Ron's history of advocacy and support for the community is well known and his years of service on Clarence Village's Board, most recently as Deputy Chairman, makes him an ideal replacement for Geoff. I also welcome Mark Dougherty as Deputy Chairman and look forward to working closely with both Ron and Mark in the years to come.

Duncan McKimm
Chief Executive Officer







Waratah Wing Opening

In any ordinary year the successful completion of a major extension would dominate news, but in this most unusual of years, the opening of the Waratah Wing extension of Dougherty Villa feels a distant memory. We'd like to thank the Dougherty Construction team, and particularly Paul and Margie Dougherty, for the quality of workmanship shown by their team of tradesmen and subcontractors. Bringing such a major project in on time and on budget requires a huge amount of collaborative effort and their dedication to the project made this possible.

The opening ceremony of the Waratah Wing was squeezed in just before Covid 19 restrictions limited public access to Dougherty Villa. It was wonderful to be able to welcome residents, their families, former staff, Board members and our patrons Kevin Hogan MP & Bill Dougherty to our newest addition. The ribbon was cut on the Waratah Wing two of our centenarians, the Clarence Valley's then oldest living resident, Win Jefferies (107) and Doreen Sheehan (103), in a gesture of thanks to the huge contribution our residents made to the funding of this project. Unfortunately some months later Win passed away, just after her 108th birthday.

The passing of residents is always difficult—especially so when they've been part of Clarence Village's community for many years. Having lived at Clarence Village for almost 30 years, Win was the embodiment of the determination and resolve her generation possessed. She will long be remembered for her immaculate fashion sense, sharp mind and sense of humour. Vale Win.

50 years

On the 23 November, 1970, Clarence Village was born. From its very beginnings Clarence Village was a creature of collaboration, pragmatism and hope.

From those founding community members to our current Board of Directors, our organisation has been the beneficiary of great generosity of time, spirit and care from a great number of people.

As we reflect on half a century of Clarence Village, we're reminded of the responsibility we have to honour the labours of those who built what we enjoy today. We must make the most of the advantages their hard work has given us and find a way to do what's required for our community.



SUN WORSHIPPERS: All 72 independent living units of Clarence Village have been fitted with solar electricity generating systems.

Retirees head for greener pastures and save money

By DAVID BANCROFT
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RESIDENTS of Clarence Village could expect to save between \$300 and \$1100 annually on their power bill following the completion of a massive solar electricity generation scheme, according to village chairman Geoff Shepherd.

Mr Shepherd said all 72 independent living units and the community hall at the village had been fitted with the solar generation systems and the project was now awaiting final inspection and certification.

The community-owned organisation decided to take advantage of the Keneally Government's gross feed in tariff arrangements and invested \$300,000 to install systems that would provide residents with cheaper electricity.

"It is expected that over the life of the gross feed in tariff scheme until December 31, 2016, that the capital cost of the installation will be recouped and at the same time individual residents will benefit by between \$300 and \$1100 a year," Mr Shepherd said.

FAST FACTS

- Average domestic system size 1.5-3 kilowatts
- Price for average domestic system \$6000-\$15,000 (including rebates)
- Estimated return per kilowatt \$900
- Gross Feed in Tariff Scheme finishes December 31, 2016.
- Northern Rivers Renewable Energy has installed systems generating about 1,460,000 kilowatt hours

"Single residents who are pensioners are those who will secure the largest benefit."

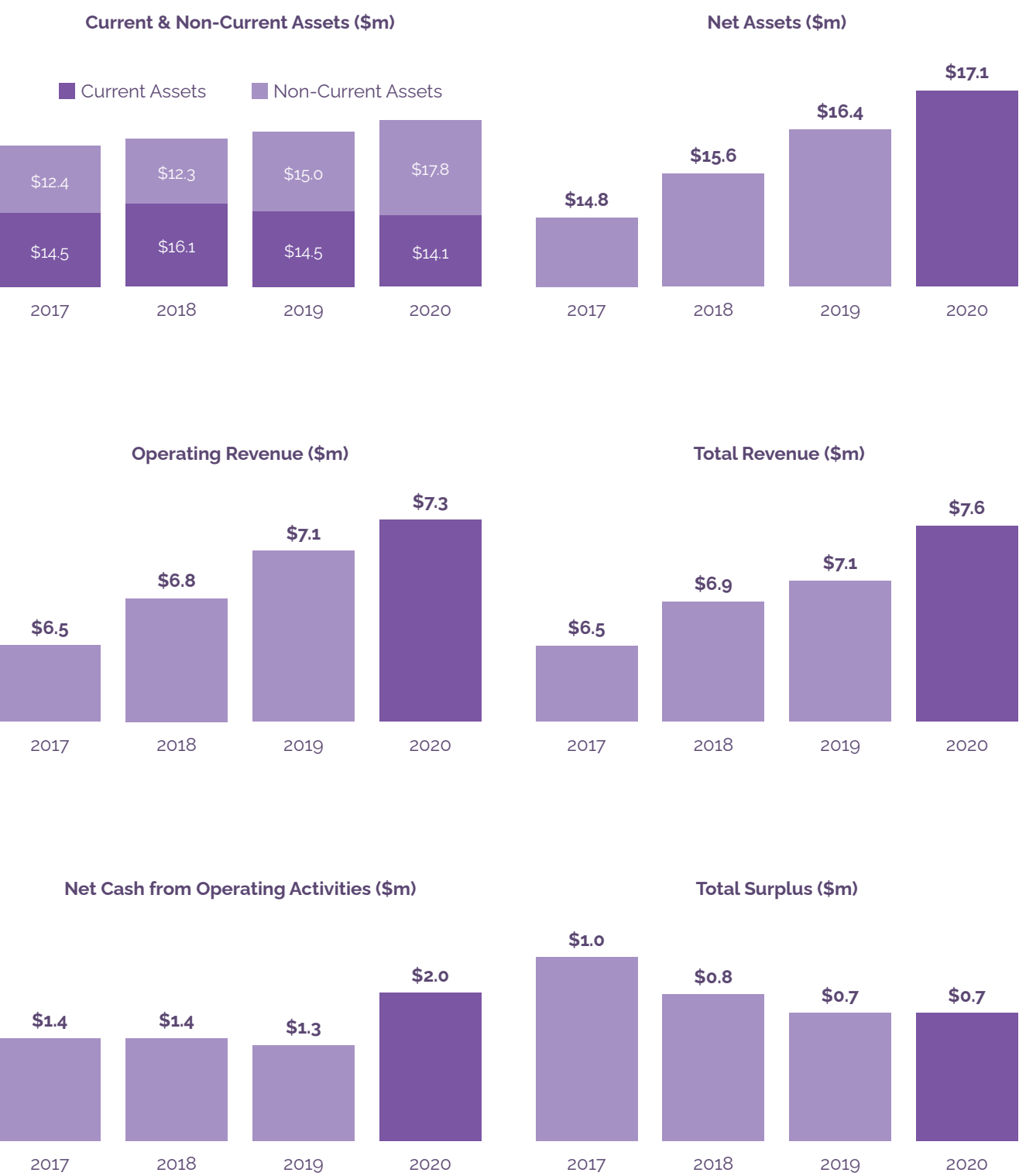
Mr Shepherd said it took only nine weeks from the time he signed the contract with Northern Rivers Renewable Energy for the system to be installed and commissioned.

He praised village residents who he said unanimously supported the project to make Clarence Village a 'green' retirement village.



Financial Report

In a year of such significant uncertainty, the financial performance of Clarence Village was very strong, with growth in net assets and a steady surplus generated overall. Revenue growth was supported by Clarence Village's eligibility for JobKeeper, as well as very high occupancy across all facilities.



Resident Survey Results

Our regular resident surveys are an opportunity for residents to let us know how they feel about where they live, how they feel and how it could improve. I'm very pleased to report the below results from our most recent surveys across our independent and supported living divisions, which indicate Clarence Village is definitely still considered a great community to live in by our residents.

Residents were asked how satisfied they were with	Independent Living respondents satisfied or very satisfied	Supported Living respondents satisfied or very satisfied
Living at Clarence Village	98%	100%
Their unit	100%	96%
The Village grounds & gardens	80%	93%

Residents were asked if they felt that	Independent Living respondents that agree or strongly agree	Supported Living respondents that agree or strongly agree
Clarence Village is affordable	91%	71%
Clarence Village is a great community to live in	98%	85%
They feel safe at Clarence Village	93%	96%
The Clarence Village staff are helpful and caring	89%	96%

At Dougherty Villa resident surveys are done regularly as part of our quality improvement and benchmarking processes. Covid 19 restrictions have changed so many things about the way Dougherty Villa has operated—listening to what our residents need hasn't.

Dougherty Villa residents were asked	Responded with Good or Excellent
How has our overall handling of Covid been?	100%
Are we doing enough to keep everyone safe?	100%
How well are services being reintroduced?	86%
How's the support to connect to family and friends?	82%
How well are staff managing safety with visitors?	85%

We pride ourselves on listening to our residents and will continue to seek feedback from our community and our members into the future.



Clarence Village Limited

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