



Clarence Village Limited Annual Report 2018

Clarence Village Limited
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What We Do

Clarence Village Limited is a community-owned not-for-profit organization that has been providing accommodation and care services for seniors for over 40 years. Clarence Village operates Independent and Supported Living retirement villages, as well as residential aged care through its Dougherty Villa facility.

Our Mission

On behalf of our community we will provide resources to enable our residents to live a fulfilling life in a safe environment that is their home.

To achieve this we will:

- Make people the focus of everything we do
- Provide leadership and innovation
- Value and recognise staff and develop accountability of team members
- Respect peoples individuality to encourage them to share their life story to enrich our understanding
- Care for residents effective to their needs and wellbeing
- Ensure our values are the foundation of our culture

Our Values

Respect

We will foster an environment that shows regard and consideration for every person. We will be courteous, dependable and trustworthy

Compassion

To have compassion is to be in tune with the people around us

Personal Growth

Encourage and support staff, residents and volunteers to improve their knowledge and understanding



Chairman's Report

During 2017/18 we have made progress in pursuing our Strategic Objectives.

It is said that the most important action for a Board of Directors is selection of the right CEO for the organisation. During the past year we farewelled Phil Belletty and from a high quality field of candidates, appointed a youthful Duncan McKimm. Duncan has demonstrated that he has the qualities of head and heart to succeed and make a great contribution to Clarence Village.

At Dougherty Villa this year we have put quality of resident care above profit with wages growth of 10.1% whilst federal government subsidy income increased at only 2.3%. This resulted in a reduction of \$235,000 in funds retained for future refurbishment of facilities and this cannot continue. Company profit for the year declined by \$227,827 directly as a result of this.

After 9 years of delay by NSW Crown Lands in granting us lease of adjoining land, we have finally been able to commence construction of a 21-ensuite room wing for special needs and high care residents at Dougherty Villa. This wing is expected to be complete by this time next year.

We have continued to make our case to both our NSW and Federal members for government financial support to increase supply of age suitable housing for pensioners. I am pleased that our Independent Living Unit residents have demonstrated their generosity to support that project by accepting a rent increase beyond CPI this year to help fund asset renewal and this project. Both State and Federal governments have substantial funds to spend on infrastructure. The most basic infrastructure need is suitable housing for the most vulnerable and none has been provided over the past 25 years in Grafton. Other major infrastructure projects in the Valley such as the Pacific highway upgrade and new prison construction have created additional housing demand and that has resulted in our aged being forced out to unsuitable and unsafe housing. We have a project ready to go and on your behalf call directly on each of Mr Hogan MP and Mr Gulaptis MP to help us secure government funding for this project.

I want to take this opportunity to thank all of our dedicated Managers, staff and volunteers at each of Dougherty Villa, Clarence Village on Queen and Clarence Village for their care and compassion in providing a secure safe home for all of our 210 residents and assure you that you have the support and admiration of our members and Board.

Since our last Annual General meeting Trish Gallagher has resigned as a Director and we thank her for her valuable contribution. The Board subsequently appointed Taya Straw to fill the vacancy. I extend thanks to each of our Directors for their efforts and their assistance during the year.

Geoff Shepherd

**Chairman
Clarence Village Limited**

CEO's Report

It gives me great pleasure to provide my first annual report as CEO of Clarence Village. As a year of great change draws to a close, the members of Clarence Village can reflect on the achievements of the organisation with great pride.

I'd like to give special thanks to the residents who serve on our self-care committee representing their neighbours across the Village. The commitment of these representatives ensures our independent living residents are active participants in the running of the Village – something we pride ourselves on.

Our supported living facility Clarence Village on Queen regrettably farewelled some much-loved and long-time residents over the course of the year. These goodbyes are difficult for staff and residents alike, but we draw strength from each other in those times. Luckily we've been able to welcome some fantastic new residents to CVOQ in their place, who are already very much a part of the fabric of the place. Thanks to the efforts of Darrel and his team and our current residents, there's little opportunity for newcomers to feel isolated.

At Dougherty Villa the last year has seen great steps taken towards the extension of the facility, securing the land required for the additional 20-bed wing, finalising the architectural design and ultimately, awarding the construction tender to local firm Dougherty Constructions. I'd like to acknowledge the work of Clarence Village Chairman Geoff Shepherd and the Clarence Village Board in driving this development forward so that we could reach this point.

What sets Clarence Village apart as an organisation is its people – be they staff, residents, or the fantastic volunteers who contribute so much to the richness of life at Clarence Village. I'd like to acknowledge the professional and caring management Vicki Valja provides across our independent and supported living facilities. Vicki works tirelessly on behalf of our residents, along with our maintenance staff and contractors to ensure the high standard of living we provide for residents is maintained day in, day out. The Village and CVOQ wouldn't be the same without her.

Similarly I'd also like to acknowledge Dougherty Villa's Facility Manager, Charmaine Want, who drives the commitment to quality that is central to what we do at Dougherty Villa. This is the basis of our fine reputation in the community. Charmaine's dedication to and knowledge of Dougherty Villa's operations can't be overstated and her efforts are always in the best interests of residents.

Lastly I'd like to thank the Board of Directors and in particular our Chairman Geoff Shepherd. I feel very privileged to have been given the opportunity to lead this organisation and the guidance, mentoring and support provided by Geoff and the Board has been extraordinary. I look forward with great anticipation to the year ahead and the challenges it will bring. I know that whatever obstacles we may face, together we are capable of conquering them.

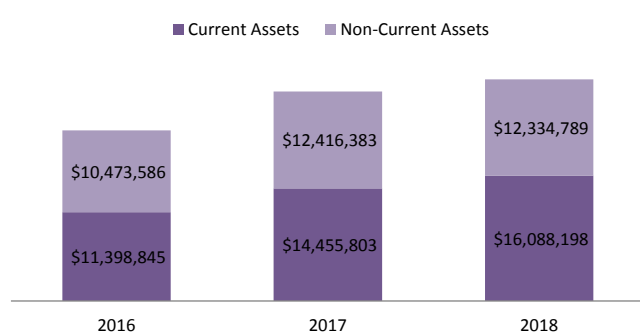
Duncan McKimm

**Chief Executive Officer
Clarence Village Limited**

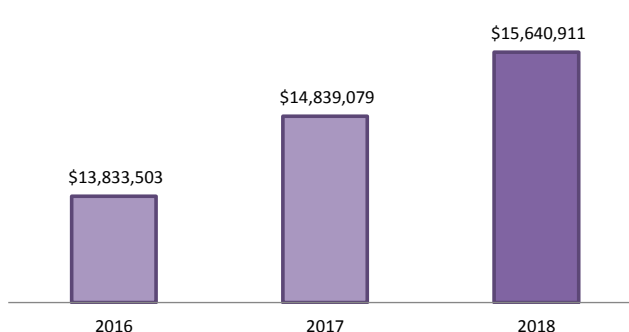
Financial Report

Clarence Village Limited recorded a solid performance in the 2017/18 financial year. The organization is in a strong position to support the construction works extending Dougherty Villa during the 2018/19 financial year. The outlook for the coming year is one of great change, with these works requiring a significant allocation of company funds. Once completed, the additional 20-bed capacity will strengthen the financial capability of the organization and assist Clarence Village to meet growing community need.

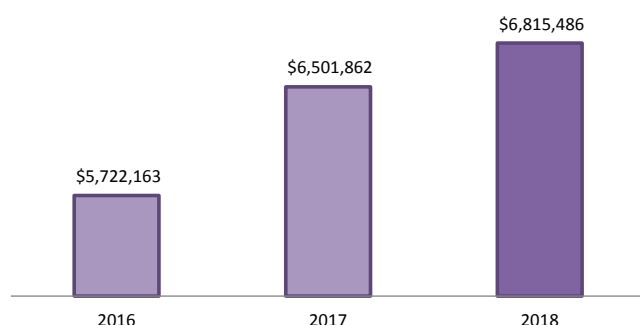
Current & Non-Current Assets



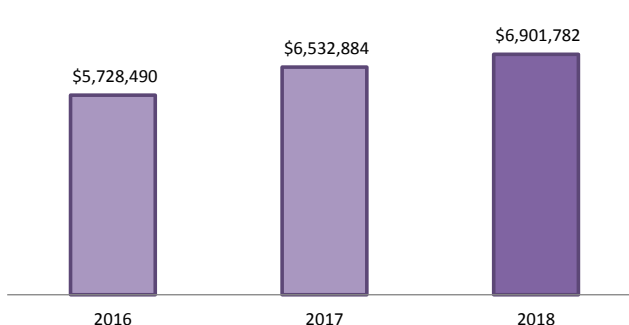
Net Assets



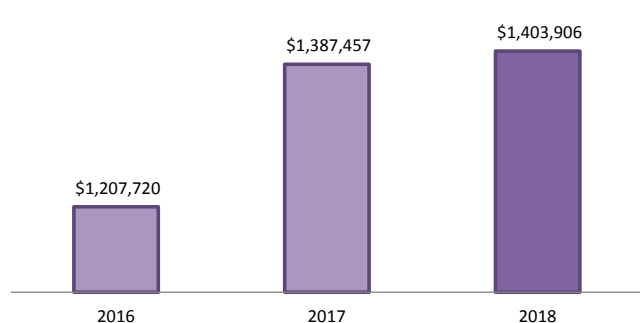
Operating Revenue



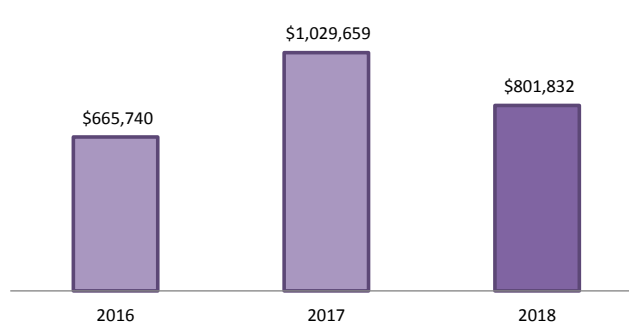
Total Revenue



Net Cash from Operating Activities



Total Surplus



Resident Survey Results

The best measure of our success as an organisation is how satisfied our residents are with their lives at Clarence Village. I'm pleased to report that resident surveys indicate Clarence Village is more than meeting the expectations of its residents. With a response rate of 81% for Independent Living and 59% for Supported Living I believe the results from our recent resident survey provide a good indication of the sentiment in the Clarence Village community more broadly.

Satisfaction

Residents were asked how satisfied they were with	Independent Living residents satisfied or very satisfied	Supported Living residents satisfied or very satisfied
Living at Clarence Village	100%	100%
Their unit	99%	100%
The Village grounds and gardens	85%	82%

Perception

Residents were asked if they felt that	Independent Living residents that agree or strongly agree	Supported Living residents that agree or strongly agree
Clarence Village is affordable	92%	95%
Clarence Village is a great community to live in	93%	95%
They feel safe at Clarence Village	85%	95%
The Clarence Village staff are helpful and caring	86%	100%

Residential Aged Care

At Dougherty Villa resident surveys are carried out as part of the accreditation process, which took place in January 2018. Fifteen residents were surveyed as part of this process, with very positive results.

Dougherty Villa residents were asked	Responded with Most of the time or Always
Do staff treat you with respect?	100%
Do you feel safe here?	100%
Do staff meet your healthcare needs?	100%
Do staff follow up when you raise things with them?	100%
Do staff explain things to you?	92%
Do you like the food here?	100%

The most important feedback we get is directly from our residents. We'll continue to work hard to improve the lives of our residents and the quality of the organization using this information.

Duncan McKimm
Chief Executive Officer
Clarence Village Limited

