
Clarence Village Annual Report 2023



Clarence
Village



**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

Welcome to Clarence Village's 2023 Annual Report

It's been a challenging, eventful and rewarding year for Clarence Village. Thanks to strong teamwork and community support, we have emerged from Covid stronger and looking to the future with hope.

As we work towards providing more affordable housing for seniors in our area, we'll also continue to focus on the quality of care, accommodation and assistance we provide to those currently living with us.

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Chairman's Report

On behalf of the Board of Directors it is a pleasure to present our annual report which provides details on our activities over the last financial year.

Clarence Village started in 1970, is a registered charity and is 100% community owned. Any surplus funds that are generated are used to further our mission which is to build a community that cares for the aged by providing a home, connection and care. Our vision is a Clarence Valley where seniors live in safety with dignity.

We remain focused on our mission and vision by currently providing 97 independent living units, 45 supported living units and 74 residential aged care beds in Grafton. Our well trained and dedicated staff who number just over 100 provide quality care with support and community connections to nearly 250 residents.

Clarence Village vacancy rates remain very low across our range of accommodation options which is a testament to the great work that we do in the community. It is also very concerning that there is a huge need for affordable housing in our community and many other communities but very little is being done by any level of government to address this most basic need.

We continue to plan for the construction of 32 Independent Living Units at 95 Armidale St in South Grafton. This has taken longer than hoped for due to some issues beyond our control. We are hoping to obtain financial assistance from the State Government for this project. It is our view that there is a urgent need for affordable housing options in South Grafton.

“ Our well trained and dedicated staff... provide quality care with support and community connections to nearly 250 residents

I would like to thank our CEO Duncan McKimm for his efforts during the year and his dedicated executive team. The Board also gratefully acknowledges the efforts of our many staff who work in and around our facilities, our wonderful volunteers, our residents and suppliers who work together to continue to provide and sustain a hugely supportive and caring community that is Clarence Village.

I would also like to thank my fellow directors for their support during the year and welcome new Board Member Donna Layton to the Clarence Village team. Lyn Harris retired from the Board during the year and I would like to thank Lyn for her contributions.

We all look forward to continuing to do good works in our community.



Mark Dougherty
Chairman



Photos front cover: John & Edna Wright
Volunteer Carol Williams and Dougherty Villa resident
Heather Freeman

Our Board

Clarence Village is fortunate to be served by a Board of dedicated and skilled volunteer Directors. Our Directors work tirelessly to make sure our organisation serves the interests of its members. Between them they've given more than 70 years of service to Clarence Village. We thank them for this amazing contribution.



Mark Dougherty

Chairman

Mark has over 20 years of experience in financial services and is Director of a private company with assets worth over \$230m. Mark serves on the Lismore Diocesan Finance Council as deputy chair. Mark has volunteered as a Director of Clarence Village since 2017.



Neil Payne

Deputy Chairman

With an extensive professional history in insurance broking, Neil's public life has also involved serving as Mayor of Copmanhurst Shire Council and as administrator of Clarence Valley Council. Neil has volunteered as a Director of Clarence Village since 2011.



Geoff Shepherd

Geoff enjoyed a lengthy professional career as a chartered accountant and company auditor, before serving as a director of a significant unlisted property trust. Geoff has volunteered as a Director of Clarence Village since 2002 and served two terms as Chairman.



Chris Wheelahan

Chris is a principal of Thompson, Wheelahan & Hampshire solicitors. Chris is also an active member of Grafton Rotary and has volunteered as a Director of Clarence Village since 2003.



A qualified registered nurse and clinical nurse educator, Taya is currently a lecturer and professional experience leader at Southern Cross University. Taya has volunteered as a Director of Clarence Village since 2018.

Taya Straw



Libby has been a resident of Clarence Village since 2018 and has professional experience in volunteer management, palliative care, advance care planning and community nursing. Following her retirement Libby has been an active volunteer at Grafton Regional Gallery, facilitating the Arts in Mind dementia program. Libby has volunteered as a Director of Clarence Village since 2020.

Libby Shearer



Arthur was a Councillor of Clarence Valley Council and previously worked as the General Manager of Grafton District Services Club. He is a current Life Member and Vice President of Grafton District Services Club. Arthur previously served as Board member of Clarence Village Association. Arthur joined the Clarence Village board in 2021.

Arthur Lysaught



Mark is a civil and structural engineer and principal of consulting firm McKenzie Burridge & Associates. A lifelong Graftonian, Mark joined the Clarence Village board in 2022.

Mark Burridge



Donna Layton is the general manager of Marshall Notaras Hardwoods in South Grafton (previously Notaras Sawmill). She has worked for the company for 45 years. Donna is also a Director of Timber NSW (since 2016) and an executive of the Grafton Chamber of Commerce. She was appointed to the Clarence Village board in May this year.

Donna Layton

The birds will sing again

It's a pleasure to provide a report on Clarence Village's successful, challenging and eventful year.

As we consigned the darkest fears of the Covid pandemic to the past, we were able to recall the connections and traditions that had been paused in order to keep residents safe during Covid. Some were small and some significant, but all played an important part in knitting our community together. It's been a pleasure to see these returning, like sprouting leaves after a drought breaks.

I'm sure I speak for our team when I say watching these connections return to Clarence Village with speed and ease was a great joy after a hard few years of toil. I'd particularly like to thank Clarence Village's volunteers, including our Directors, for their efforts in building and maintaining these links with the community. This is the heart of what Clarence Village is about.

Clarence Village has been very capably served by our fantastic team this year – with Penny White in the Village and Mandy Stark at Dougherty Villa leading their teams with strength, compassion and great resolve. It's an honour to lead a team as dedicated as this. I'd like to thank the entire Clarence Village team for their hard work this year

Watching these connections return to Clarence Village with speed and ease was a great joy.



During the year we also brought on Carlie Walter into the senior management team as Deputy Facility Manager at Dougherty Villa.



Bundjalung Elder and Dougherty Villa resident Heather Monaghan



Max Murray, John Sullivan and Ernie Really

Carlie has brought a professionalism and enthusiasm for her role that immediately endeared her to our staff and residents. Our residents are the beneficiaries of the strength and unity shown by Carlie, Mandy and Dougherty Villa's Quality Manager Tonia Fitzcosta.

The organisation has produced another sound financial result this year – setting itself up for expansion as we attempt to grow our portfolio of affordable housing for seniors. I look forward to applying these hard-won gains towards our charitable goals as soon as possible.

Unfortunately, the inequitable sewer connection charges levied on Clarence Village by Clarence Valley Council threatens these goals.

However as the petition of over 800 signatures supporting our cause demonstrated, the community is on our side and I'm confident those voices will be heeded, either by this Council or the next

Over the course of the year we've continued to work away at the funding that can secure our community its much-needed housing for seniors. This has never been and will never be easy, but it's certainly necessary and so we must succeed.



Duncan McKimm
Chief Executive Officer



Hazel Lawson, Marcia Muldoon, Barbara Fraser and Vicki Forrest



Activities back with a vengeance

Over the past 12 months the Clarence Village's social calendar has been brimming with events and activities for residents to immerse themselves in and reignite that community spirit that was hampered through lockdowns and isolation directives.

There has been so much socialising and fundraising activities going on it's hard to keep up but here's a rundown of some of the blockbuster happenings over the past year.

Dougherty Villa enjoyed:

- Indigenous-run events including bush tucker tastings and cultural displays for NAIDOC Week.
- Christmas in July celebrations
- Dance lessons with the Queensland Ballet Company
- Celebrating its 30th birthday in February
- Knitting groups and other handicraft activities and entertainment

Clarence Village enjoyed:

- Brights Sparks children's visits
- Sound meditation session
- Regular aqua aerobics classes
- Weekly riverfront walking group
- Day trips to Shannon Creek Dam, Coffs Harbour, and around the Clarence Valley.
- Monthly morning teas, entertainment and fundraising activities

Besides the regular raffles for key events like Easter and Christmas, grass roots fundraising reached a new heights this year thanks to the Village's 100 Club which moved to 10-week syndicate, raising \$2000 so far for the Grafton Community Bus. And there's more where that came from thanks to its ongoing popularity and the fervorous support by residents.

A special mention should also go to the Grafton Community Bus and Grafton Playgroup volunteers, whose sausage sizzles raised \$2000 to share between the organisations.

Having some conga line fun at the Cancer Council Biggest Morning Tea fundraiser.



Another first for the Clarence Village community involvement with its sponsorships of Junior Jacaranda candidate Millie Lloyd. Many successful fundraising events for Millie were embraced by residents. At the time of this report, festival announcements were yet to be made but Millie represented the Clarence Village with aplomb.

Visiting guest speakers on a range of informative sessions were held throughout the year including:

- Rachelle Farmer from Services Australia – connecting people with My Aged Care services
- Scott McLennan from SES on emergency planning for our residents

- Donna Laverty from Australian Unity – types of funding available for in home care services and how to access it, and types of services available to seniors to help them make informed choices about their future needs
- Libby Shearer about Advanced Care Directives, what they are and what they mean

All were well attended and some sessions were open to the broader community.

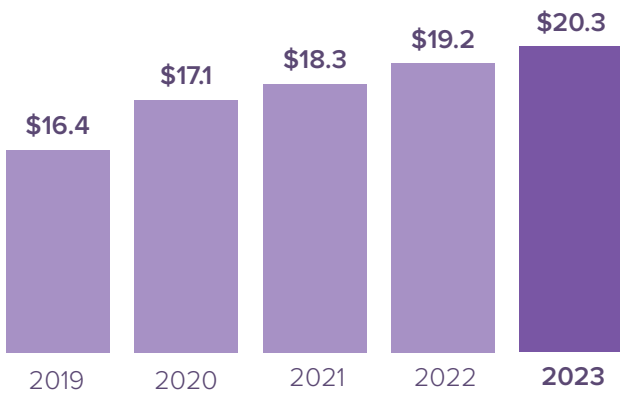


LEFT: Ellen Harte and Dawn Baker
RIGHT: Village residents Chrissy O'Farrell, Roxanne Deece are joined by Bright Sparks kids Lara, Charlie and Eli

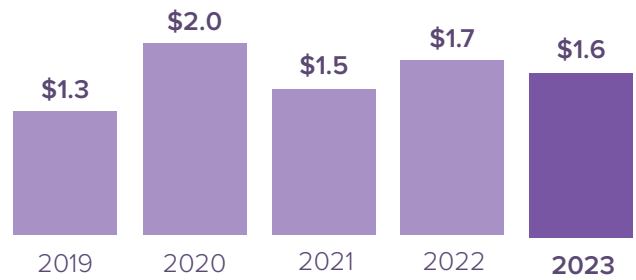
Financial Report

Clarence Village maintained its performance through difficult circumstances to produce a financial result in front of its long-term financial plan targets in 2022-23. With growth in net assets to \$20.3 million over this financial year, Clarence Village is in a sound and stable financial position.

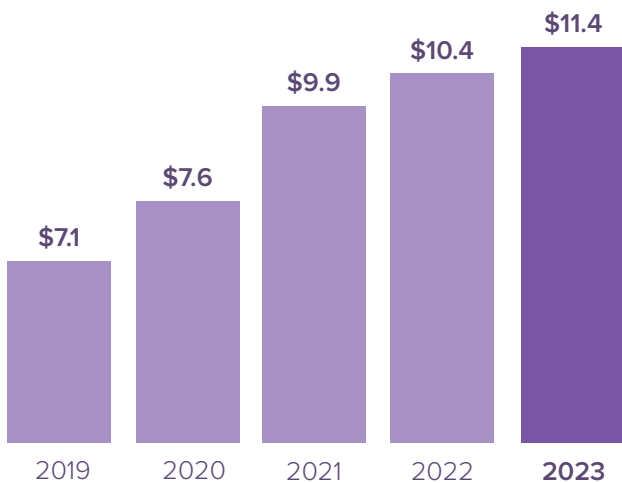
Net Assets (\$m)



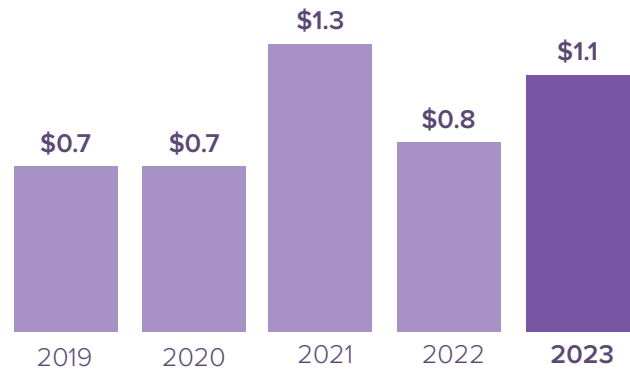
Net Cash from Operating Activities (\$m)



Total Revenue (\$m)



Total Surplus (\$m)



What Our Residents Say

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	97%	97%
Their unit	97%	94%
The Village grounds & gardens	85%	84%

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	95%	77%
Clarence Village is a great community to live in	97%	90%
The Clarence Village staff are helpful and caring	98%	97%

Dougherty Villa residents were asked their satisfaction with	Rating
How much time are caregiving staff able to spend with me/family?	50%
Do the shared spaces in Dougherty Villa make you (or your family members) feel at home?	72%
Does your own room here make you (or your family members) feel at home?	72%
Is there access to the outdoors and gardens at Dougherty Villa?	67%
How often does Dougherty Villa offer me (or my family member) things to do that make me feel valued	56%
How flexible is Dougherty Villa with your care routines?	89%
Overall, how satisfied are you with Dougherty Villa?	94%

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



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Katrina Sharman and Dot Tarrant