



Gippsland Rotary Centenary House (Incorporated)

2014 – 2015

ANNUAL REPORT

Part 1 - Committee of Management
(Consolidated Report)

Part 2 – Treasurer's Report and Audited
Financial Statements

Our Purpose: Gippsland Rotary Centenary House provides affordable and supportive accommodation for patients undergoing cancer treatment and other medical services at the Latrobe Regional Hospital and their families.

Summary: Stage 1 was opened in September 2006 with a project cost \$2.063 million financed by grants from the Federal & State Governments, Latrobe City, philanthropic trusts, Rotary Clubs and other community organisations, businesses and the public. GRCH employs one full-time House Manager supported by a team of volunteers and is operated on a not for profit basis.

A Stage 2 was officially opened in November 2012 at a cost around \$2.4 million, but has been in use since the 26th October 2011. It has added an additional 9 family units and associated infrastructure plus a Community Room and 2 offices.

PART 1 - COMMITTEE OF MANAGEMENT **CONSOLIDATED REPORT FOR 2011 - 2012**

The Committee of Management is proud to present the Gippsland Rotary Centenary House Annual Report for the 2014 - 2015 reporting period. During this time we have achieved a great deal for our Gippsland community as this report will outline.

1. Overview

Gippsland Rotary Centenary House (GRCH) has continued to operate on a very sustainable basis over the past 12 months maintaining great community and Rotary support. Our occupancy rate remains very high on a 5 day per week basis, with the Gippsland Cancer Care Centre (GCCC) now operating 2 radiotherapy units.

With all planned capital works program now complete, GRCH is fully operational and we do not anticipate any further extensions unless the demand for accommodation increases significantly due to increases in regional services at the hospital and government funds being available. A large financial investment is currently being made at LRH and the Committee of Management will shortly meet with the LRH Board and its executive to discuss the potential impact this will mean to the services provided by GRCH.

The Stage 3 conceptual plans are complete and agreed ready for the preparation of tender documentation and final construction design and drawings.

Thanks to Carol Crewe, Liz Tierney, Michael Anderson and our crew of volunteers, they have maintained high standards at the house while keeping our costs down. We undertook a review of our rates taking into account our historic occupancy rates and guest categories and our actual operating costs to calculate our sustainable charge out rates. This resulted in a slight increase in rates which had previously remained constant since our opening in 2006. We again budgeted on a manageable operating deficit to ensure our rates remain affordable, the shortfall being funded from donations and fundraising. We again achieved our operating budget during 2014/15 which was an outstanding outcome.

Sadly we farewelled Liz Tierney who retired, and we thank her sincerely for her dedicated work over many years. We wish both Liz and Barry well in their retirement. Michael Anderson has subsequently been appointed to Liz's former position and is doing an outstanding job and Sue Elsdon appointed to Michael's former job. Among Sue's roles is assisting Mike Answerth and Carol Crewe promoting GRCH and she prepared and published our most recent newsletter and did a very creditable job. Unfortunately she travelled to England earlier this year to care for her mother who had terminal cancer. We are keen to talk to her about an ongoing role at GRCH on her return.

Our volunteers still manage to clean the house thanks mainly to Rosalie Davey and Joan Peachy. Our garden was well maintained by very active volunteers headed up by Rob Soares, Dave Swainsbury along with Rod Whitmore, Dick Stanistreet, Alan MacRae, Kees Kroon, Neil Tickle and others from time to time. Sadly Dick passed away during the year and he will be sadly missed. Our sincere best wishes go to Audrey. Our "Washalot" team of Barb and Ray Beebe, Liz and Ross Ollquist, Marion and Mike Answerth, Lorraine and Ken Peake and Coral Thomsen, managed to keep on top of the house's laundry requirements again keeping our costs down to a minimum. Tom and Cindy Shanahan also assisted on a regular basis with administrative work under the direction of Carol.

Unfortunately we report the serious illness of one of our most dedicated and long-serving volunteers, Carmen Cook. Carmen has serviced on our Fund-raising Subcommittee since its inception over 10 years ago and ran the very successful weekly "Happy Hour" sessions where guests are introduced to one another until recent illness made it impossible. She attended many GRCH fundraising events and was also is a volunteer at the Latrobe Regional Hospital. We wish her well in her current health battle and look forward to her resuming her wonderful work soon.

David Gittins continues to support us with the provision of a Ford Falcon station wagon as he is also the principal of Valley Ford. Thanks David.

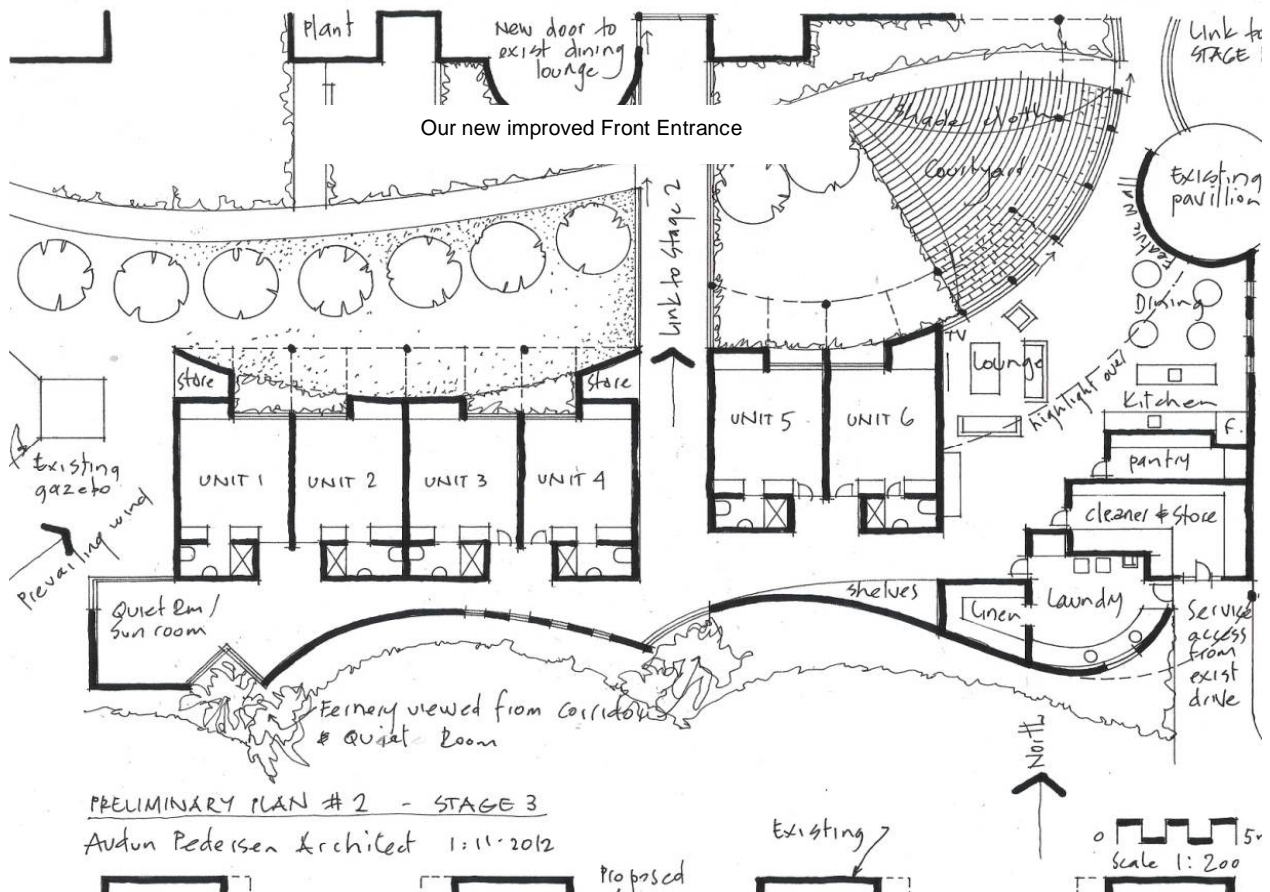
Our fundraising subcommittee chaired by Kay Radford continues to be active. Her group also arranges the catering for the many diverse groups who visit the house. Rhonda and Noel Wheeldon have done an outstanding job in developing a very enthusiastic group of supporters in East Gippsland who not only organised very successful events, but are assisting in raising the profile of GRCH in the areas. We are still actively looking for a replacement for Michael Malone to represent the South Gippsland area because between East Gippsland, Wellington, South Gippsland and Bass Coast these municipalities represent almost 90% of the patients and families that take advantage of the services we provide at GRCH.

GRCH remains in a very sound financial position due to the constant support from our district Rotary Clubs and community donations and events. This is very gratifying because it confirms the community recognises the need for GRCH.

Investment was made in replacement and new gardening equipment. This included a new ride-on mower, a self-propelled hand mower and a shredder/chipper and we had the garden shed./workshop extended.

2. Stage 3 Potential Development

With the tightening of Government money and the transfer of health capital works to the Victorian Government it is unlikely that funds for Stage 3 will happen in the shorter term even if our demand increases significantly. The grant \$1.5 million grant we received from the Commonwealth Government for Stage 2 was the first time places like GRCH were acknowledged as fundamental to the delivery of health services in rural and regional Australia. State grants have primarily been limited to multi-use community facilities with no grants being available through health. However the plans are ready if the desire is there to support us.



3. Latrobe Regional Hospital

The COM enjoyed a very productive and supportive relationship with Latrobe Regional Hospital (LRH). LRH was recently awarded a grant of \$73 million to expand their local and regional services. Our forthcoming meeting with the LRH Board and executive will determine the potential impact on the services provided by GRCH.

4. Committee of Management

We have allocated responsibilities to Committee of Management members to ensure that all aspects of our business are appropriately managed.

Our current Committee of Management as at the end of June 2014 is as following:

- Ken Peake (Chair, Project Management, Funding Submissions)
- Mike Answerth (Secretary, Promotions)
- Dave Swainsbury (Operations Chair/Liaison and assistant Treasurer)
- Glenn Setches (Treasurer, Financial Governance)
- Kay Radford (Fundraising)
- Rhonda Wheeldon (East Gippsland, Fundraising and Promotion)
- Noel Wheeldon (East Gippsland, Fundraising and Promotion)

- Diane Wilkinson (Operations)
- Ray Scheffer (Garden and Grounds Development)
- Rob Soares (Building and Maintenance)
- Alan MacRae (Operations)
- Neil McCluskey
- Carol Crewe (House Manager and ex officio member)

Recently the COM has focussed on prioritising management and operational policies and procedures. The Operations sub-committee of Dave Swainsbury, Diane Wilkinson, Alan MacRae and Carol Crewe have worked hard and professionally to regularly submit relevant and prioritised policies the COM for approval.

Photograph: DanceSport coaches and organisers Meagen Alderton and Anna Longmore danced with Gippsland Rotary Centenary House secretary Mike Answerth and chairman Ken Peake when they handed over a donation of \$700 raised at the inaugural Latrobe City DanceSport Classic. Planning has already commenced for next year's event which will be held on Saturday 18 June 2016. photograph bryan petts-jones



Other Committees

6.1.1 Fundraising Sub-Committee

(Prepared by Kay Radford, Chair Fundraising Subcommittee)

I am please to submit this report on behalf of the Fundraising Sub-committee. Our current Fundraising Sub-committee as at the end of June 2015 is as following:

Members List:

Carmen Cook
 Rosanna Della Fortuna
 Sylvia Eastham
 Sue Elliott – Secretary
 Kim Ellis
 Jilly Magnuson
 Joanne Moretti – Treasurer
 Kay Radford – Chair
 Michelle Turra
 Lyn Wight
 Ian Wilson
 Angela Marino
 Carol Payne
 Helen Orr

Kerryn Christian resigned from the committee during the year

The Fundraising Sub-committee meets monthly at GRCH and arranges extraordinary meetings when necessary.

The Committee pride themselves as a hard working co-operative team and PR persons promoting the house via our work, of which much is in the public arena; showcasing GRCH . That is one of the essential roles of the Fundraising Subcommittee to lift the awareness of GRCH to the general public as well as visiting groups.

Activities undertaken during the year include:

- Christmas in July
- ACE Radio House Party
- LRH Gippsland Cancer Care Centre Open Day
- Facilitating donations from several local organisations including McDonalds and Transfield Worley Power Services
- Catering for events at Gippsland Rotary Centenary House and related activities.

The subcommittee provided significant logistical support for the "Great Gatsby Dinner Dance and Auction run by the Rotary Club of Traralgon which was a fantastic success and was greatly appreciated.

Further Planning is underway for the 2015 Aus Timber Event at Kernot Hall (200 guests) and the 2016 Grand Event to celebrate 10th anniversary of GRCH's opening. A Corporate Sponsor has committed to this event subject to Committee of Management approval.

I also wish to sincerely thank the subcommittee for their constant dedication and enthusiasm.

Photograph: Sales from the East Gippsland Cancer Tales Book Project provided a series of lead light window panels to be installed around Centenary House for the enjoyment of guests. photographs tom morrison



6.1.2 East Gippsland Group

(Prepared by Rhonda Wheeldon, Committee of Management Representative East Gippsland)

The Village Social Club again held the Annual Centenary House Breakfast at Eastwood Retirement Village. We continue thank all the supporters that over the years have donated eggs, vegetables, artwork and beautiful quilts for the raffle and to sell.

This year raised \$5,000 with the cheque taken by Eastwood Residents to Traralgon on a special visit 24th May to view the facility plus enjoy a barbecue lunch. This was held on a perfect day in the Margaret McDonald Pavilion at Gippsland Rotary Centenary House. They took an enjoyable walk along the autograph pavers under the recently completed Arbour now planted with wisteria vines and admired the handiwork of volunteers spearheaded by Ray Sheffer. Ray visited Bairnsdale Inner Wheel to explain his dream the year before. The breakfast has been submitted to the social committee to be held in March again next year. A wonderful gesture at the breakfast was the attendance at 7am of the entire Rotary Club of Sunrise, which greatly filled the early morning attendance numbers.

The Lakes Golf Club under the guidance of Louise and Michael Anketell organized a most successful Breakfast followed by a mixed Golf Competition. This was held in November and raised \$3000 presented at the Christmas Break-up at GRCH. This will be repeated on 22nd November 2015 this year.

For the first time WIN TV attended our breakfast interviewing attendees and Rhonda Wheeldon. It was a pleasure to have ABC Radio announcer Zoe Ferguson with her roaming mike attending on her first visit to the Eastwood Retirement Village.

The breakfast has created increased awareness in Bairnsdale and surrounding communities and former residents of GRCH now make a point of attending. There is another spin off in holding the breakfast at Eastwood Retirement Village as it promotes the village as tours of villas and amenities are conducted by a welcoming committee.

The Bairnsdale Cup this year will feature a Ladies Luncheon on the 4th October. Diane Wilkinson from the Committee of Management will be guest speaker and happily all proceeds will be donated to GRCH.

The year of 2015 has been very successful and thanks must go to a loyal bunch of close supporters. The date for the breakfast 2016 has to be finalised with the Residents Committee for next year.

6.2.1 Operations Committee Report

(Prepared by Dave Swainsbury, Operations Sub-Committee Chairman)

It is my pleasure to present this report on behalf of the Operations Sub Committee. The Operations Sub-committee has met on an as needs basis this year. Primary activities have been the update of policy and procedure reviews, staff appointments following the retirement of Liz Tierney and a review of accommodation tariffs. The Sub Committee comprises Diane Wilkinson, Alan MacRae and Dave Swainsbury as Chairman. I wish to thank Diane and Alan for their patience and persistence over another successful year. The sub-committee will hopefully complete a review of all policies in the coming year.

Liz Tierney retired in December 2014. This led us to advertise internally across our volunteers for the position of Operations Assistant. The field was reduced to two candidates for interview. As a result Michael Anderson was offered the permanent post of Operations Assistant and Sue was offered a fixed term contract to address items such as the outstanding Operations Policy reviews and the production of the Newsletter. Many thanks to our Operations Manager Carol and her assistants Michael and Sue, for their ongoing commitment to GRCH. It is their professional and caring attention to guests that maintain the warm and welcoming feeling of GRCH. Guest feedback reports regularly reinforce this. It is also their servicing of the house, along with many volunteers, that enables us to keep costs as low as possible. We have a dedicated "cleaning group" and "wash a lot" group who support our staff to maintain the laundry so as there is always fresh linen for guests. We also have a happy band of general maintenance and gardening volunteers.

The Monday maintenance and gardening group continue to maintain the house and gardens to a very high standard. Rob and Alan keep the team on their toes not to mention the Manager's never ending lists. The Team now comprises, Rod Whitmore, Kees Kroon, Neil Tickle, Rob Soares, Alan MacRae and Dave Swainsbury. The group are often assisted by Rotary Club of Traralgon volunteers led by Ray Scheffer. Unfortunately we lost Dick Stanisteet who passed away this year after 8 years of service to GRCH. Ironically he passed away peacefully on a Monday night after working with us in the morning.

Sue Elsdon resigned during the year due to the fact that her mother was terminally ill in the UK and she wished to be with her for as long as her mother needs support. I have not instigated a review of her outcomes over the months she has worked for us. The COM will need to determine our approach on her return to Australia expected to be late September.

GRCH continues to hold appropriate and current Latrobe City Certification in regard to Public Health and Well Being Act 2008 (Prescribed Accommodation) Regulations 2009, the Food Safety Act 1984 and the Food Safety Standards Code.

Presentations to public organisations and Rotary Clubs continued throughout the year including visits to the house by a number of community organisations.

Operational Statistics

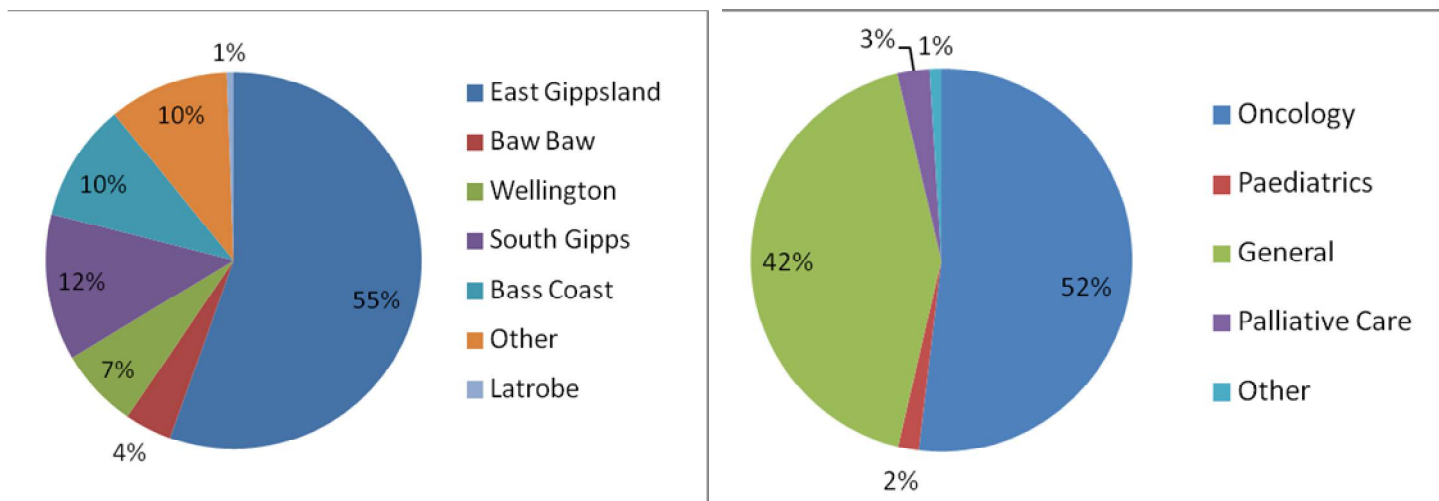
Statistics for the end of the year (June 2015) regarding guest accommodation at GRCH are as follows:

- 2061 bookings
- 1258 primary guests
- 3226 total guests
- 57% of primary guests were female and 43% male

- The average age of primary guests was 64 years
- The average stay was 7 days over 2 weeks with stays varying from 1 night to 9 weeks
- The average distance travelled was 154 km
- Oncology patients made up 52% of bookings; Paediatrics – 2%; Palliative – 3%; General – 42%; Palliative Care – 3%; and Other – 1%.

Since the review of accommodation tariffs and the resultant bed night stats reporting we need to revisit the reporting of the “Reasons for Staying at GRCH”

Our primary guests are from the following locations and our residents present at LRH for the following reasons:



6.2.2 Operational Financial Report

The Operational Financial performance for year ended June 30 2015 showed an operational income of \$154,643.64 and expenses of \$186,440.35 which indicates an operating deficit of \$31,565.47 including interest, this is much better than our budgeted deficit of \$63,249.88 for the year. The major contribution to this performance has been the tariff review and subsequent rate adjustments we conducted and implemented early in the 2014/15 financial year.

The full financial performance for GRCH can be seen in the accompanying audited financial reports presented by our Treasurer Glenn Setches.

7. Summary

In summary it has been yet another very successful year, one which has seen the profile and recognition of the benefit of the house acknowledged. Our greatest ambassadors are our guests who spread the word throughout Gippsland. We are ably supported by Rhonda and Noel Wheeldon in East Gippsland. They are our public faces in those areas for GRCH

Our immediate focus will be one of consolidation and the establishment and maintenance of good governance, sound management practices and continued outstanding service to the people of Gippsland.

Unfortunately I report the retirement of our dedicated architect, Audun Pedersen. While he is totally dedicated to our project it was unreasonable to expect him to carry his significant overhead costs such as professional indemnity insurance and professional registration fees when the timeline for Stage 3 is unknown. However I will continue to work with Audun to establish a practical strategy for the design and construction of Stage 3. We thank Audun sincerely for the outstanding and professional service he provided to us. A significant amount of Audun's work was provided pro bono which was an outstanding contribution to his community. We all wish Veronica and Audun well in his retirement in Tasmania.

I would also like to thank the Committee of Management, our various subcommittees and our wonderful volunteers for their dedicated work. I cannot speak highly enough of our staff. They do a wonderful job which is reinforced by the feedback and comments from our guests. WELL DONE!

Ken Peake
 Chair, Committee of Management
 Gippsland Rotary Centenary House Inc.

PART 2 – TREASURER’S REPORT AND AUDITED FINANCIAL STATEMENTS

It is my pleasure to comment on the financial performance of GRCH for the 2014/2015 financial year.

We continue to be supported by Rothbury Bookkeeping Services, who have helped us deliver timely and accurate monthly reports to ensure a fit for purpose reporting and accounting process. Rothbury also have facilitated our Business Activity Statement requirements. Mark Reidy of RGM Accountants has also continued to assist GRCH in the preparation of financial matters during the year including the preparation of Annual Financial Statements.

As can be seen from the Annual Financial Statements GRCH continues to trade strongly as a not for profit organisation. It is proposed to review accommodation tariffs next year in addition to the proposed increased rates of resident transport assistance payments.

The Annual Financial Statements have been audited by Bernd W Ritzer (FCA). He has provided a comprehensive report and matters to be addressed to further strengthen our governance. GRCH is grateful for his assistance.

The audited statements along with the audit report are appended to this report.

Glenn Setches
Treasurer

GIPPSLAND ROTARY CENTENARY HOUSE INC
A.B.N. 26 883 085 367

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
Income			
Revenue	2	286,883	257,766
Expenditure			
Accountancy expenses		(2,338)	(2,250)
Advertising expenses		(816)	(639)
Auditors' remuneration	3	(1,591)	(1,409)
Bad and doubtful debt expenses		-	(250)
Depreciation and amortisation expenses		(112,405)	(111,377)
Employee benefits expenses		(120,388)	(118,640)
Other expenses		(82,292)	(90,044)
		<u>(32,947)</u>	<u>(66,843)</u>
Loss for the year	4	(32,947)	(66,843)
Total comprehensive income for the year		<u>(32,947)</u>	<u>(66,843)</u>

GIPPSLAND ROTARY CENTENARY HOUSE INC
A.B.N. 26 883 085 367

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	555,230	497,311
Trade and other receivables	6	18,513	18,815
TOTAL CURRENT ASSETS		<u>573,743</u>	<u>516,126</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	3,674,896	3,770,880
TOTAL NON-CURRENT ASSETS		<u>3,674,896</u>	<u>3,770,880</u>
TOTAL ASSETS		<u>4,248,639</u>	<u>4,287,006</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	8	32,211	37,631
TOTAL CURRENT LIABILITIES		<u>32,211</u>	<u>37,631</u>
TOTAL LIABILITIES		<u>32,211</u>	<u>37,631</u>
NET ASSETS		<u>4,216,428</u>	<u>4,249,375</u>
EQUITY			
Retained earnings	9	4,216,428	4,249,375
TOTAL EQUITY		<u>4,216,428</u>	<u>4,249,375</u>