



2014

annual report

2015

Board Members



From left to right:

Back row: Angela Collins, Ray Snell (Deputy Chairman), Eleanor Fitz (Company Secretary),
Andrew Williams (Deputy Chairman)

Front row: Andrew Brown, Trevor McLean (Chairman), John Dunstan, Neville Seymour

Mission Statement

Westmont Aged Care Services Ltd is dedicated to providing aged, community care and lifestyle options to the people of our region with respect, dignity and choice.

Philosophy

"Care for All by All"

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Chairman & Chief Executive Officer's Report

Westmont Aged Care Services Ltd again enjoyed a significant year of growth in several parts of its operations with consolidation in others. This was due to the tremendous efforts of its Staff, Management and Volunteers, supported by the Board of Governance and the Residents, Service Users and Families that form the Westmont "family". We thank everyone for your continued efforts to make Westmont better and look forward to the challenges of the future with a good degree of confidence that as an organisation we are well placed to deal with whatever circumstances are "thrown" at us.

We ask that you review this Annual Report 2015 to share in the success of Westmont.

The key highlights of the Company in the past 12 months include:

- Our Client, Resident and Staff satisfaction surveys continue to show Westmont is an excellent place to live and work, and a good provider of home care services.
- Westmont Village has experienced better than anticipated growth, with 14 villas occupied during the financial year, and a total of 37 villas occupied at the end of the financial year. Westmont has expended over \$4m during this financial year in establishing the infrastructure and homes for people to move to.
- Stage 3 of the Westmont Village has been snapped up quickly with 23 out of the 26 sites committed to by future Residents. The demand is such that planning for Stage 4 is now underway. This stage involves a further 30 villas and associated infrastructure and will bring this to a total of 94 villas in our Village. One further stage of 28 villas is still possible on the existing site.
- Westmont Board also approved the funding of a \$225,000 solar electricity generation scheme in the Westmont Village. This scheme brings electricity saving benefits to both the villa Residents and Westmont.



- Westmont received almost \$200,000 in growth funds in Home and Community Care (HACC), and for this we thank the Victorian Government for its support. This enables us to provide more services to the people of Wodonga. Westmont Community Care achieved its increased Home and Community Care targets during 2014/15.
- Westmont continued to invest in our Community Care operation during the year with the following capital investments:
 1. Improvements to the Willows building via sound deadening tiles \$55,000
 2. New buses to assist in the transfer of Clients \$100,000
 3. New cars for use by Staff and Clients in our HACC program \$49,000
- Westmont was also grateful to the Victorian Government as we received a grant this financial year from the Local Infrastructure Assistance Fund (LIAF) in the funding of a generator to supply the Homestead, Apartments and Stage 1 and 2 of the Village with electricity in times of electrical service disruption. We sincerely thank the Victorian Government for their support to the extent of \$108,000, and with Westmont providing a further \$18,000 contribution we have now guaranteed electricity supply in these areas.
- Over 200 people now reside within the Westmont residential precinct, and we are delighted that so many people and their families have made this choice.
- Continuous care is being carried out, with community Clients taking advantage of permanent care and respite residential care in the Homestead.
- Ageing in Place - Apartments and Village Residents are accessing respite and Community Care services, and moving into the Homestead and Apartments depending on their care needs.
- Our Grounds crew continue to develop, makeover and maintain the wonderful gardens and wetland areas throughout the Westmont site. Future works in the waterway area of the Village will enhance our environment for Residents, Staff and all the birds and animals that call Westmont home.
- In addition to all of the above we have continued to invest in general equipment replacements and additions across Westmont totalling \$218,000.

On behalf of the Board of Governance, Management, Residents and Staff we would like to express our heartfelt thanks to those who made a donation throughout the 2014/2015 year. Your generosity directly benefits the Residents and Staff.



TREVOR MCLEAN | CHAIRMAN



PETER DE KOEYER | CHIEF EXECUTIVE OFFICER

Board of Governance 2014-15

Trevor McLean	(Chairman)
Andrew Williams	(Deputy Chairman)
Ray Snell	(Deputy Chairman)
Eleanor Fitz	(Company Secretary)
John Dunstan	(resigned April 2015)
Neville Seymour	
Robert Smith	(resigned October 2014)
Andrew Brown	
Angela Collins	

Since moving to the Baranduda site more than six years ago our growth continues to be strong. This is no small measure due to both the effort of Management by our senior Management team together with the dynamic strategic planning by our Directors.

At the Strategic Planning session held in June Westmont's Mission, Vision and Objectives were confirmed through to the year 2018.

A further two Board Committees were formed this year. A Policy Committee was set up to review policies that were at a governance level rather than at an operational level and a Clinical Governance Committee was formed to ensure appropriate, clinical governance is applied at all levels of operations across the whole organisation.

Two long serving Board Directors resigned this financial year, namely Rob Smith and John Dunstan.

Rob commenced with Westmont in 2005 as CEO and was instrumental in the transition of Vermont Court Elderly Peoples Home and Westlands to the Homestead. Rob resigned as CEO in 2009 and took up a position on the Board in 2010. Rob's dedication and commitment to the organisation was second to none.

John Dunstan was a Board Director from 2006 to 2015. John's background provided Westmont with valuable engineering expertise particularly in the early stages of the development. John was also a Member of the Project Development Group Committee.

We take this opportunity to thank Rob and John for their dedication, commitment and service to Westmont.

It is with sadness we report on the passing of a long term Honorary Life Governor, Jim McRobert.

As a Board we strive for best practice and encourage Board Directors to take up training opportunities. In this financial year one Board Director attended a two day course relating to Governance Foundations for Not-for-Profit Directors (Directorship roles and responsibilities in the Not-for-Profit sector) and the other graduated from the Australian Institute of Company Directors course.

Westmont is a community owned not-for-profit organisation which always puts the Residents and Service Users/Clients first.

The Board of Governance would like to take this opportunity to thank Management, Staff and Volunteers for the person-centred care they provide to the Residents, Service Users and Clients.

Life Governors

Mrs J Berrell

Mr L Boyes

Ms S Cardwell

Mrs P Corcoran

Mr C Johnson

Mr B Martin

Mr R Matthews

Mr J McRobert (deceased)

Mr B Pooley

Mrs E Ross

Mrs M Schubert

Dr E Seaton

Mrs S Teissl

Mr I Warwick

Executive Team



From left to right:

Amanda Payne (Quality, Education and Administration Manager), Peter de Koeper (Chief Executive Officer), Gary Martin (Clinical Services Manager), Aileen Bertram (Director of Care), Don Wilkinson (Business Manager – Operations)

Continuous Improvement

Throughout 2014/2015 we sought feedback from Residents/ Family Representatives, Service Users, Volunteers and Staff to gauge our performance and to identify any areas that could be improved.

The annual survey results continue to confirm Resident/ Representative, Service User, Volunteers and Staff satisfaction with the quality of care provided by our dedicated Staff and Volunteers and the organisation as a whole.

Westmont Homestead (Resident/Family Representative)

Overall satisfaction rate (excluding don't know/no answer) - 91%

Westmont Apartments (Residents)

Overall satisfaction rate (excluding don't know/no answer) – 96%

Westmont Village (Residents)

Overall satisfaction rate (excluding don't know/no answer) – 97%

Community Care (Service Users)

Overall satisfaction rate (excluding don't know/no answer) – 94%

Westmont Homestead Staff

Overall satisfaction rate (including strongly agree and agree) – 86%

Community Care Staff

Overall satisfaction rate (including strongly agree and agree) – 88%

The Volunteer survey comments also highlighted the enjoyment and job satisfaction Volunteers get from assisting the Residents and they are very happy with the support and respect received from Staff.

Feedback

Feedback from all stakeholders is paramount to ensure Westmont continues to improve in all areas. The wider walking path from the Homestead to the Apartments (mentioned in the previous Annual Report) provides a safe environment for our Residents who venture out each day, sometimes twice a day. It also gives the Residents an opportunity to 'check out' the pansies and the Mr Lincoln roses during the warmer months.

The Cardwell family suggested they would like to donate a circular seat around the 8 metre umbrella that was erected in the Belvoir Courtyard. The Baranduda Men's Shed at Westmont was approached to undertake this project and it now provides a wonderful area for our Belvoir Residents to enjoy during the warmer months.

Something as simple as a staff member suggesting enlarging the Sign in/out register to A3 has had a positive impact on our Residents. It allows some of the Residents who are visually impaired the opportunity of independence to sign themselves in and out.

Homestead

104 – Compliments

71 – Suggestions

48 – Complaints

Apartments

20 – Compliments

5 – Suggestions

12 – Complaints

Villas

6 – Compliments

4 – Suggestions

2 - Complaints

Community Care

118 – Compliments

2 – Suggestions

58 – Complaints

Activities

The Homestead has had a bumper year of activities with many highlights.

No doubt, Residents have benefitted from the various intergenerational activities.

A collaboration with young artists from the Flying Fruit Fly Circus for their upcoming show called JUNK has been very successful.

Hospitality students at the Catholic College (Christmas in July) and at the Wodonga Senior Secondary College (Pepper Restaurant) prepared delicious meals for us and of course we're looking forward to future invitations.

School visits, children's choirs and young Irish dancers have all left our Residents feeling positive and uplifted.

Older students like our company, too! From TAFE, we had one such group lead a Tree of Life art project. Another group conducted a Fashion Parade with clothing sourced from local op shops. You can imagine the fun!

Other important activities:

- Music and concerts galore – so good on many levels
- Staff and Residents came together for celebrations
- At cooking sessions Residents sampled world cuisines. They've been to Morocco, Canada, Lebanon and New Zealand – all without leaving the Homestead!
- Doll therapy was held in our Belvoir unit with particular Residents finding this activity of great comfort.

Of course, our wonderful Volunteers have been with us every step of the way – helping us to achieve the best outcomes for our Residents.



Men's Shed

The Baranduda Men's Shed located at Westmont is open two mornings a week and provides a wonderful opportunity for our male Homestead Residents to socialise with Residents from the Villas, Apartments and other members of the Community.

The breakdown of Members is as follows

Homestead Residents – 6
(Membership paid by Westmont)

Villa Residents – 8

Apartment Residents – 3

Community Members – 12

CEO – 1

Honorary Members -1



Volunteers

On behalf of Westmont (Residents, Service Users, Board of Governance, Management and Staff) THANK YOU!

You give of your time selflessly. The difference you make to the lives of the people you come in contact with is priceless. You are exceptional.

"As a Volunteer you give time. Time. The most precious resource in our lives".

Thank you to all the 'Meals on Wheels' Volunteers who deliver meals to community members through rain, hail and shine!

Excerpt from a card from a Volunteer

"Many thanks for a wonderful (Volunteers' Christmas) lunch. It is a privilege to be part of such a caring team."

Years of Service - Homestead Volunteers

5 years +

Sue Cardwell
Margery Condon
Ruth Cornell
Joan Crisdale
Lorraine Cumming
Margaret (Jean) Dudley
Leone Derriman
Roberta Gay
Meta Hansen
Dorothy Olejniczak
Gwenda Quick
Colleen Roze
Betty Waite
Andrew Waite
Gail Watson
Jessica Weaven

2 years +

Gail Baker
Diane Baker
Judith Bedford
Diana Brewer
Valerie Dodwell
Rodney Freeman
Lorraine Futchter
Rosanna Jackson
Kyle Lockley
Nancy Massey
Lorraine McRae
Valda McKenzie
Waltraud Moroso
Mary Rama
John Robins
Jean Rohan
Kirby Sharp



Staff

There were a total of 247 Staff who worked within the organisation during 2014/15.

Full time	18
Part time	122
Casual	66
Trainees	4
Apprentices	5
Resigned	32
Total	247

Homestead/Apartments

Homestead/Apartments (only)	158
Homestead and Community	10
Resigned	26
Total	194

Community Care

Community	47
Combined	10
Resigned	6
Total	63

Westmont continues to encourage Staff to up-skill and as at August 2015 90% of Staff across Residential and Community Care are Certificate III qualified or higher. This figure is excluding the Staff who are currently studying towards a Certificate III or higher or our juniors who are still at school. There are three Staff in Domestic Services who are currently studying Certificate III in Asset Maintenance. We have three trainees doing a gap year with us and are respectively studying Cert III in Business Administration, Certificate III in Aged and Home and Community Care and Certificate III in Hospitality. We also have a trainee completing a Diploma of Business.

Five Staff members who commenced with us as juniors in Food Service are now studying at University or completing on-line courses and they continue to work for us on a casual basis during semester breaks. This is a positive outcome for our Residents and the Staff as it reduces Staff turnover and allows the friendship between Residents and Staff to grow.



We have five Staff members doing apprenticeships with us. One in Food Service and four in Horticulture. We also have a group of school students who work in the Food Service area.

Staff Health and Wellbeing Days were held on 5, 6 and 7 November 2014 with 58 Staff members participating in the various activities offered. A combination of 78 sessions of massage, reflexology, tai chi and relaxation were enjoyed by both Homestead, Apartments and Community Care Staff. The Health and Wellbeing days were finished off with a Staff BBQ and games evening at the Community Centre. The evening was very entertaining and was the perfect opportunity for the Homestead and Community Care staff to mix with each other in a relaxed team environment.

Thanks to Rotary Australia, Westmont took up the opportunity to purchase Bowel testing kits for Staff throughout the year. Westmont contributes to the Westmont Staff Social Club that is run by Staff. They are a very proactive group who organise functions and lucky draws throughout the year.

In 2010 Westmont sponsored Joemon Jose (Registered Nurse) to settle in Australia. We are pleased to report that Joe and his family are still with us and have recently been granted Australian Citizenship. We celebrated this occasion with a morning tea and provided Joe and his family with Australiana gifts. Joe's wife Shiji also works with us.

Our Employee Assistance Programme is available for all staff to access if the need arises.

Feedback received from a family member:

"Westmont Homestead provides an outstanding service to both the residents and their families. I have been a Registered Nurse for 38 years, I would like to express my most sincere gratitude for the respect, dignity and loving care that you all gave my dearly beloved Father....."

Staff Milestones

(* denotes milestone reached in 2014/15)

Our Staff milestone list continues to grow. This year there are 60 Staff members who have been with us for more than 5 years.

20 years +

Aileen Bertram

15 years +

Sandra Jones
Judith Little
Kate Coleman
Pauline Witham*

10 years +

Carolyn Gullifer
Peggy Bailey
Robin Harrop
Carolyn Coupar*
Margaret Chalmers*
Kaylyn Leitch*
Barbara Seymour*

5 years +

Wendy Hawkins
Leanne Joynson
Maryanne Elvery
Christine Boyer
Joanne Proctor
Ann O'Grady
Samantha Donovan
Yujun Rao
Joy Ruby
Julie Jenkins
Mandy Cole
Leonie Hearn
Karen Honey
Donald Wilkinson
Naomi Martin

Amanda Payne
Tennille Kay
Peter de Koeyer
Magdalena Galinovic
Elaine Coombe
Peter Ward
Christi LaMotte
Danyelle Elliott
Julie Hovey
Carmel Price
Fiona English
Jennifer Taylor
Lous Polmear
Narelle Briggs
Cheryl Pollard
Melissa Drage
Amanda Wangman
Stacey Rowarth
Andrew Coulston
Donna Serong
Christine Bloxsom
Christina Miles
Juliette Gallacher
Lisa Riley
Gary Martin
Christine Deegan*
Margaret Seymour*
Leah Harry*
Jodie Grooby*
Laura Souquet*
Lesley Coulson*
Dianne Laing*
Joemon Jose*

Occupational Health and Safety

Occupational Health and Safety is always front of mind at Westmont. It is discussed at all meetings to ensure a safe work culture is instilled in all Residents, Staff, Volunteers and Contractors.

All Staff complete Occupational Health and Safety competencies on Induction and annually thereafter.

The OHS Committee is made up of Staff from various areas of the organisation who meet regularly to review, discuss and analyse Staff incidents and hazards that have been reported.

There were a total of 61 Staff incidents across the Homestead, Apartments/Villas and Community Care. The majority of incidents occurred in the Homestead. This result has increased on last year due to two incidents that involved multiple Staff members.





Homestead Report

The Homestead continues to receive a large number of enquiries for permanent and respite care and the waiting list is quite extensive.

There were 36 permanent admissions for the year.

The respite calendar was very busy this year. Our five respite rooms saw a changeover of 85 people. Respite is a great opportunity for people to experience life at Westmont before they make a decision, or just to give themselves or their family members' time to have a break.

The Transitional Care Program in conjunction with Albury Wodonga Health is working extremely well. This year we were able to provide a safe environment and assistance to 18 patients from Albury Wodonga Health prior to their return home or entering residential care.

Our total occupancy for 2014/2015 including permanent, respite and transitional care was 99.21%.

We received an unannounced visit in January 2015 by the Australian Aged Care Quality Agency with all 44 outcomes being met, thanks to all our caring and dedicated Staff.

We are working towards our three yearly Accreditation in August 2015.

The Homestead promotes the use of our Health and Wellbeing Centre for our visiting allied health professionals including doctors; Dr P Francis – Federation Clinic, Dr G Gladman – Central Medical, Dr C Johnson and Dr M Giltrap – The Gardens, Dr Kumar – Wodonga Family Medical Centre and Dr B Walton – Wodonga West Medical Clinic and others on request.

Our Health and Wellbeing Centre also accommodates visits by the Podiatrist, Reflexologist and Physiotherapist and Dental technician.

Our Staff continue to provide exceptional care and are dedicated to providing the best outcome for our Residents whether they are in Food Service, Laundry, Activities, Grounds and Maintenance, Care or Administration - it makes no difference. Our philosophy says it all - "Care for All by All".

Quote from a Homestead resident:

"Sally was absolutely wonderful to me this morning....She is to be highly commended. I can't thank her enough. Also, thank you to Westmont for their caring and kind staff."

Hotel Services at the Homestead and Apartments

We are proud to report all meals, laundry and cleaning services remain being attended to by our Staff. 44 employees are working in the Food Service area which is up slightly on the 39 employed last year and Domestic Service Staff has increased from 11 to 14. They are a fantastic group and do a wonderful job.

Many new items have been purchased in the Hotel Services department:

- A new blast chiller for the Production Kitchen, which is more efficient and also has a slow cooker. This saves on oven space as the Food Service Staff are able to put a roast in the oven in the afternoon and when they arrive for duty the next day the roast is cooked and chilled.
- A new larger dryer for the main laundry, which is more efficient and takes half the time.

- Four new commercial washing machines and dryers for the Apartments.
- New benches installed in the main laundry for folding.
- New steamer for Domestic Services.

In addition, a new Hotel Services office and Hotel Support office were built for additional administrative workspace. These offices are more accessible to Residents and Family members if they have any matters they would like to discuss. An Apartment Resident highlighted a cleaning day shortfall on public holidays. This has since been rectified and cleaning is now done on public holidays in those Apartments affected.

Westmont's Food Safety Plan has been reviewed and updated and the external Food Safety Audit went well with only minor non-conformances identified e.g. chipped tiles and some minor maintenance on equipment. All of which have been rectified.

Apartments Report

Creating a comfortable environment with quality catering, happy surroundings, social interaction and supportive Staff and Family members is proof that the Assisted Living Apartments setting is working very well for Westmont and its Residents! A number of Apartments' Residents have reached an occupancy time of 5 ½ years – much more than anticipated in the early days of this project.

Ten Apartments were vacated with nine Residents being transferred to the Homestead and one returning to the community. A total of 45 Residents call the Apartments their home.

The availability waiting list grows ever longer with consistent weekly interest. Consideration of constructing the 3rd and possibly 4th stages of the Apartments is being pursued to provide a much needed assisted living environment for those elders of our community.

Links between Apartments and Villa Residents are being created and maintained through social interaction in the form of fundraisers, outings, craft group, games mornings, bowls' gatherings and special BBQ events – just to name a few - with a happy community group attending.

A great success story in itself!

Compliment received:

"The Apartment Christmas Party – it was like being in a top class hotel, it had a very special family atmosphere. Chris, Jodie and food perfect, staff did an amazing job. It was just good."

Villas Report

These last twelve months have proved very busy with the construction and occupation of 20 villas. From this number 33 Residents are now happily occupying and enjoying the Village environment. Only four Residents have moved on – one to the Homestead, one to the Apartments and two deceased. Our 'oldest' occupying Residents have now resided four years.

In total Westmont has 39 completed villas at 30 June, 2015 with four further villas under construction.

Stage 3a and 3b proved very attractive with six of the 27 blocks being committed even before civil works planning was complete!

At the time of production of this report only three sites had not been committed in Stage 3, and four sites are left in Stage 1 and 2. In total of the 67 available sites only seven sites are not committed to future Residents.

Fast tracking on Stage 4 is occurring and it is believed that robust and committed interest will occur as proven by consistent weekly enquiries.

Village life is exciting with the Residents being very proactive through social events and activities with combined experience, knowledge and talent proving very handy. One project being eagerly anticipated is the community gardens to be developed to the south west of the Westmont precinct.

Construction of further Village and Apartments community projects will occur in the coming year, these being :

- A community garden
- A new BBQ area and children's playground
- The caravan and boat parking area
- Establishing and planting the waterway that crosses the site
- A new gardeners compound

Westmont Community Care

It has been a very busy year for Westmont Home and Community Care (HACC) in Wodonga. HACC funded services achieved funded targets and Community Brokerage services have continued to grow. We provided services to over 1,400 Clients over the past year, of which 70% were HACC funded and 30% private and brokerage clients. We provide services to 17 different external services and have delivered, with the help of our wonderful Volunteers, almost 19,000 meals in the financial year.

Our carer workforce has grown to 44 and they provide caring and efficient services to our Clients, ranging from domestic assistance, personal care, shopping and respite to lawn mowing and home maintenance services. We call on Registered Nurses from the Homestead from time to time for some assessment services and our scheduling, volunteer coordinating, assessment and administration staff of 11 are very busy making sure that assessments are complete, Client request and rostering challenges are compatible and the administration of the entire process runs as smoothly as possible. We are very lucky to have committed Staff who are genuine carers, dedicated office staff and all skilled in their individual roles.

Uniting Care has continued to run the HACC funded, Planned Activity Group and Willows Club in the shared facility 'The Willows' on McFarland Road Wodonga. While targets were not met in this area, the Client base has continued to grow and a diverse range of activities and services are on offer in the Social Connections area.

Ann O'Grady has been joined by Christine Odewahn as job share Community Care Manager and this has been a great blend with a broad mix of skills and experience in the role between the two of them.

We are excited about the future of Westmont Home and Community Care in Wodonga and look forward to the challenges, growth and maintaining service provision excellence which Westmont is known for.



Special Events

Wheels at Westmont

Westmont continued to support the Seniors Celebration month conducted by City of Wodonga in October. We once again hosted a very successful day – ‘Wheels at Westmont’, with plenty of Heritage cars, Custom cars and Hot Rods to see.

We were entertained by the Fruits Bats, Robyn Tassie and Friends and Glenn Starr. Residents, Visitors and Staff all joined in the entertainment either by singing along to the tunes or jiving in the carpark.

The weather was perfect, there was plenty of colour and movement and a fun day was had by all. It also gives the Residents an opportunity to show off where they live.

Thank you for your exhibits, attendance and participation as we look forward to another successful day on 31 October 2015. Hope to see you there!

Hume Bank City2City RunWalk

Westmont’s community commitment shone through when a Staff member suggested a great idea of getting a team together to participate in the Hume Bank City2City RunWalk in February to raise funds for the Albury/Wodonga Cardiac Centre - ‘Team Westmont’ was created.

Some Westmont team members opted for the 7.5km distance whilst the more energetic opted for the 10km run. There was a combination of 22 Staff, Family and Friends who joined “Team Westmont” and completed the distance. As well as doing it for a cause it gave people a sense of achievement. Well done to all.

Excerpt from an email received after the run - “It was a lovely way to start our day even after night shift!!!”



The Motor Neuron Disease Ice Challenge

Westmont supported the Motor Neuron Disease Ice Challenge with the CEO, Business Manager, Clinical Services Manager and Hotel Services Manager all participating. We made an event for the Residents and Staff members to watch them being doused with buckets of cold iced water. There were shivers, smiles and laughter all round.

Recognition

Ann Wegener one of our valued ‘Meals on Wheels’ Volunteers and Rhianna Coleiro a Westmont Community Care Scheduler were nominated for ‘Pride of Workmanship Awards’ through the Belvoir Rotary Club.

Both nominees were presented with their awards at the Belvoir Rotary meeting at Wodonga Golf Club on Wednesday 10th June, 2015. It was a lovely night to celebrate and show appreciation to diligent workers in our community. Well done to Rhianna and Ann, Westmont is proud of all our Staff and Volunteers and it’s great to see them being recognised in our community.

Chief Financial Officer's Report

Highlights of year's operating activities

The Chairman and Chief Executive Officer's Report has highlighted a number of significant achievements for the year, all of which have impacted on our financial result. The most significant event has been the continued demand for Westmont Villa's, and for the foreseeable future this demand is expected to be maintained.

Also, 2014/15 marks the first full year of Westmont operating the Home & Community Care Service (HACC). Last year's report showed income and expenditure from when Westmont took over the HACC operation from the City of Wodonga on 30 November 2013. This year a full year is shown, and this operation has contributed, along with the Community operation, an extra \$1.2m to the 2014/15 turnover.

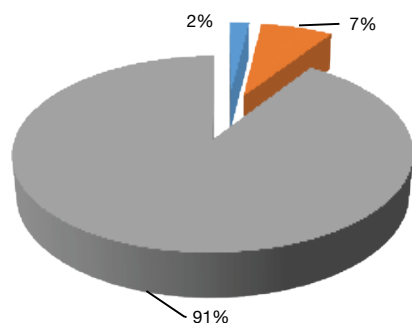
The start of the 2014/15 financial year marked a number of significant changes to the Residential Aged Care legislation, the legislation which dictates what we do within the Homestead. The Aged Care sector was quite concerned about the level of impact these changes would have, particularly longer term funding. It is comforting to know that the concern was ill-founded as Westmont has been able to maintain its high occupancy levels and at the same time improve its level of deposits held.

To reflect the growth of Westmont's operation, particularly in the Village, an independent valuation was once again conducted at 30 June. Overall assets have increased by \$6.6m on last year, but more importantly, net assets have increased by a further \$1.1m to \$14.5m. Westmont has been able to achieve this growth without the need for bank finance.

Importantly, at an operational level, Westmont has returned a surplus of \$439k (\$311k 2013/14) prior to depreciation. This has been despite further tightening of funding from the Commonwealth.

DON WILKINSON | CHIEF FINANCIAL OFFICER

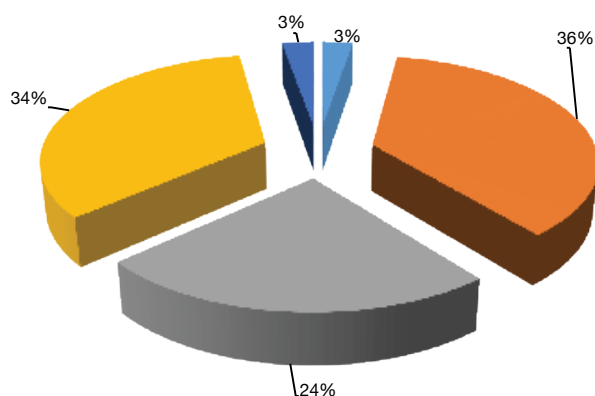
Financial Snapshot



- Cash Assets
- Receivables
- Property, Plant & Equipment

WHAT WE OWN (\$'000)

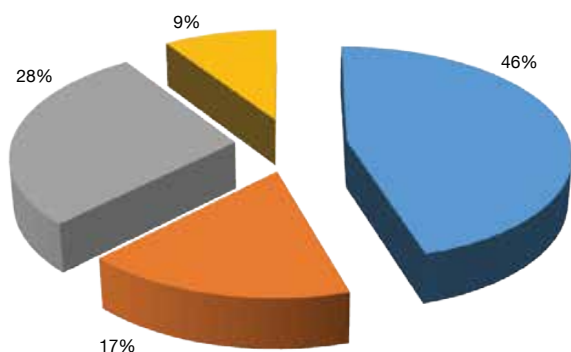
	2015	2014
Cash Assets	978	792
Receivables	3,585	2,498
Property, Plant & Equipment	45,092	39,740
Total Assets	49,655	43,030



- Trade Creditors & Accrual
- Accommodation Bonds & Deposits (RAD's)
- Apartment Lease Premiums
- Village Lease Premiums
- Leave Provisions

WHAT WE OWE (\$'000)

	2015	2014
Trade Creditors & Accruals	924	759
Accommodation Bonds & Deposits (RAD's)	12,834	11,635
Apartment Lease Premiums	8,482	8,623
Village Lease Premiums	11,871	7,775
Leave Provisions	956	794
Total Liabilities	35,067	29,586

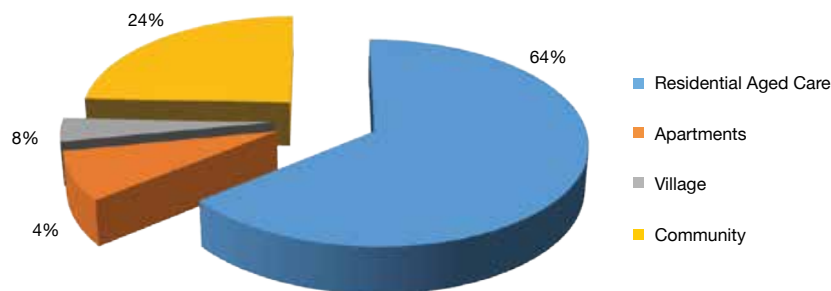


- Commonwealth Government Service Fees
- Victorian Government Service Fees
- Client & Resident Fees
- Other Revenue

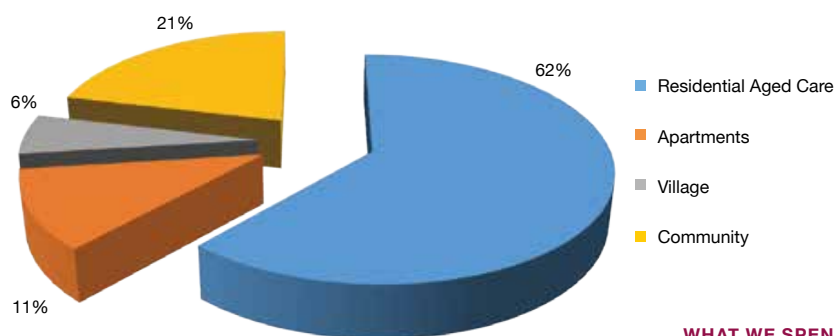
WHAT WE EARNED (\$'000)

	2015	2014
Commonwealth Government Service Fees	5,380	5,228
Victorian Government Service Fees	2,019	1,157
Client & Resident Fees	3,355	2,869
Other Revenue	1,108	856
Operating Revenue	11,862	10,110

Financial Snapshot continued



WHERE WE EARNED OUR INCOME (\$'000)	2015	2014
Residential Aged Care	7,612	7,333
Apartments	923	896
Village	440	211
Community	2,887	1,670
Operating Revenue	11,862	10,110



WHAT WE SPENT (\$'000)	2015	2014
Residential Aged Care	8,231	7,983
Apartments	1,507	1,319
Village	769	499
Community	2,834	1,770
Operating Expenses	13,341	11,571

OVERVIEW (\$'000)	2015	2014
FINANCIAL PERFORMANCE		
Earned	11,862	10,110
Spent	(13,341)	(11,571)
Operating Deficit	(1,479)	(1,461)
Government Capital Funding & Rebates	404	126
Valuation Adjustments	2,218	1,617
Net Surplus	1,143	282
FINANCIAL POSITION		
Own	49,655	43,030
Owe	(35,067)	(29,586)
Net Assets	14,588	13,444



