



Village Baxter

Held by Zoom on 22nd September

**Annual General Meeting of Village Baxter
Residents**

2020

Zoom Meeting ID: 931 4060 8920 Passcode: 3199

Directors of Baptist Village Baxter Ltd



Betty Haworth



Barry McWha



Ron Crosling
(Deputy Chairperson)

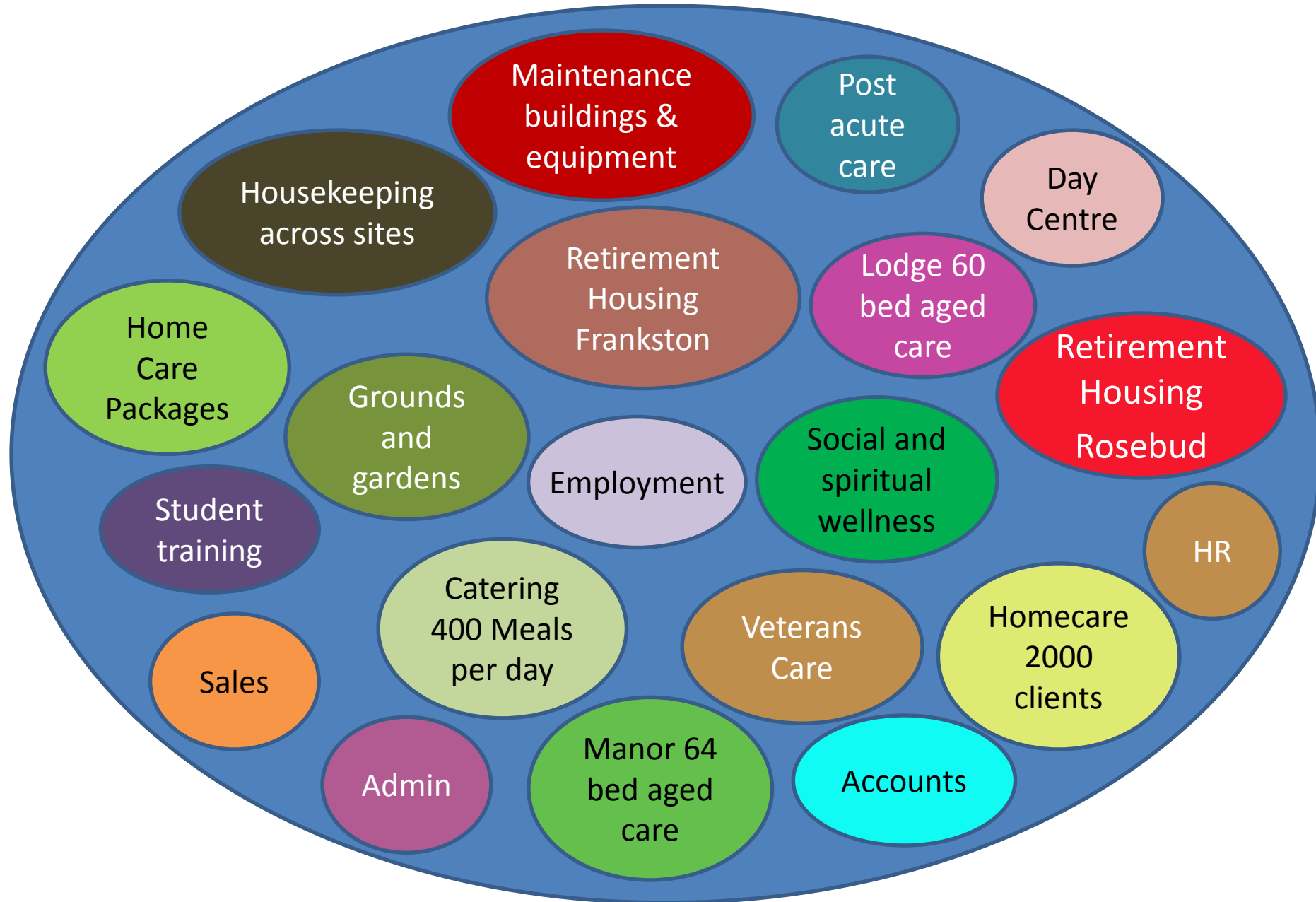


Bryan Quinn



Boyne Alley
(Chairperson)

Our Services

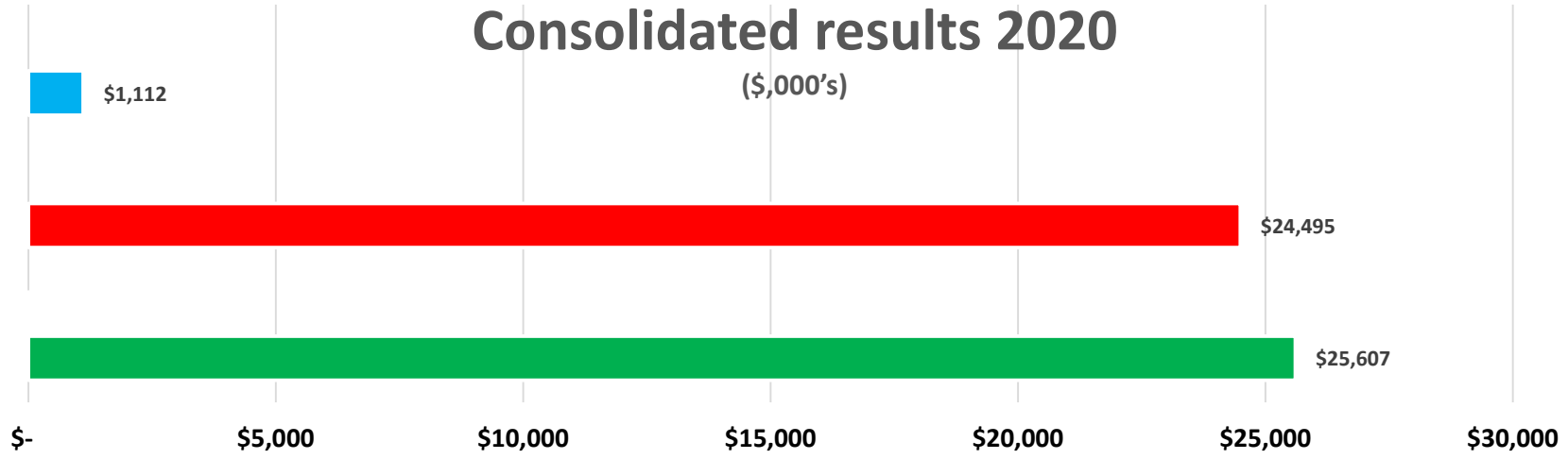


Year in Review 2019/20

- 2019/20 BVB reports a total profit of \$6.12m
Comprising \$1.6m from operations and \$4.5m from asset revaluation.
- Total assets are valued at \$143.1m
- Total liabilities at \$117.6m
- Net Assets have increased to \$25.5 m

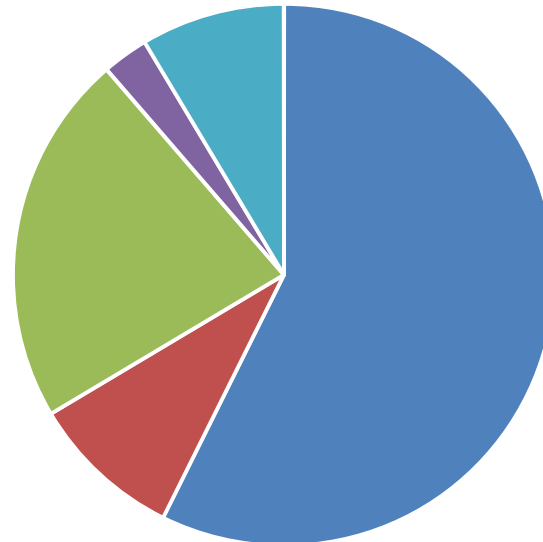
Consolidated results 2020

(\$,000's)



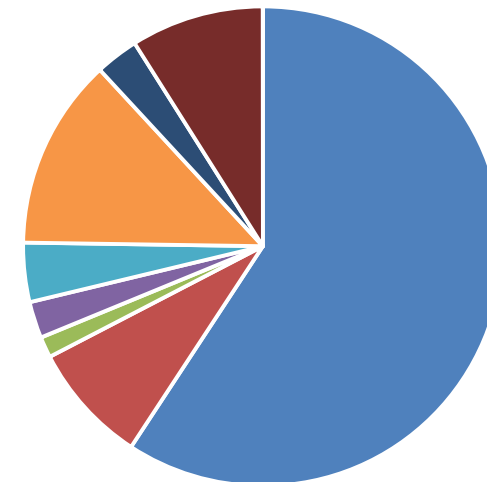
Revenue

- Resident Fees
- Accommodation Charges
- Deductions from leases
- Investments (Net)
- Other operating income



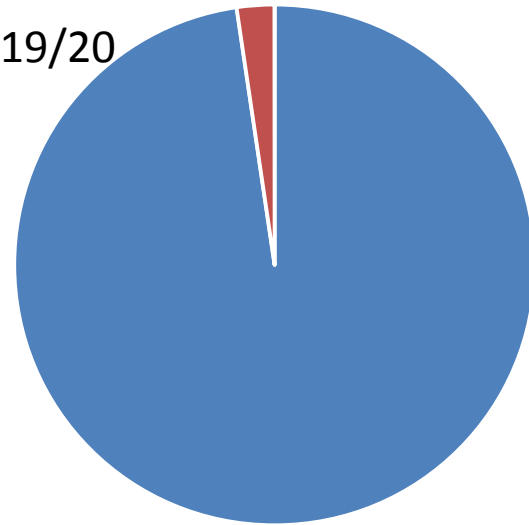
Expenses

- Salaries and oncosts
- Catering
- Domestic
- Power
- Maintenance
- General Expenses
- Depreciation
- Refurbishment



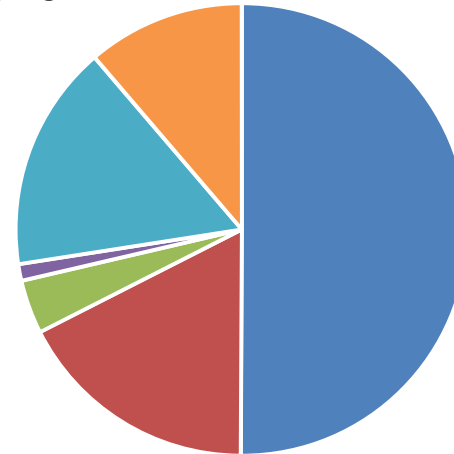
ILU Service fees 2019/20

Income 19/20



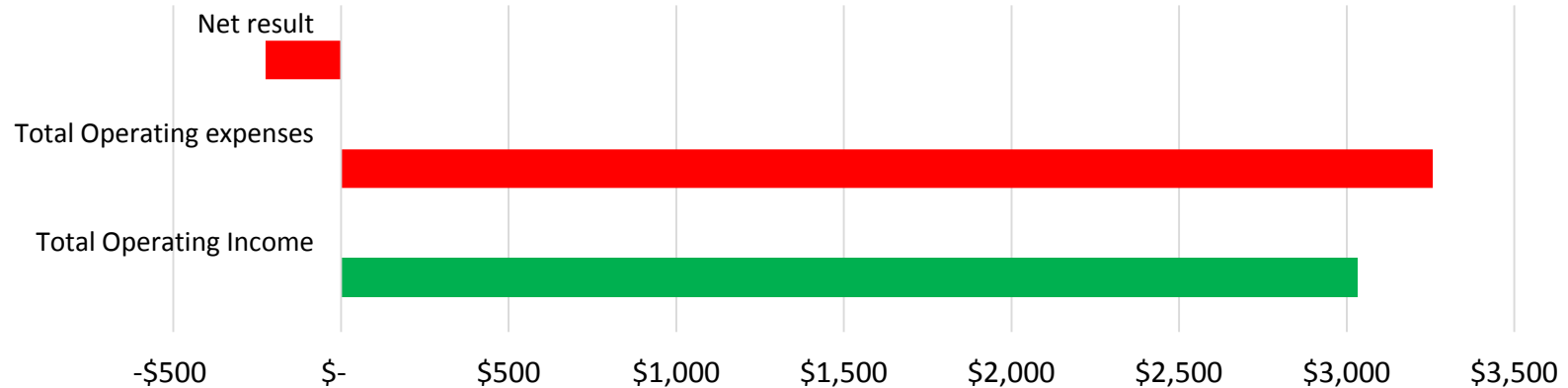
■ Resident Fees ■ Other operating income

Expenses 19/20



■ Salaries and oncosts ■ General Expenses
 ■ Domestic services ■ Fuel and Power
 ■ Repairs / Maintenance ■ Admin Allocation

Financial Result 19/20 (\$,000's)



Analysis

The good news is that we had a budgeted loss of \$253,000 but we came in under that amount (\$225,000)

Our income failed to meet the budget by \$50,000. We could not construct the new units as quickly as planned and our vacant units were slightly higher (due to the planning for demolition of certain units).

More good news – our salaries were well under budget by \$130,000 (\$40,000 saving on workcover, \$60,000 on maintenance costs and \$35,000 on Village nurses)

However, our operating costs were \$50,000 higher than budget (Repairs and maintenance over budget by \$30,000, insurance up \$15,000).

Net result – an overall saving of \$30,000 from the budget loss.

Section 34 Statement

- *Under Part 6, Section 34 of the Act, the owner of the Village must make a statement on (a) the refund of ingoing contributions and (b) paying debts when they fall due.*
- All refundable ongoing contributions due to be paid during the year have been refunded.
- There is no matter that we are aware of that will prevent us from meeting our debts when they fall due.

2020/21 Budget

- Total salary and oncosts basically unchanged from the previous budget.
- Other expenses are expected to increase as follows:
 - Insurance increase by \$20,000
 - Rates increase by \$15,000
 - Administration costs increased by \$20,000
- Budgeted Loss of \$265,000



Vacant Units 2019/20

	Month	Vacant Units	Lost Income (\$ p/m)
2019	July	25	14,750
	August	25	14,750
	September	25	14,750
	October	28	16,520
	November	24	14,160
	December	21	12,390
2020	January	20	11,800
	February	20	11,800
	March	18	10,620
	April	22	12,980
	May	19	11,210
	June	17	10,030
	Total lost income		\$155,760

Concept changes over next 2 – 10 years

- Redevelopment of area around Croquet Lawn
- Stage 1 of Grant Centre Redevelopment
- Refurbishment of Lodge Kitchen
- Finalisation of Frankston South site long term redevelopment
Masterplan

Details of Official Complaints

Date	Details
November 2019	Complaint that the Lawn was not mowed. Staff member unable to mow because neighbour was in the garden and their sprinklers were on and the staff member was not able to safely mow around them.
July 2020	complaint regarding concerns about who can alter the garden between the two units, and alleged threatening and abusive behaviour from neighbours. Investigated, gardening issues resolved, encouraged Residents to live peaceably with neighbours. Follow up check with complainant who advises they are very happy and have no interactions with their neighbours

2019-2020 Complaints and Improvement Suggestions for Independent Living Units

TOTALS	Official** and informal complaints	Improvements
July	1**	5
Aug	0	4
Sept	0	1
Oct	0	3
Nov	1**	5
Dec	0	2
Jan	0	4
Feb	1	0
Mar	0	0
April	0	1
May	1	0
June	1	0
	5	25

VBRC Nominations 2020/21

- Nominations for the next Committee are now called for and close at **12 noon on Tuesday 29th September**
- If required, voting will be by postal vote from **13th October to noon 16th October**

Dear Resident,

**ANNUAL GENERAL MEETING OF RESIDENTS
(PURSUANT TO PART 6 OF THE RETIREMENT VILLAGES ACT)**

In accordance with the Retirement Villages Act (1986) the Company is required to hold an Annual Meeting of Residents, which gives you the opportunity to ask questions on the financial performance of the Company during the last twelve months and to provide you with an audited financial statement showing the revenue raised by way of service fees paid by Residents and the expenditures made from these receipts.

This year, the annual meeting cannot be held in its usual manner due to the Government restrictions on public gatherings so this year we will have the 'virtual meeting' held by ZOOM on the 22nd September commencing at 10.00 a.m.

To try and ensure that all residents can be well informed on the financial performance and other pertinent matters required by legislation, I have provided you with the following documents:

- A printed copy of the presentation that would have been shown on 22nd September:
 - A summary of the consolidated financial performance of the Company for the 2019/20 year
 - A summary of the service fee income and expenses for 19/20 and an analysis of the results
 - A mandatory statement that we have met all debts when due
 - A summary of the 20/21 budget expectations
 - A summary of vacant units during the year
 - A summary of our plans for the immediate future
 - Details of and complaints and improvements, and
 - Details of the VBRC committee nominations and election process
- A copy of the audited statements on service fees and budget for the 20/21 year.

If you have any questions on any of these documents that you would like us to address at the ZOOM meeting, can you please provide these by 16th September which will allow us sufficient time to prepare a response. This is important this year as seeking questions over ZOOM on the day may not work well.

TUESDAY 22nd SEPTEMBER 2020

10:00 AM

ZOOM Meeting ID 931 4060 8920 Password 3199

Finally, the Company's complete audited Financial Statements are available on our web page at www.villagebaxter.com.

Yours faithfully



STUART SHAW
General Manager

Baptist Village Baxter Limited
Independent Living Units

Statement of Income and Expenditure for the year ended 30th June 2020

	<u>Actual</u> \$	<u>Budget</u> \$	<u>\$per week</u> <u>per unit</u>
<u>INCOME</u>			
Resident Service Fees	2,960,723	3,013,956	
Other Income	71,208	71,947	
<u>Total Income</u>	<u>3,031,931</u>	<u>3,085,903</u>	
<u>EXPENDITURE</u>			
Salaries-Dedicated			
Nursing Agency Salaries	29,612	30,600	1.31
Village Nurses	435,030	470,000	19.19
Domestic	42,480	56,000	1.87
Village Hostesses	114,150	110,000	5.03
Craft Worker	30,096	24,000	1.33
Maintenance Staff	538,480	600,000	23.75
	<u>1,189,848</u>	<u>1,290,600</u>	<u>52.48</u>
Overheads	440,672	475,600	19.44
	<u>1,630,520</u>	<u>1,766,200</u>	<u>71.92</u>
Expenses			
General Expenses	183,135	178,000	8.08
Insurances	135,992	120,000	6.00
Rates	249,455	250,000	11.00
Domestic Supplies	124,889	119,000	5.51
Fuel & Power	38,853	45,000	1.71
Repairs & Maintenance	526,530	493,707	23.22
Administration Allocation	367,500	367,500	16.21
	<u>1,626,354</u>	<u>1,573,207</u>	<u>71.73</u>
<u>Total Expenditure</u>	<u>3,256,874</u>	<u>3,339,407</u>	<u>143.65</u>
<u>Operating Profit/(Loss)</u>	- 224,943	- 253,504	- 9.92

Note 1

This statement has been prepared under the historical cost convention

The statement has been prepared in accordance with the recognition and measurement principles of Australian Accounting Standards to the extent applicable to the statement, for the purposes of complying with clause 34(3) of the Retirement Villages Act 1986.



Independent auditor's report

To the Baxter residents of Baptist Village Baxter Limited

Our opinion

We have audited the accompanying Baxter Statement of Income and Expenditure, including Note 1 (the Statement) of Baptist Village Baxter Limited's (the Company) Independent Living Units for the year ended 30 June 2020. In our opinion, the Statement presents fairly, in all material respects, the financial performance of the Baptist Village Baxter Limited's Independent Living Units for the year ended 30 June 2020 in accordance with the recognition and measurement principles of Australian Accounting Standards to the extent applicable to the Statement, as disclosed in Note 1.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Statement* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the Statement in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

Emphasis of matter - basis of accounting and restriction on distribution and use

We draw attention to Note 1 to the Statement, which describes the basis of accounting. The Statement has been prepared to assist the directors to meet the requirements of clause 34(3) of the Retirement Villages Act 1986. As a result, the Statement may not be suitable for another purpose. Our report is intended solely for the Baxter residents of the Independent Living Units owned by Baptist Village Baxter Limited and should not be distributed to or used by any other parties. Our opinion is not modified in respect of this matter.

Responsibilities of the directors for the Statement

The directors of the Company are responsible for the preparation and fair presentation of the Statement in accordance with the basis of preparation described in Note 1 for the purpose of complying with clause 34(3) of the *Retirement Villages Act 1986*, and for such internal control as the directors determine is necessary to enable the preparation of the Statement that is free from material misstatement, whether due to fraud or error.

In preparing the Statement, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

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Independent auditor's report (continued)

Auditor's responsibilities for the audit of the Statement

Our objectives are to obtain reasonable assurance about whether the Statement as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the Statement.

As part of an audit in accordance with the Australian Auditing Standards, the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the Statement, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Concludes on the appropriateness of the director's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the Statement or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluates the overall presentation, structure and content of the Statement, including the disclosures, and whether the Statement represents the underlying transactions and events in a manner that achieves fair presentation.

The auditor communicates with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.



PricewaterhouseCoopers



Paul Lewis
Partner

Melbourne
25 August 2020

Baptist Village Baxter Limited
Independent Living Units

Anticipated Expenditure 01/07/2020 - 30/06/2021

(Based on 420 units)

	\$	\$ per week per unit
<u>Salaries - Dedicated</u>		
Nursing Agency	40,000	1.83
Village Nurses	470,000	21.52
Domestic	50,000	2.29
Village Hostesses	120,000	5.49
Craft Worker	30,000	1.37
Maintenance Staff	565,000	25.87
	<u>1,275,000</u>	<u>58.37</u>
Overheads	478,000	21.89
	<u>1,753,000</u>	<u>80.26</u>
 <u>Expenses</u>		
General Expenses	185,000	8.47
Insurances	155,000	7.10
Rates	265,000	12.13
Domestic Supplies	129,000	5.91
Fuel & Power	42,000	1.92
Repairs & Maintenance	515,000	23.58
Administration Allocation	386,000	17.67
	<u>1,677,000</u>	<u>76.78</u>
 Total Expenditure	 <u><u>3,430,000</u></u>	 <u><u>157.04</u></u>



Independent assurance report on the expenditure forecast to the Baxter residents of Baptist Village Baxter Limited

Scope

We have been engaged to report on the attached Baxter Independent Living Units Anticipated Expenditure Forecast (the expenditure forecast or forecast) of Baptist Village Baxter Limited (the company) for the year ending 30 June 2021. As agreed in our engagement letter dated 22 June 2018, this report is prepared solely for distribution to the Baxter residents of the Independent Living Units of the company (the Baxter residents). The basis of preparation of the forecast is recognition and measurement principles contained in Australian Accounting Standards to the extent applicable to the forecast, for the purposes of complying with clause 34(3) of the *Retirement Villages Act 1986* (stated basis of preparation).

Director's responsibility

The directors are responsible for the preparation and presentation of the forecast for the year ending 30 June 2021 and the information contained therein, including the best-estimate assumptions on which the forecast is based. This includes responsibility for such internal controls as directors determine are necessary to enable the preparation of a forecast that is free from material misstatement, whether due to fraud or error.

Our responsibility

We have conducted an independent limited assurance of the forecast in order to express a limited assurance conclusion on the forecast, best-estimate assumptions underlying the forecast, whether the forecast is prepared based on those assumptions and the stated basis of preparation noted above and the reasonableness of the forecast itself, based on our work. We have conducted our engagement in accordance with the Standard on Assurance Engagements ASAE 3450 *Assurance Engagements involving Corporate Fundraisings and/or Prospective Financial Information*.

Our limited assurance engagement consisted of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. It is substantially less in scope than a reasonable assurance engagement (audit) conducted in accordance with Australian Auditing Standards and consequently does not enable us to obtain reasonable assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance conclusion.

There is a considerable degree of subjective judgement involved in preparing a forecast since it relates to event(s) and transaction(s) that have not yet occurred and may not occur. Actual results are likely to be different from the forecast since anticipated event(s) or transaction(s) frequently do not occur as expected and the variation may be material.

Directors' best-estimate assumptions on which the forecast is based relate to future event(s) and/or transaction(s) that directors expect to occur and actions that directors expect to take and are also subject to uncertainties and contingencies, which are often outside the control of the company. Evidence may be available to support directors' best-estimate assumptions on which the forecast is based; however such evidence is generally future-oriented and therefore speculative in nature.

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Independent assurance report on the expenditure forecast to the Baxter residents of Baptist Village Baxter Limited (continued)

We are therefore not in a position to obtain the level of assurance necessary to express a reasonable assurance conclusion on those best-estimate assumptions, and accordingly provide a lesser level of assurance on the reasonableness of directors' best-estimate assumptions. The limited assurance conclusion expressed below in this assurance report has been formed on the above basis.

Readers of the forecast should be aware of the material risks and uncertainties in relation to the inherent uncertainty relating to the forecast. Actual results are likely to be different from the forecast since anticipated events frequently do not occur as expected and the variation may be material. Accordingly, we express no opinion as to whether the forecast will be achieved.

The forecast has been prepared by the directors for the purposes of complying with clause 34(3) of the *Retirement Villages Act 1986*. We disclaim any assumption of responsibility for any reliance on this report, or on the forecast to which it relates, for any purpose other than that for which it was prepared. We have assumed, and relied on representations from certain members of management and directors of the company that all material information concerning the prospects and proposed operations of the company has been disclosed to us and that the information provided to us for the purpose of our work is true, complete and accurate in all respects. We have no reason to believe that those representations are false.

Limited Assurance Conclusion

Based on our limited assurance engagement, which is not a reasonable assurance engagement, nothing has come to our attention which causes us to believe that:

- a) director's best-estimate assumptions do not provide reasonable grounds for the preparation of the Baxter Independent Living Units Anticipated Expenditure Forecast of Baptist Village Baxter Limited for the year ending 30 June 2021; and
- b) in all material respects, the forecast:
 - is not prepared on the basis of director's best-estimate assumptions; and
 - is not presented fairly in accordance with the above stated basis of preparation, being recognition and measurement principles contained in Australian Accounting Standards to the extent applicable to the forecast, for the purposes of complying with clause 34(3) of the *Retirement Villages Act 1986*; and
- c) the forecast itself is unreasonable.



**Independent assurance report on the expenditure forecast to the
Baxter residents of Baptist Village Baxter Limited (continued)**

Reliance on this report

The forecast has been prepared for distribution to the Baxter residents for the purpose of fulfilling the financial reporting obligations of the directors in compliance with clause 34(3) of the *Retirement Villages Act 1986*. We disclaim any assumption of responsibility for any reliance on this report or on the forecast to which it relates to any person other than to the company and the Baxter residents or for any purpose other than that for which it was prepared.

A handwritten signature in cursive script that reads 'Paul Lewis'.

PricewaterhouseCoopers

A handwritten signature in cursive script that reads 'Paul Lewis'.

Paul Lewis
Partner

Melbourne
25 August 2020