



Christadelphian Homes

Annual Report 2017-18

Our Locations

QLD

Brisbane

Maranatha Aged Care
& Village, Kallangur



NSW

Sydney

Chamberlain Gardens,
Wyoming



Courtlands Aged Care
& Village, North Parramatta



Northcourt Aged Care,
North Parramatta



Westcourt Village,
Westmead

Ashburn House,
Gladesville



Casa Mia,
Padstow



Southhaven,
Padstow Heights



Aged care home



Retirement village

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Our Mission

To give excellent care to all our residents.

To provide an avenue for the Christadelphian community to engage with the aged and needy in our care in a practical way.

To encourage excellence in our staff and volunteers so their contribution is a means of personal fulfilment.

Jesus' example shows us his concern and positive influence on all those around him:

"Let your light shine before men, that they may see your good deeds and praise your Father in heaven." (Matthew 5:16)

Christadelphian Homes was established in 1947 to provide care for our older members and those with particular needs.

The mission has now broadened to enable us to provide services to the wider community.

Christadelphian Homes Ltd, trading as Christadelphian Aged Care, is an experienced aged care provider that has been serving the community for more than 70 years. As a charitable, not-for-profit organisation any surplus funds are reinvested back into caring for our residents.

ABN: 60 960 501 367

Cover photo by David Henry: Courtlands Aged Care resident Shirley Champion with nurse Lisa Green.

Our Homes

Christadelphian Aged Care runs six aged care homes in NSW, and one in QLD, which offer 24-hour residential nursing care for those who need assistance with everyday tasks, such as eating, dressing and bathing.



Ashburn House **20-34 Ashburn Place, Gladesville NSW** **105 beds**

Ashburn House is a modern aged care home with single and companion rooms, and a specialised dementia unit. There is also a cafe, theatre room, library and Extra Service places.



Casa Mia Aged Care **28 Alma Rd, Padstow NSW** **100 beds**

Casa Mia features private and companion rooms in a family environment. There is a secure unit for residents with dementia and other cognitive difficulties, and a beautiful lawn and gardens.



Chamberlain Gardens **53-67 Chamberlain Rd, Wyoming NSW** **148 beds**

Chamberlain Gardens is a large aged care home on the Central Coast of NSW. It offers a range of private and companion rooms with balconies and patios, along with a secure dementia unit.



Courtlands Aged Care **15 Gloucester Ave, North Parramatta NSW** **144 beds**

Courtlands Aged Care is set in a beautiful garden estate, and offers a range of accommodation options, including a specialised dementia unit and Extra Service places.



Maranatha Aged Care **1582 Anzac Ave, Kallangur QLD** **128 beds**

Maranatha Aged Care features modern accommodation within beautiful landscaped gardens. Private and companion rooms are available, and a secure dementia unit.



Northcourt Aged Care
7 Saunders St, North Parramatta NSW
35 beds

Northcourt is a small aged care home that offers outstanding 24-hour care in a family environment. It features private and companion rooms, along with an outdoor deck and entertaining area.



Southhaven Aged Care
11 Queensbury Rd, Padstow Heights NSW
141 beds

Southhaven is located on the banks of Salt Pan Creek, and features single, companion and shared rooms. There is also a cafe onsite, along with a theatre room and comfortable lounge areas.

Our Villages

Christadelphian Homes operate two retirement villages in NSW, and one in QLD, for those over 65 who have retired and desire a low-maintenance and social lifestyle.



Courtlands Village
15 Gloucester Ave, North Parramatta NSW
130 units

Courtlands Village offers newly renovated one, two and three bedroom apartments with views of stunning landscaped gardens. It features a village centre, hair salon, chapel, gym and recreation rooms.



Maranatha Village
1582 Anzac Ave, Kallangur QLD
56 units

Maranatha Village features spacious one and two-bedroom ground-floor apartments, with modern kitchens, open plan living and secure garages. There is also a recreation space and beautiful lagoon.



Westcourt Village
21 Darcy Rd, Westmead NSW 2145
10 units

Westcourt is a small and quiet retirement village with 10 ground-floor and first floor units. There are car spaces available, and entertainment areas including barbecue facilities

Chairman's Report

As the aged care industry in Australia faces some of the most challenging times in its history, Christadelphian Homes is adapting to new government regulations and funding arrangements, and ensuring the organisation is prepared to meet the changing expectations and needs of our residents in a sustainable way.

The last year has perhaps been one of the most challenging years on record for the aged care industry.

Some of the challenges have included increasing funding and cost pressures; Government inquiries; increasing competition generally in the sector as well as home care services; higher resident acuity levels requiring more clinical skills and nursing resources, and shorter resident average tenures; the announcement of new aged care standards, and changes to quality standards and accreditation assessment arrangements; increased community interest and concern in the quality and levels of care provided to the aged; significant media attention and coverage; and of course the recent announcement of a Royal Commission into the aged care sector.

Christadelphian Homes has, of course, not been immune to the impacts of these. Our results, across all functions and parts of our operation, reflect varying impacts, as well as some of our responses to these challenges, and the opportunities they present. While we anticipate some of these changes could affect us for some time, they are also necessary for us to be able to provide quality aged care services into the future.

We have also made a number of organisational changes within the Company, including to some senior roles and functions. At a Board level, our long-standing Chairman, Graham Cavanagh-Downs, announced his retirement from the Board after 32 years of distinguished and valued service. Another Board member, Tim Powell, also stepped down due to an overseas transfer. Also following the financial year end, we sold the Ridgeview facility south of Sydney.

With all of this, the industry and Company could be viewed through various lenses. However the Board and the Executive team remain excited, and confident about the future, in the context of a number of changes and initiatives being implemented, and in response to the challenges, and opportunities before us.

A number of these are highlighted in the attached report, however fundamental to them has been: the appointment of a new Clinical Care Officer (a

different role than we have had in the past, requiring different skills and experience for the role); the appointment of a General Manager, Quality and Compliance (a new, senior role exclusively focusing on the care quality we provide, and ensuring we effectively manage and meet our compliance obligations); the restructuring of our Clinical care structures across all facilities, including the establishment of Senior Clinical Manager roles, and the appointment of eight additional Clinical Care Managers; we've also created a new role and appointed a Mental Health Registered Nurse (an innovative approach, in response to what we've identified as an increasing need in the aged care sector).

These have also been underpinned by some refinements to some of the care and services we provide, the upskilling of our staff (and attracting of people with different skills and experience to complement this); and the significant and ongoing upgrading of our technology infrastructure to allow staff to do their jobs more effectively, and provide the highest quality of care to our residents.

Some recent changes such as the outsourcing of the kitchen and laundry to a specialist provider have taken time to implement and bed down effectively. However our intention with changes such as this is to improve the quality and choice to our residents, and ensure staff involved in providing care and support directly to our residents are able to do this more effectively.

It is most important that even though it sometimes takes time, the evidence of these changes and initiatives is seen and experienced by our residents, their families, our staff and our volunteers every day. And so the year ahead will represent an acute focus by the Board, the Executive, and management teams to implementing these initiatives to ensure we can provide the highest level of care and support to all our residents, optimally manage all supporting functions, and meet our quality and compliance obligations.

Additionally, we are increasing our engagement with our stakeholders, to ensure the benefits of these initiatives are achieving the desired outcomes, and to see and hear about what is working well, or could be further improved.

“Clearly this is therefore God's will for us – that we ensure our elderly residents receive the care and support they need and deserve, and that those providing this are able to do this to the highest standards.”

Jesus had a special place in his heart, and his ministry, towards the vulnerable and needy in the community, and especially the elderly. The Apostle Paul also in his message to us through Timothy (1 Timothy 5), also reinforces the important responsibility we have to care for, and respect the widows and the elderly among us.

Clearly this is therefore God's will for us – that we ensure our elderly residents receive the care and support they need and deserve, and that those providing this (either directly or indirectly), are able to do this to the highest standards.

I would like to thank our staff, and our many volunteers, for their efforts throughout the year, and the positive difference they make to the lives of the elderly in our care, especially in such a period of change for Christadelphian Homes, and the industry.

I would also like to thank our retiring Board members (Graham and Tim), and especially Graham for his loyal, valued and long-standing service to Christadelphian Homes. In all respects the feature in this report doesn't do justice to Graham's leadership, his spiritual values, insights and the significant contribution he made over the period (supported by his wife Dorothy), and we have been truly blessed to have had this.

Additionally, I'd like to thank the Board, who freely give an increasing amount of their time and experience; and of course our members, for their support.

Most of all though, we thank our Heavenly Father for His unfailing love towards us, including through His son Jesus, and His continued blessing and guidance throughout the year, and we pray this continues as we navigate the challenges, and opportunities before us.

Phil Cubbin
Chairman of the Board



Directors' Report

The Directors present their report on Christadelphian Homes Limited for the financial year ended 30 June 2018.

1. General information

Principal activities

The principal activity of Christadelphian Homes Limited during the financial year was the operation of aged care homes and retirement villages.

No significant changes in the nature of the Company's activity occurred during the financial year.

Short term objectives

The Company's short term objectives are:

- to provide a high standard of care to all our residents; and
- to encourage excellence in our staff and volunteers so that their contribution is a means of personal fulfilment.

Long term objectives

The Company's long term objectives are:

- to enrich the quality of life of older Australians, by nurturing them through our compassion, service and a comfortable living environment; and
- to provide an avenue for the Christadelphian community to engage with the aged and needy in a practical way, along with their family and friends.

Strategy for achieving the objectives

To achieve these objectives, the Company has adopted the following strategies:

- strive to maintain a reputation for excellent service and care through a mission-based, supportive culture;
- provide residents with comfortable, attractive and well-maintained facilities;
- support those in particular need of help;
- promote innovation and best practice among staff;
- attract and retain quality staff and volunteers through a positive environment, ongoing education and development programs;
- meet regulatory requirements and pursue best practice care and exceeding consumer expectations; and
- focus on financially sustainable operations and prudent management of residents' funds.

How principal activities assisted in achieving the objectives

The principal activities assisted the Company in achieving its objectives by:

- maintaining an important focus on pastoral care, and volunteer services to our residents;

- providing a high standard of service and support to our residents as validated by resident feedback and Government accreditation; and
- using our economies of scale to enable the Company to implement ongoing improvements to the quality of residents' accommodation and services.

Financial performance measures

The following measures are used within the Company to monitor performance:

- Net profit
- Cash operating profit
- Net cash flow
- Accommodation bond and resident loan balances
- Bank borrowing capacity
- Bed occupancy levels

Members' guarantee

Christadelphian Homes Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the Company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$10, subject to the provisions of the Company's constitution. At 30 June 2018 the collective liability of members was \$3230 (2017: \$3300).

Review of PBI status

The Directors are of the opinion that the Company meets the requirements to be treated as a Public Benevolent Institution (PBI). The Board has conducted a review and was satisfied that its status continued to apply. The characteristics of a 'PBI' are:

- it is set up for needs that require benevolent relief;
- it relieves those needs by directly providing services to people suffering them;
- it is carried on for the public benefit;
- it is non-profit;
- it is an institution; and
- its dominant purpose is providing benevolent relief.

Board sub-committees

The Directors are conscious of the need for Board members to possess the diversity of skill and experience required to fulfil the obligations of the Board. The Board has established four sub-committees to oversee specific areas of corporate responsibility.

Audit Committee

The Company operates a Board Audit Committee to assist in the effective discharge of the Board's responsibilities for the integrity of financial reporting, internal control structures, internal and external audit functions, and financial risk management systems. The Committee meets at least twice per year and comprises Board members with relevant financial, commercial and risk management experience, senior management and auditors.

Finance, Remuneration & Board Nomination Committee

The Company operates a Finance, Remuneration and Board Nomination Committee to assist the Board with oversight of the financial performance of the Company, the remuneration of management and staff and the recruitment of new Board members. The Committee meets as required and comprises the Chairman and other Board members and senior management with relevant financial, management and commercial experience.

Governance, Risk & Compliance Committee

The Company operates a Governance, Risk and Compliance Committee to assist the Board in ensuring that policies and processes enable the business activities to be conducted in a safe, legally compliant and effective way consistent with the organisational mission. It also seeks to foster a culture of continuous improvement to minimise the adverse impact of risk within the organisation. The Committee meets as required and comprises Board members and senior management with relevant regulatory compliance and risk management experience.

Community Relations and Volunteers Committee

The Company operates a Community Relations and Volunteers Committee whose role is to facilitate communication between the Board and the Company's key stakeholders and promote connectivity between the organisation, the local community and the Christadelphian community. The Committee meets as required and comprises Board members and

senior managers, along with staff, volunteers or other interested parties actively involved with the organisation.

Company Secretary

The following person held the position of Company Secretary at the end of the financial year:

R L Hall B.E. (Hons), B.Com (Finance & Accounting), CPA.

Rob Hall is also the Chief Financial Officer of the Company. He is a former Director of PwC.

His special responsibilities include: Management member of the Board Audit Committee, Governance, Risk & Compliance Committee and Finance, Remuneration and Board Nomination Committee.

Meetings of Directors

During the financial year, 10 meetings of Directors (in addition to committee meetings involving Directors) were held. Attendances by each Director at Directors' meetings during the year were as follows:

G Cavanagh-Downs: 10
T J Powell: 2 (resigned 13/2/2018)
P R Cubbin: 7
C J Hillman: 8
C J Shaw: 9
A Byrnes: 8
K A Pooley: 7
S J Jose: 9
C Oosthuizen: 8

Auditor's independence declaration

The lead auditor's independence declaration in accordance with section 60-40 of the Australian Charities and Not-For-Profits Commission Act 2012, for the year ended 30 June 2018 has been received and can be found on page 27 of the financial report. Signed in accordance with a resolution of the Board of Directors:



P R Cubbin
Director

Dated this 11th day of October, 2018



Ken Pooley
Director



Looking back on three decades of service to aged care

Graham Cavanagh-Downs stepped down as Chairman this year, after more than three decades serving on the Board of Christadelphian Homes.

When Graham first joined the Board of Christadelphian Homes in 1986, the organisation ran a nursing home out of a large old house in Strathfield, and a hostel in Padstow Heights.

More than three decades later, the organisation has experienced tremendous growth, largely due to the efforts of Graham and those who have worked with him.

"It was clear to me in the early days, if we were to provide the sort of services that were needed, a larger and more professional organisation was required," Graham said.

"The founding brethren of the Strathfield facility established it to care for the aged Christadelphian community. Reading the early comments from the opening of Strathfield, it was clear to me that they did see the future possibility of serving a wider community than our own, and that thought stuck in my mind for a long time."

The first big project Graham and the Board took on was redeveloping the Strathfield site and building the Southaven nursing home at Padstow Heights.

"It was very much hands on in the first few years, for Board members. Until we grew to a size where we could afford a comprehensive management and support structure, for the Board, the early days were very much 'hands on' helping out with a lots of jobs," he said.

In the early 1990s, the Board formally examined the goals of the organisation in order to identify its future direction.

"We made a decision that, even though looking after any Christadelphians who needed care would remain our first priority, the real reason we were growing in size was to enable the Christadelphian community to provide outreach into the community, by providing a loving and Christ-like environment for people who needed care," Graham said.

"We had a lot of experience in aged care, and caring for the aged seemed to all of us a great opportunity for good works, through our involvement with our neighbours in the community."

The changes across the aged care industry over the years Graham has served on the Board have been immense, including the current major challenge of government funding cuts in the face of higher care needs.

"In the early days, our residents in the hostel were still driving cars. Now, we only look after those needing high care; most of these people would be in hospital if they weren't in aged care. There is a failure to see the real issues facing the aged care industry, and the continuity and clear direction for the future is sadly lacking."

He attributes the strength of the Board over the years to growing the organisation into what it is today.

"We have a top-quality professional Board, who have, over time, developed a well-run modern organisation which continues to improve in spite of the enormous challenges faced."

The support of his wife Dorothy had also been instrumental over the years, Graham said.

"She's been fantastic, and is well-known at most facilities from when we visited together. Of course, with her nursing background, she was always a very good sounding board, particularly around the issues of care."

"I do pray that God will continue to bless and guide our efforts with this important outreach activity on behalf of our Christadelphian community and that the organisation will continue to develop and grow in order to achieve long term sustainability, while always maintaining high quality of care," he said.

Financial Snapshot

Revenue & Expenses

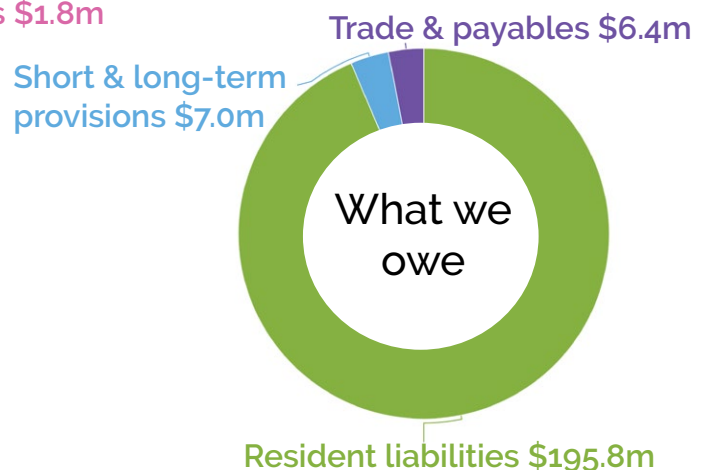
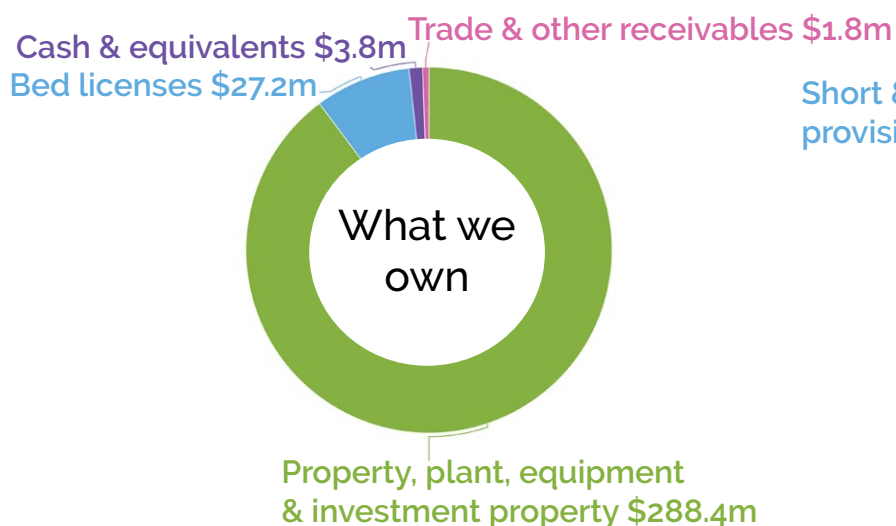
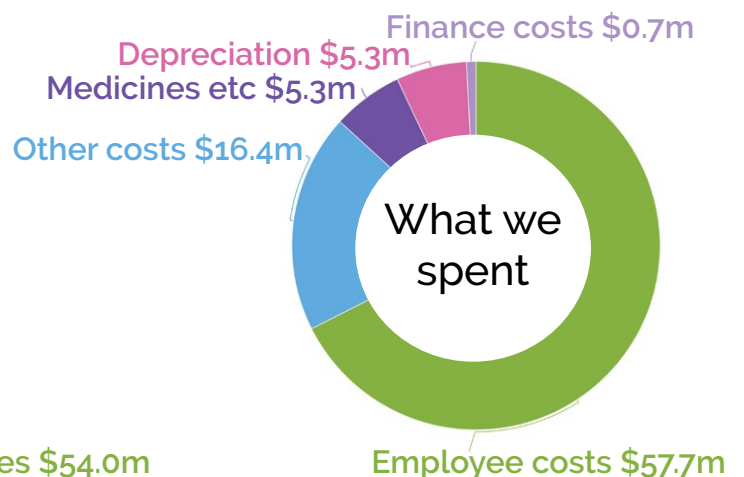
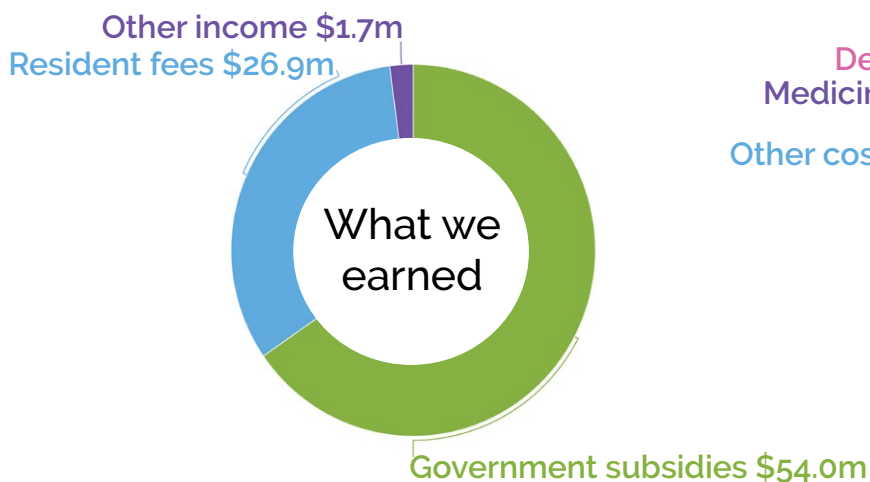
2017-2018



2016-2017



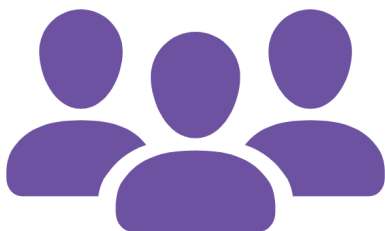
As a charitable, not-for-profit organisation any surplus funds are reinvested back into caring for our residents and facilities.



Our Care Highlights



Our People



782 aged care residents



212 retirement living residents



950 staff



328 volunteers



A new approach to quality, person-centred care

A new clinical structure developed this year will bring more oversight to the everyday care of our residents, and ensure continued support for our nursing staff.

This year has seen a continuation of significant changes within the aged care industry, and as a provider of care services we are committed to responding to and embracing this transforming landscape of aged care in Australia.

As the Federal Government encourages more older Australians to stay in their home for longer, the number of people entering aged care with more complex and acute conditions is rising.

These changes have challenged us to ensure we are continually meeting the needs of all our residents, with quality, safety and compassion at the core of all the care we deliver.

This year Christadelphian Homes has introduced a new clinical structure to help us respond to the varied needs of our residents, while maintaining oversight and accountability at the highest levels.

The new role of Chief Clinical Officer has replaced the previous Chief Operations Officer as part of the Executive Leadership Team.

This role has primary accountability for the delivery of clinical care across all our aged care Homes to the highest standard, through the effective direction and support of senior clinical management.

We were excited to welcome Gaynor Squillaciotti to the new role this year. She brings along a wealth of experience from across the health industry, with a particular focus on ensuring accountability and empowering clinical teams.

Alongside this appointment was the creation of a second new role to maintain compliance with industry standards. Corey Salmon was appointed General Manager, Quality

and Compliance, and will work with Facility Managers across the organisation to ensure clinical adherence and governance.

Within each of our Homes there have also been changes to the clinical management teams, including the introduction of Senior Clinical Managers and Clinical Managers (eight additional Clinical Managers across the organisation), to help deliver individualised, person-centred care.

The Senior Clinical Manager leads the multidisciplinary care and services team to ensure the knowledge and skills of staff meet resident needs, while developing relationships with residents and their families.

They are accountable for residents and lead the Clinical Managers, Registered Nurses and nursing staff to ensure assessments and care planning are completed to the highest standard for each resident.

They support the clinical team in the day-to-day delivery of compassionate and holistic care to our residents.

As part of our person-centred approach to care, the managing of the mental health of our residents is vital to their quality of life and well-being.

A new Mental Health Registered Nurse works across all our Homes to implement evidenced-based mental health practices with residents and their families.

This position supports residents with mental illness or those suffering from stress or emotional difficulties, along with developing individualised leisure and lifestyle programs.

This renewed clinical focus will provide more support for our staff, and ultimately deliver the high standard of care our residents deserve.

How the digital revolution is changing lives in aged care

The aged care industry is in the midst of unprecedented technological change, and Christadelphian Homes is embracing these new innovations to improve the lives of our residents.

Technology is developing at a rapid rate in a way that affects our everyday lives, and Christadelphian Homes is keeping pace with new advances that aim to improve the lives of our residents and staff.

The organisation has developed a three-year IT roadmap that will move our care and management systems into the digitised future.

Accuracy of clinical data is paramount in ensuring high quality care, and now smart tablets and 'computers on wheels' are being rolled out across our aged care homes to enable staff to enter information about our residents into clinical monitoring systems in real-time.

This new mobility system frees staff up from desktop work stations, and allows resident assessments and data input such as wound care to be recorded on-the-go in resident rooms or common areas.

This will improve care by ensuring greater accuracy of data and therefore better treatments and clinical outcomes for our residents.

The tablets will also allow digital access to our pharmacies and simplify the ordering of medications, along with a portal to the organisation's e-learning modules.

Drop-down wall-mounted computers will also be installed near lounge and dining rooms to spread the staff across the facilities and enable closer monitoring of residents.

The introduction of real-time mobility systems go hand-in hand with improvements in wireless connectivity across the Homes. Smart TVs are also being installed across our sites in preparation for media streaming and other entertainment options for residents.

The refurbishment of The Terrace at Courtlands Aged Care in North Parramatta features the latest in care and security systems, and will be the flagship facility for the organisation.

Improved access control systems will allow better monitoring of visitors to the Homes, including staff, family members, volunteers and contractors. This will streamline the on-boarding of new staff members, and increases security by creating more awareness of visitor movements.

The Terrace building features the latest nurse call system and is also cabled for future monitoring of behaviours and falls.

A major upgrade of our clinical and care management platform and our financial systems is also underway to help staff better manage documentation and administration accurately and efficiently, with greater reporting mechanisms.

The iCare upgrade will continue to be rolled out across our Homes over the next 12 months, and involves major staff training. An upgrade to the financial management software will also bring huge benefits to the accounts, financial and sales teams.

A reimplementation of the rostering system has led to a reduction in administration time for managers, as the process is now fully digitised.

Other initiatives such as Skype for Business have been implemented to increase collaboration between Corporate Services and facility management teams.

Improving technology within our Homes and support services will ultimately lead to better outcomes and a greater well-being for our staff and residents.





Social media creating new ways to showcase aged care

Facebook and other online platforms have opened up new avenues to share stories and connect with the wider community.

In the past, if someone had never visited an aged care home it might have been difficult to imagine how residents spent their time there every day.

With the explosion of social media and digital communications over the last few years, it has become much easier to see photos, read stories and share experiences with your friends and the wider community.

Christadelphian Aged Care's Facebook Page has received thousands of new 'likes' this year from people who are interested in seeing news, stories, photos and videos from inside each one of our Homes.

Families love seeing their relatives participating in activities, and discovering more about our residents and staff members through profiles and stories.

Our Facebook Page now has the second highest number of 'likes' of all the aged care organisations' across Australia, thanks to the support of our residents' family members, staff, interested friends and the Christadelphian community.

Facebook and web posts are also shared on other social media platforms such as Twitter, Google+ and YouTube.

These platforms help us to demystify aged care, by showing the public how vibrant and caring our Homes can be and the types of activities our residents experience every day.

Word-of-mouth recommendations are still a significant proportion of the enquiries we receive, and these conversations are increasingly occurring in the online space.

2017-18 online stats



11,268 Facebook fans



952 e-newsletter subscribers



153,753 website page views



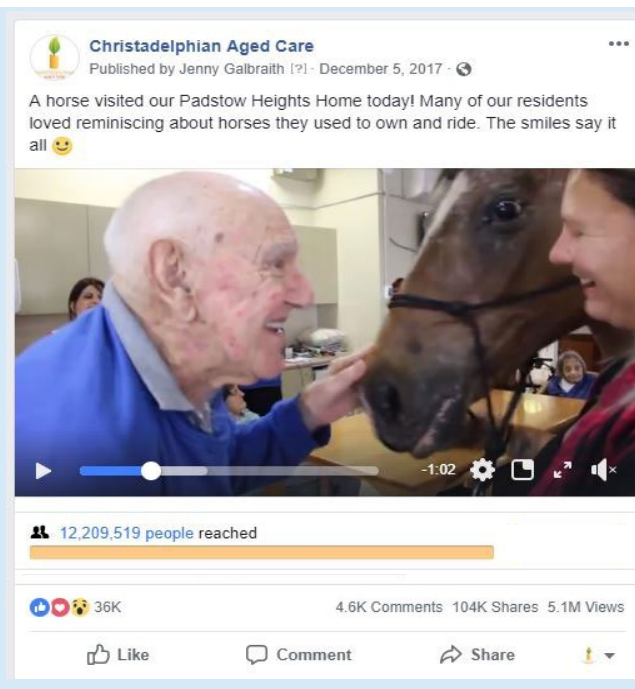
Average 4.6/5 Google rating

The Year of the Horse

When a specially-trained therapy horse visited residents at Southhaven Aged Care in Padstow Heights late in 2017, we had no idea a video of the event would go viral around the country and the world.

The video posted on our Facebook Page has reached more than 12 million people around the world, with 5.1 million views, 36,000 'likes', 10,000 shares and more than 4000 comments. It sparked a flurry of media enquiries from local and international news organisations such as Good Morning America, Reuters, Inside Edition, People Magazine and even specialty horse journals.

It was heartening to see aged care highlighted in such a positive way, and touch the hearts of so many people in our community and around the world.



Online reviews are becoming a big part of the way people make decisions about where to eat, shop and stay, and aged care homes are not immune from this trend.

Reviews on Google, Facebook and external review sites play an important role in the initial decision-making process when families first start investigating aged care options.

Christadelphian Aged Care has a high average review rating on Facebook and across all our Homes on our Google listings, and we are actively encouraging family members and those involved in the Homes to submit more reviews to help the public understand more about our organisation.

This year we also launched our new-look website, which features easy to navigate information about

the organisation and all our Homes and Villages, including photos, testimonials, general aged care FAQs and cost calculators to simplify the sometimes complex aged care system.

There is also a blog that is regularly updated with stories from around our Homes and Villages, and an option to sign-up to our fortnightly e-newsletter.

The website is optimised for mobile devices, which makes it easier to access from smart phones and tablets, and visitors can fill out a simple online form to make an enquiry or book a tour.

As the world moves towards a more digital future, Christadelphian Aged Care is well-prepared to cater to the changing information and communication needs of our residents, their families and the wider community.



Laurie and Yvonne's story

Romance blossomed for Laurie and Yvonne O'Donoghue while horse-riding on a youth group excursion, and from there they built a life together.

The couple moved into a self-care unit at Courtlands Village in North Parramatta seven years ago, when they realised Yvonne was struggling.

"Yvonne wasn't well and the family as a whole decided that we needed to get into a place where she was going to get the care she needed," Laurie said.

Yvonne had suffered from depression for more than 30 years, and they knew down the track she would need the sort of care a nursing home could offer.

They lived together in the retirement unit for four years, until Yvonne made the move into the aged care home co-located within the Village.

As with all major life changes, it did take a while for Yvonne to settle in to her new environment, but it was made easier by the fact she had only moved a very

Why do people choose to live in a retirement village?

As people grow older and their children move out, downsizing from a large home into a smaller dwelling is often the best decision for lifestyle and financial reasons.

The choice to move into a retirement village comes with benefits many people may not have considered when deciding their future.

Financially, the price of moving into a village is much less than the housing market rate, so after selling their home it usually leaves residents with a good amount to live off throughout their retirement years.

The monthly fees cover services such as maintenance and landscaping, so residents don't have to worry about the upkeep of their home or gardens, along with building insurance, rubbish removal and the emergency call service. There is also no stamp duty, rates or council fees to pay.

When residents leave the village, they don't have to sell their home or pay real estate fees. A portion of the ingoing contribution that was paid when they moved in is kept by the village, and that money is used for the upkeep and renovation of common areas to keep the standards high for new residents. This amount equates to what would be paid in rent over that same period, capped at six years in NSW and seven in QLD.

However, it's the lifestyle and care services residents say they love about village life. An active social program fosters friendships and new hobbies, and services such as meal delivery and onsite health professionals help keep residents in control of their health. If care needs change, the transition is made easier by having an aged care home so close by.

Christadelphian Homes operates three retirement villages in NSW and QLD.

"I lost my husband in an accident and realised I couldn't cope. I was friendly with someone who lived here so moved in, and I have never been sorry." **Elizabeth Lewis, Courtlands Village**

"I needed more help keeping up with the maintenance of the house, and wanted to move before it got really run down. I love my life here." **Betty Patchett, Westcourt Village**

"I came to this Village because it ticked all the boxes. I wanted it to be a not-for-profit and close to public transport. I have no regrets whatsoever." **Fiona Perry, Courtlands Village**

"My wife was diagnosed with Alzheimer's and I needed to go to a retirement village with an aged care home connected to it. I like the good atmosphere here." **Ian MacIndoe, Courtlands Village**

"Helen and I were members of the Kallangur ecclesia for quite some time, and we were still caravanning around, but we thought why hang off, let's do it now!" **John Bliss, Maranatha Village**

short distance from their unit to a place that wasn't completely unfamiliar to her, and that Laurie was so close by.

"I'll tell you what, since she moved into aged care, she has improved a thousand per cent," Laurie said.

Having meals in the dining room three times a day, seeing other people and having nursing staff to ensure she was taking her medication correctly all made a big difference to her quality of life.

"I think having that specialised care helped. At home I used to mope, and so it's good having people around," Yvonne said.

Laurie isn't far away in his self-care unit and rings her every morning, as well as seeing her every afternoon. They meet their children to have lunch at the local pub on Saturdays and Sundays.

"She's going so well now. It's really that extra care she needs," Laurie said.



Sisters continue their mum's legacy of tireless volunteering

Carol Watson and Judy Collins have created a volunteering tag team and spent years dedicated to supporting residents at Maranatha in Queensland.

Volunteers and sisters Carol Watson and Judy Collins still remember when Maranatha Village at Kallangur was just a grassy paddock they had to mow to help their Dad out.

After the facility was built they spent the early years helping prepare and serve the Sunday lunch and dinner meals for the hostel residents, and putting on musical performances for everyone.

"We enjoyed it very much - a real family fun time, while also getting to know the residents," Carol said.

Their mum Nita Collins had been an active and dedicated member of the fundraising committee for years, and when she passed away both Carol and Judy felt they wanted to keep her legacy going.

"Later that same year, we decided to both join the fundraising group. They were big shoes to fill, and it took the two of us to replace her," Carol said.

The committee has helped organise numerous fundraising dinners, bridal shows, craft shows, car boot sales, luncheons and the annual Spring Fair held every second Saturday in September.

The sisters work together to organise the Kids' Side Show activities, entertainment, parking, rostering and help with the general running of the day.

"I guess you'd call us a bit of a 'sister act'. If one of us can't make it to a meeting or function, which can often happen, then the other will step in and handle it on their own," Carol said.

They believe volunteers are essential to provide support, interaction and comfort to the residents.

"The original aim and intent of the Home has never changed - to be a place of love and care for elderly Christadelphians and others to live meaningfully," Judy said.

Our Volunteers - making a difference

Volunteers bring a special touch to our Homes & Villages, by spending quality time with residents, organising activities, escorting them to appointments and generally bringing a smile to their faces. Here are some of our more than 300 wonderful volunteers.



Readings, gardening & cafe
Max, Southhaven



Morning helper & lifestyle
Brian, Chamberlain Gardens



Bingo, games & events
Rhonda, Ashburn House



Cafe & flower arranging
Liz & Lauren, Ashburn House



Piano player
Khoa, Casa Mia



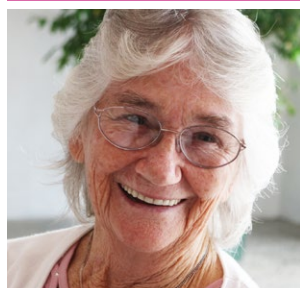
Devotions
Sam and Julie, Southhaven



Pastoral Care & more
Gay, Maranatha



Card-making
Fiona, Courtlands



Readings, knitting and more
Ann, Maranatha



Lifestyle & Pet Therapy
Piret, Courtlands



Activities & Pastoral Care
Sue & Jenny, Maranatha



Social Committee
Sandra, Courtlands



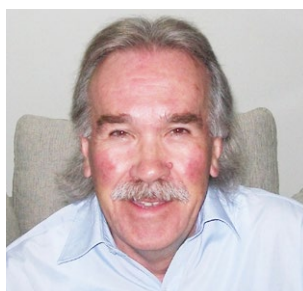
Pastoral Care
Jeff & Lyn, Maranatha



One-on-one & games
Catherine, Chamberlain Gardens



Music & devotionals
Lorinda, Southhaven



Church service
Mark, Ashburn House



Readings
Jean, Southhaven



Cafe & movie time
Helen & Marianne, Ashburn House



Fundraising committee
Dawn, Maranatha



Music
Warren, Casa Mia



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