



## **Our Purpose**

### **Who are we**

We are support when it's most needed.

We connect our community. We make a difference.

## **Our Mission**

### **What we do**

We provide responsive, nurturing services that support clinical palliative care and enhance quality of life.

## **Our Vision**

### **What we strive for**

A community where the end of life experience is supported, respected and better understood.

## **Our Strategic Goals**

### **Goal #1**

Build Fernlea's capacity, reputation and credibility.

### **Goal #2**

Diversify income streams.

### **Goal #3**

Develop and expand Fernlea's services.

### **Goal #4**

improve Fernlea's visibility through marketing, promotion and advocacy.



Accredited for Aged Care  
Quality Standards



Fernlea is a registered fundraiser.



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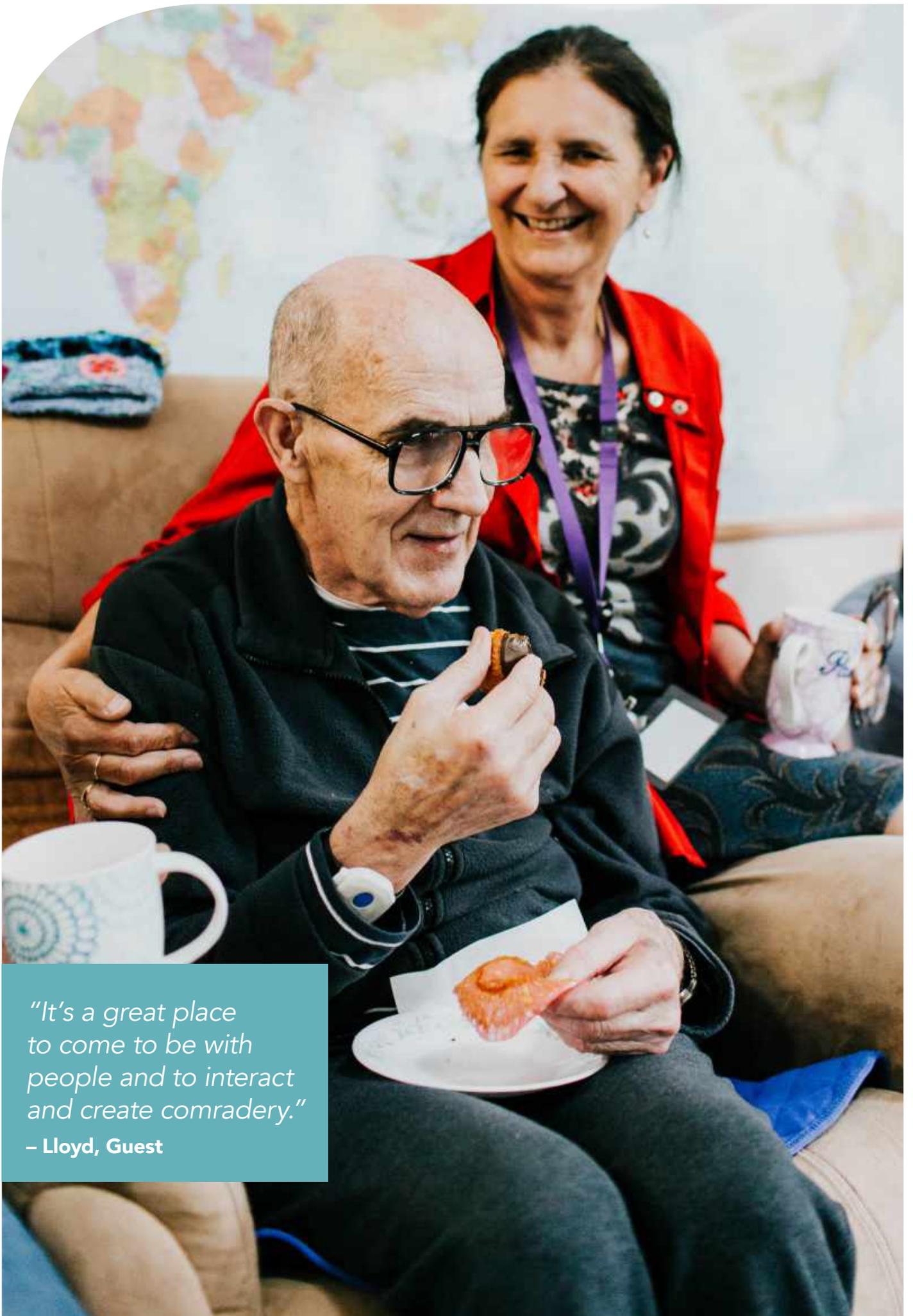
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*"It's a great place  
to come to be with  
people and to interact  
and create comradery."*

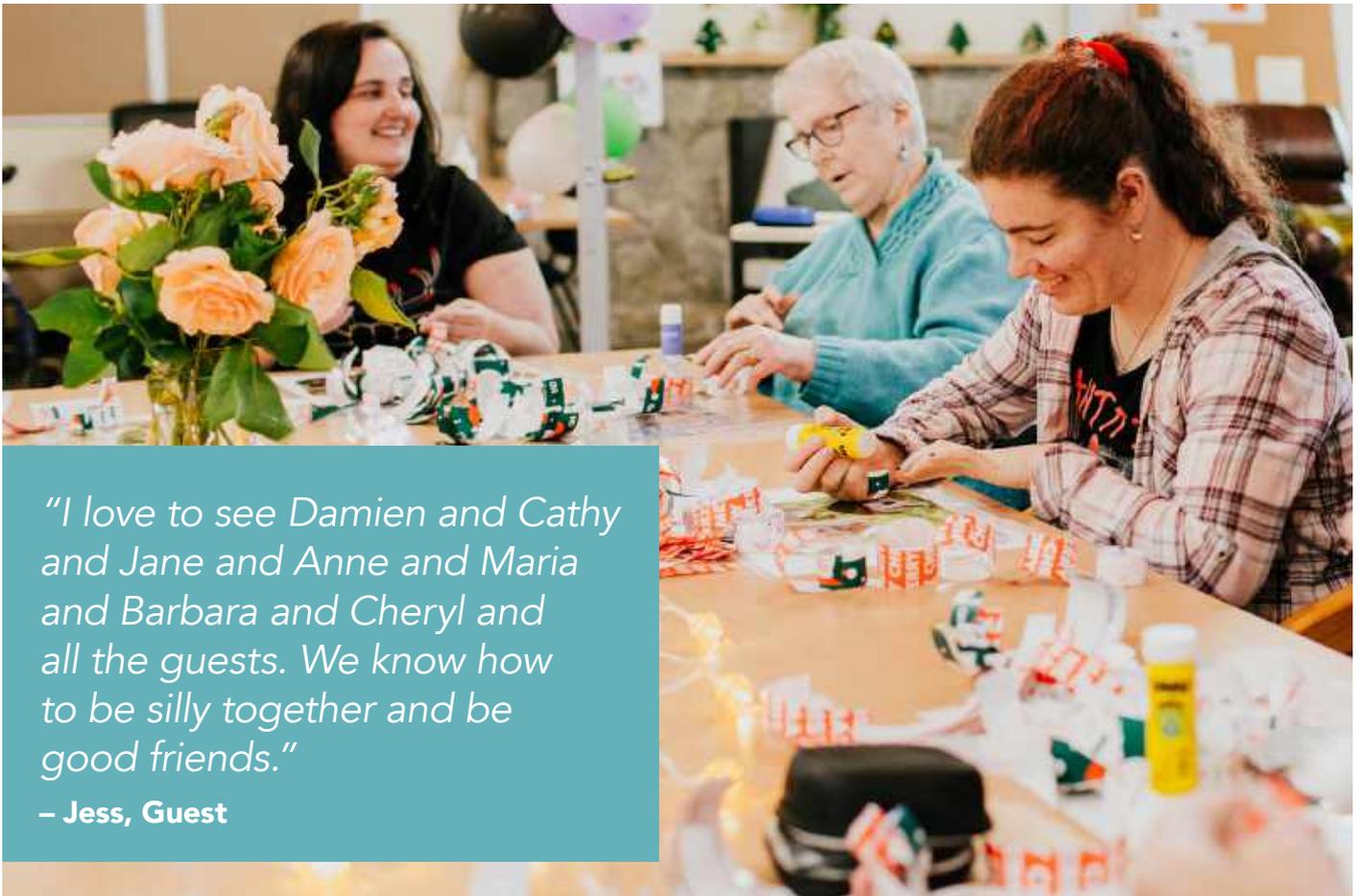
**– Lloyd, Guest**

# We welcome our members to this year's Annual Report, which marks the end of the financial year to 30 June 2019 (FY19), a period of revenue growth, services expansion and a name change from Fernlea House Inc. to Fernlea Community Care Inc. on 27th July 2018.

As President of Fernlea Community Care, I am privileged to be part of an organisation that cares deeply about helping our community and work to enhance the quality of life for people faced with life-limiting illnesses.

We are at a significant time of reform, change and scrutiny of social service programs in Australia. The recently announced Royal Commission into Aged Care Quality & Safety in September 2018 and the ongoing development of the National Disability Insurance Scheme will change the landscape of our future service delivery. Fernlea has considerable practical experience working in aged care, both in day respite and in-home care, and our major funding is through the aged care portfolio. Fernlea has a unique perspective and therefore a story to tell. The Board considered it appropriate, that Fernlea provide a submission to the Royal Commission later this year, as it is a good news story.

- A story that in light of the many that will be recounted to the Royal Commission, should be held up as an example of what can be achieved when the right model of care is delivered
- A story, told by those who have experienced it, which will create hope for small communities across the country, and can be easily adapted or duplicated into other Aged Care Models with a minimum amount of funding
- A good news story that needs to be heard to inspire other organisations and communities to take a leaf out of its book
- A story that will change the way others view the ageing and dying process
- A positive story with positive outcomes that Fernlea Community Care would ask the Royal Commission to consider.



*"I love to see Damien and Cathy and Jane and Anne and Maria and Barbara and Cheryl and all the guests. We know how to be silly together and be good friends."*

**– Jess, Guest**

*"The staff are so thoughtful and inclusive. My blindness does not affect the activities that I do with our guests, and to see the smile on their faces gives me a purpose and is so rewarding to know that I still have something to give."*

**– Maria, Volunteer**

There has been significant planning towards opening another Op Shop to increase revenue to support services that are not funded by government, and to promote Fernlea's Community Care services within the Beaconsfield / Pakenham region.

The innovative and effective services Fernlea Community Care provides is due to the generosity and by the extraordinary hard work and commitment from its people. They are a hugely generous and selfless group, whether they are 20 staff, 80+ volunteers or socially responsible stakeholders, who truly care for our community's most vulnerable.

The Board in the FY19 year appointed three (3) Board Advisors to supplement the skill set of the formal Board of Directors, in specialists' area of expertise. The Board Advisors do not have the fiduciary duties of elected or appointed Directors, so are not part of the formal governance structure of the organisation but provide information, advice, analysis and opinion, on a voluntary basis as requested by the Board or Chief Executive Officer. The range of expertise includes Palliative Care, Fundraising and Communications and Marketing. The Board expresses its gratitude to Dr. Akshay Kulkarni, Christine Weller and

Over the past twelve months, the Board, the Chief Executive Officer and her team have set a course for the future, adopting new values and a strategic plan to deliver services that are innovative and effective to improve the quality of life for people with a life-limiting illness and their carers and families, and the provision of home-like community day care, visiting outreach services and psychosocial support. An example of Fernlea's innovation is the development of a future concept planning paper articulating the expansion of Fernlea services that would provide a comprehensive range of services, all in one place, for people diagnosed with a life-limiting illness, as well as their families and carers.



Stephanie Cox for the expertise on key matters they have provided to the Board.

The Board operates a number of Sub-Committees that cover Finance, Risk, Remuneration & Performance and Communications & Marketing, each chaired by a Board Director (Roger Lord, Rob Wall, Graeme Legge, and Catherine McGuire). The Board expresses its gratitude to the Sub Committees and their Chairpersons for providing guidance on key operational matters of the Fernlea Community Care business.

The Board accepted the resignation of Director Christine Weller who due to personal circumstances could no longer continue as a Director. Christine has since accepted a position as Board Advisor. The Board received applications for a vacant position on the Board and accepted and appointed Dr Riley Batchelor, Medical Officer Alfred Hospital in accordance with rule 57 of the Fernlea Constitution.

Sue McIvor CEO, her management team and her dedicated staff are to be congratulated for their hard work in ensuring that all our quality standards and strategic objectives are met.

*“The programme is interesting and stimulating, the food amazing and the staff are genuine, attentive and caring. I always feel I am leaving David in safe and reliable care.”*

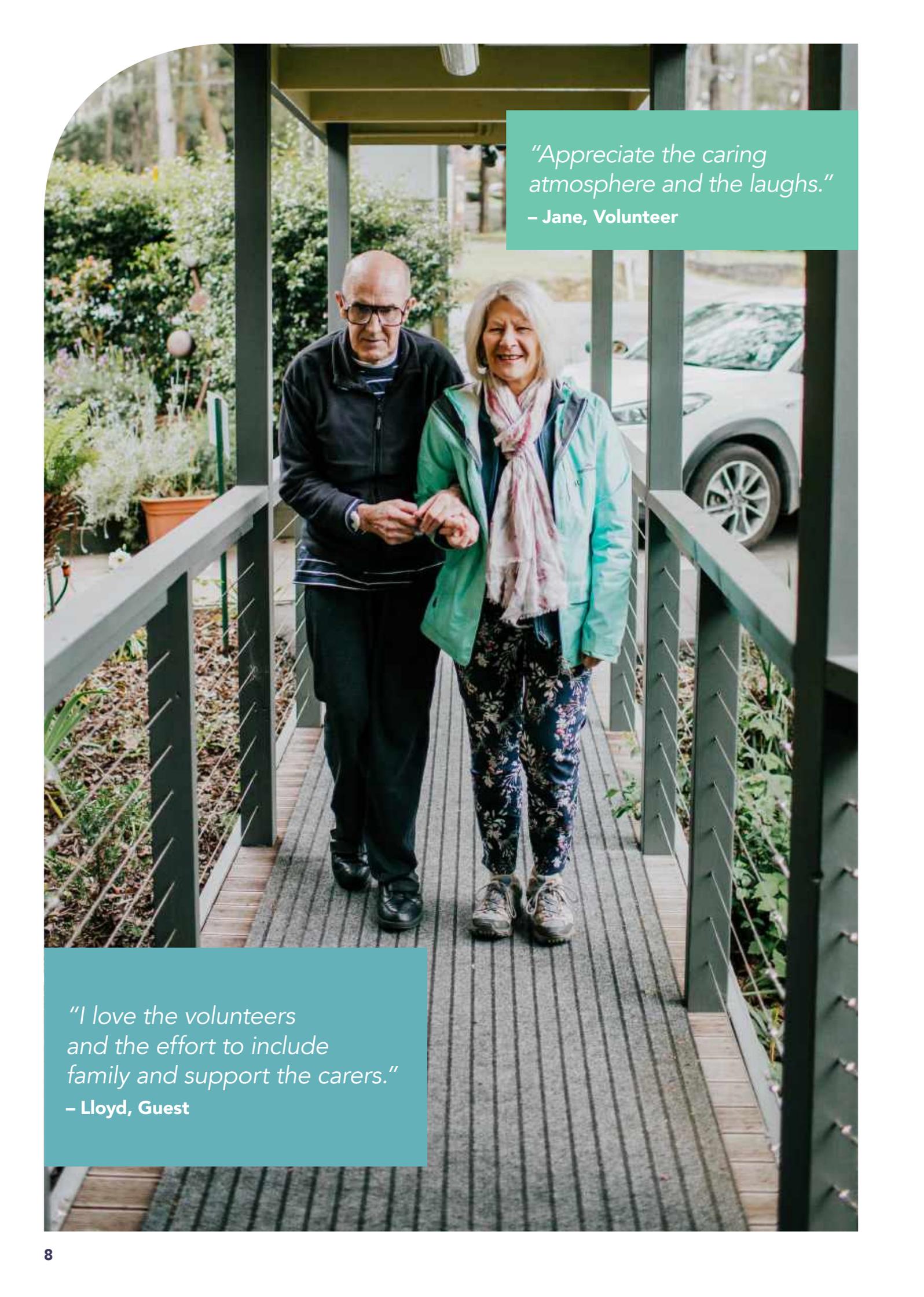
**– Cynthia, Carer**

Their commitment, professionalism, and willingness to embrace opportunities resulted in another excellent year, achieving many important program and budget outcomes.

Finally I would like to acknowledge the work and commitment of the Board of Directors, and to thank them for their dedication and professionalism. They too are volunteers of the organisation, and I thank them for their time.

**Barry Thomson**

President, Fernlea Community Care Inc



*"Appreciate the caring atmosphere and the laughs."*

**– Jane, Volunteer**

*"I love the volunteers and the effort to include family and support the carers."*

**– Lloyd, Guest**

Reflecting on my three years at Fernlea, it has been a real mix of challenges and successes – from the first six months of needing to turn around adverse financial results, to a second year of restructuring and strengthening the organisation, this last year could be described as a year of consolidation and preparing for the future.

Our core work in day respite continued to grow steadily, reflected in numbers and income. Because we receive federal aged care funding, we are required to be audited under the Aged Care Quality Standards. This happens every three years and we have spent many hours preparing for our next audit, likely to be from July 2019 onwards, where we will have to meet the new quality standards you may have heard about in relation to the current Aged Care Royal Commission. We have spent considerable hours drafting a submission for the Royal Commission – we believe that Fernlea has a positive story to tell, especially in terms of its model of care. It is also important that we advocate for the government to keep funding community services like Fernlea, beyond when our current funding agreement ends in June 2022.

As is the case with older properties, there is always upkeep – we were lucky enough to receive a generous donation from one of our guests and his family, which we will use next year to upgrade the facilities at Fernlea House Emerald. We also had the walkway painted that was installed in the previous year, and with a state government grant, we purchased a new vehicle to transport our guests. We continued to struggle to find a more permanent home for our Berwick day respite service. St John of God have generously allowed us to use their Stephenson House premises over the last couple of years, but they have told us they will want the site back at some stage.

In 2015, we had established two businesses - Fernlea Shop of Opportunities and Fernlea In-Home Care – both social enterprises whose income supports our community work. It is therefore pleasing to report that in this financial year, both of these entities continued to thrive.

The Fernlea Shop of Opportunities income grew by almost 9%, which in the current retail environment and life-cycle stage the business is at, is very positive. You can see from the stats included in this Annual Report that we had a significant number of customers and donations. We developed a new manual for our shop volunteers, and they undertook customer service training. We also started to explore options for a second shop, potentially in the Berwick/ Pakenham area to leverage off our existing day respite presence there.

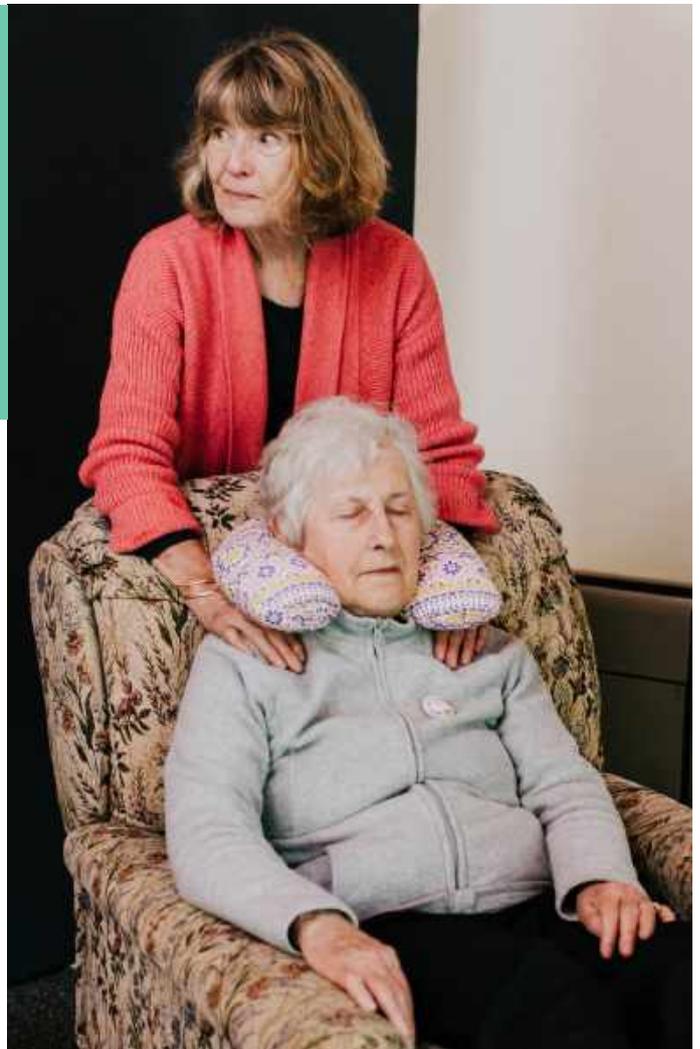
Fernlea In-Home Care income also grew, by more than 30%, due to a significant increase in client numbers. We have started to notice a trend of increasing clients and enquiries with an NDIS package, as opposed to a Home Care Package for aged care, due largely to the lack of service providers in the disability sector. We plan to do some further business planning in the coming year to determine whether this is a direction we want to grow the business in coming years.

*“Fernlea is a unique place that offers care and support to each person in whatever way they need. Fernlea is a house full of love and light.”*

**– Anne, Reiki Practitioner**

With an eye on the future, we started to look at expanding the continuum of services we offer, thanks to a state government grant for palliative care support. We engaged a researcher to map existing services across our catchment area, which will help us identify service gaps and prevent duplication when we do establish new services. The researcher also surveyed carers to see how they would like a support group structured, as well as identifying other services they may need. With this grant we will also be developing a Memoirs program, a home visiting scheme as well as a resource that can be used in end-of-life planning.

It is the nature of the work we do that our guest and client numbers can fluctuate, as the people we look after become unwell or go into permanent or temporary residential care. Marketing and promotion are therefore critical activities, not only to build our numbers so that we achieve our funding targets, but also so that families who need us, know about us. During this year we developed a campaign ‘What makes Fernlea so special’ with support from Christine Weller. Along with her partner Matt Francis, Christine produced a series of short videos featuring our guests, volunteers and staff, which we used to grow our social media presence as well as in our general advertising and promotions. We also launched our new website in July 2018, and installed new signage at Fernlea House Emerald, the op shop and the office, featuring our new branding. We reinstated ‘The Frond’ newsletter for volunteers and staff, and also introduced ‘Your Fernlea’ newsletter for our guests, clients and their carers, as well as a regular update for external stakeholder so they can keep up-to-date with what’s happening at Fernlea.



As with all charities, fundraising is an important activity, not only as an income stream but also because it creates a public presence for Fernlea through fundraising activities. We held two Bunnings sausage sizzles, were invited to participate in the Emerald & Districts Rotary raffle for the first time, and received a number of donations and small grants. We also developed a new fundraising strategy that will be implemented in the 2019-20 financial year.

On behalf of all Fernlea personnel, we would like to thank all our supporters and funders – big and small – who collectively have contributed to making our existence possible. I hope you are as proud of what has been achieved as we are.

Our volunteers continued to be a pivotal part of our team, and we couldn't do what we do without them. We now have more than 80 volunteers who work across all areas of Fernlea including guest services, driving, the op shop, fundraising and admin support. This year we launched our new module-based volunteer training package in May 2019 at an event during National



Volunteer Week. This new training provides our volunteers with important information before they start with us, as part of the orientation module, and then additional modules focus on the specific area they have chosen to work in. The aim of these modules is to better tailor the training, improve communication about roles and expectations, and to improve the volunteer experience. A training course for all staff who manage volunteers was also developed and delivered. Sadly two of our long-term volunteers - Annette Campbell and Coral Ring - passed away during the year. We will always remember their commitment and contribution to Fernlea.

After more than 11 years with Fernlea, we said goodbye to our chef Michael Gould who decided to retire, but we were fortunate to have David Johnson join us in April 2019, with significant commercial and aged care experience.

Our Finance Administrator Kelly Harris resigned, and we welcomed Corinne Woodyard in October 2018. Jane Joss also joined Fernlea as our Enrolled Nurse at Berwick in June 2019.

None of the above could have been achieved without the support of the following: our President Barry Thomson and the Directors who have supported me in my work and contributed their considerable skills and time; the staff who so often go 'above and beyond'; our volunteers who are so generous with their time and are the essence of Fernlea; and finally to our guests, clients and their carers, who are our greatest advocates through their personal stories.

In closing, an annual report can only ever give a summary of an organisation's activities for the year. It cannot adequately describe the personal input of people who make the effort throughout the year to deliver the achievements outlined here. Throughout this Annual Report, we acknowledge some of those people and why Fernlea is so special to them.

**Sue McIvor**  
Chief Executive Officer  
Fernlea Community Care Inc

### Remuneration Sub-Committee

The Remuneration Sub-Committee comprises Board members Kellie Alford, Riley Batchelor and Rob Wall, and is responsible for reviewing the CEO's remuneration. This was more recently extended to developing a CEO performance review process.

The CEO's remuneration is assessed annually in the context of market rates and utilises various wage statistics, including the 'Probono Survey' which provides salary data for a large number of not-for-profit organisations - and compares those organisations in terms of sector, size, budget etc. Whilst this review is primarily associated with paying a fair market rate, the Board also recognises the CEO's contribution to significant improvements that have been achieved in Fernlea's financial position, productivity, efficiencies and growth. However, the remuneration review is a separate process to the performance review.

The CEO's performance review process enables the Board to formally assess the CEO in terms of the achievement of performance objectives (linked to the Business Plan) and to identify new opportunities. The process also enables constructive feedback.

Aside from the formal process, in effect the Board informally assesses the CEO's performance at every Board meeting, via the CEO's report, and asks questions and provides feedback. In addition to setting out the highlights and issues/challenges, the CEO's report importantly includes a Progress Report – which sets out, under each Strategic Goal:

- Specific objectives
- Actions required
- Who is responsible
- Progress report

All of this essentially represents the Business Plan, which in turn is derived from Fernlea's Strategic Plan, and it is updated for each Board meeting.

#### **Rob Wall**

Vice President, Fernlea Community Care Inc

## Risk Committee

# Within the organisation that is 'Fernlea Community Care Inc', the Risk Committee plays a role that benefits the Board, staff and volunteers.

With a background in fire emergencies I came to Fernlea with an appreciation, not only of the potential risks faced by an organisation like ours, but also an awareness of the consequences. For example, a fire may lead to the loss of our accommodation, but there will be other potential impacts such as injuries, an interruption to services and financial implications. The Committee therefore plays an important role in advising the Board about risk, be it physical, financial, reputational and so on.

Over the last year, the Risk Committee has focussed on updating and improving Fernlea's Risk Policy, procedures and updating the Risk Register. The Board identified that the Risk Policy needed to be made more robust and streamlined so that it is more 'user-friendly' and practical to implement. It is with pleasure that the Risk Committee claims that its Policy may now be described as meeting these expectations.

Another major set of work the Risk Committee worked on was developing a policy and procedures around the Voluntary Assisted Dying legislation that was introduced in Victoria in July 2019, as it relates to Fernlea. This was referred to at the September Board Meeting and awaits final deliberation at the next Meeting of the Risk Committee.

Fernlea's Emergency Evacuation Plan was also revised and tested by way of a successful evacuation practice. The Risk Committee endorsed the updated plan, noting that it was a document required as part of Fernlea's accreditation.

I commend fellow Committee members who have actively participated and contributed to the Committee's work over the last year. I cite Lara Bandarian and Erin O'Loughlin while also acknowledging the valuable input from CEO Sue McIvor.

**Graeme Legge**

Director, Fernlea Community Care Inc

### Communications and Marketing Sub-Committee

The Committee acts in an advisory capacity and guides relevant initiatives for Fernlea in order to help ensure the long-term viability of the organisation and comply with relevant laws and regulations.

#### **The Communications and Marketing Sub Committee was established for the purpose of:**

- providing oversight on marketing strategy, and
- providing input, recommendations and feedback on current marketing, brand and communication initiatives.

#### **The Committee consists of:**

- Two Directors (one representative with marketing, brand and communications expertise and one representative with healthcare experience)
- Fernlea CEO
- Fernlea Marketing & Communications Manager
- Marketing and Communications Consultant

Its primary functions have been to review Fernlea's Marketing strategies and provide recommendations to ensure viable reach and engagement.

The Committee revised the 2019 communications & marketing plan and all members of the Committee were invited to demonstrate/discuss ideas that might be of interest or use to Fernlea's Strategic Plan and/or Marketing Calendar.

The Committee provided materials to support Fernlea's Marketing function including resources in: Search Engine Marketing, Market Insights, online tools, and Social Media Marketing training and resources.

The Committee agreed to Marketing objectives to be implemented throughout 2019 and 2020. And the Fernlea Marketing team is developing the strategic plan to achieve these objectives. They included revenue targets for fund raising and donations, increased reach and engagement across digital, online and social platforms, and growth in donor numbers. In order to achieve these objectives, the Committee also explored relationship development with key advocates and defined target audiences and key stakeholder.

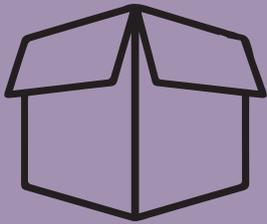
#### **Catherine Maguire**

Director, Fernlea Community Care Inc



**12,996** hrs  
of provided care

**987**  
meals  
prepared



Op shop  
donations:  
**29,980kg**

**14,523**

Op shop  
customers



**16,660** hrs  
donated by  
volunteers

Over 2 years, social media  
likes have increased by:

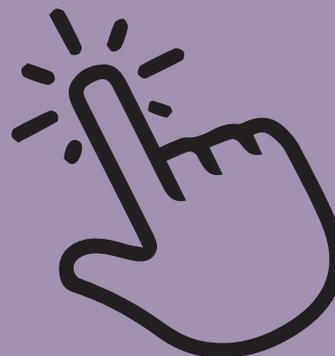
**80%**  
Shop

**50%**  
Fernlea



**1,280**

Social media followers



**3,408**  
website  
visits



I am pleased to present the audited financial statements of Fernlea Community Care Inc. for the period ended 30th June 2019. This year we made a surplus of \$125,837, compared to \$81,906 last year.

#### **Income**

Our income went from \$838k to \$926,826, largely coming from increased guest numbers in Fernlea House, increased Fernlea Shop of Opportunities sales, and especially a major lift in Fernlea In-Home Care.

We also had unplanned income arising from a Victorian Government palliative care grant that we had applied for. The grant of \$332,582 (ex-GST) is for three years, from 2018-2021, and will cover project costs and the purchase of a car, which we have now acquired.

#### **Expenses**

Our expenses went up by \$45k. This was mainly in staffing costs following a temporary reduction in costs last year due to a one-off event, as well as higher wages necessary because of the higher in-home care activity and scheduled award increases.

#### **Overall**

We had budgeted for a small surplus of \$32k this year due to planned improved revenue and cost savings, but we ended up exceeding that by almost \$94k.

#### **Balance Sheet**

We are in the wonderful position of having \$543k in the bank as at 30 June. While half of this is ours, the other half is the balance of the Palliative Care Grant, which will either be spent or returned if we don't spend it. The programs covered by the grant are all started or in the planning stages, so I have no doubt all of the money will be used before the end date of June 2021.

#### **2018-2019**

As the organisation expands and becomes even better at what it does, we can now consider the future with hopeful anticipation. We are again budgeting only a small surplus but will have no problems financing future growth.

#### **Roger Lord**

Treasurer, Fernlea Community Care Inc.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

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FOR THE YEAR ENDED  
30 JUNE 2019

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FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

COMMITTEE'S REPORT

Your committee members submit the financial report of the Fernlea Community Care Inc for the financial year ended 30 June 2019.

Committee Members

The name of each member of the committee during the year and if different, at the date of the report;

Barry Thomson	President
Rob Walt	Vice President
Roger Lord	Treasurer
Kellie Alford	Committee Member
Graeme Legge	Committee Member
Christine Weller resigned 17 September 2018	Secretary
Bethany Newman	Committee Member
Catherine Maguire	Committee Member
Lara Bandarian	Committee Member
Riley Batchelor	Committee Member
Erin O'Laughlin	Committee Member

Principal Activities

The principal activities of the association during the financial year were:

to improve the quality of life for people with a life-limiting-illness and their carers, and families and the provision of home-like community day care, visiting outreach services and psychosocial support

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The profit of the association amounted to \$125,837.

Signed in accordance with a resolution of the Members of the Committee.

Committee Member:

  
Barry Thomson

Committee Member:

  
Roger Lord

Dated this 14<sup>th</sup> day of NOVEMBER 2019

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Income			
Revenue	1	926,826	837,687
Expenditure			
Advertising expenses		(10,211)	(3,261)
Administration expenses		(31,678)	(37,337)
Auditors' remuneration	2	(4,234)	(3,850)
Bad and doubtful debt expenses		(350)	666
Depreciation and amortisation expenses		(8,856)	(9,634)
Employee benefits expenses		(629,229)	(590,953)
Fundraising and donations		(12,538)	(3,627)
Guest expenses		(11,844)	(14,350)
Motor vehicle and travelling expenses		(8,344)	(11,905)
Occupancy expenses		(41,179)	(39,083)
Op-shop expenses		(38,356)	(37,099)
Volunteer expenses		(4,170)	(5,348)
Total expenses		<u>(800,989)</u>	<u>(755,781)</u>
Profit for the year	3	125,837	81,906
Other comprehensive income		-	-
Total comprehensive income for the year		<u>125,837</u>	<u>81,906</u>

The accompanying notes form part of these financial statements.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	542,658	503,747
Trade and other receivables	5	22,089	19,850
Other current assets	6	25,173	18,986
<b>TOTAL CURRENT ASSETS</b>		<u>589,920</u>	<u>542,583</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	42,298	48,825
<b>TOTAL NON-CURRENT ASSETS</b>		<u>42,298</u>	<u>48,825</u>
<b>TOTAL ASSETS</b>		<u>632,218</u>	<u>591,408</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	23,059	58,314
Provisions	9	73,006	57,989
Other current liabilities	10	274,669	339,458
<b>TOTAL CURRENT LIABILITIES</b>		<u>370,734</u>	<u>455,761</u>
<b>TOTAL LIABILITIES</b>		<u>370,734</u>	<u>455,761</u>
<b>NET ASSETS</b>		<u>261,484</u>	<u>135,647</u>
<b>EQUITY</b>			
Accumulated Surplus	11	261,484	135,647
<b>TOTAL EQUITY</b>		<u>261,484</u>	<u>135,647</u>

The accompanying notes form part of these financial statements.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2019

Note	Accumulated Surplus \$	Total \$
	53,741	53,741
	81,906	81,906
	135,647	135,647
	125,837	125,837
	261,484	261,484

The accompanying notes form part of these financial statements.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2019

		2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from operations		846,851	830,156
Payments to suppliers and employees		(789,927)	(518,730)
Interest received		11,151	4,018
Net cash provided by operating activities	13	<u>68,075</u>	<u>315,444</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for property, plant and equipment		<u>(29,164)</u>	<u>(16,899)</u>
Net cash used in investing activities		<u>(29,164)</u>	<u>(16,899)</u>
Net increase in cash held		38,911	298,545
Cash at beginning of financial year		<u>503,747</u>	<u>205,202</u>
Cash at end of financial year	4	<u><u>542,658</u></u>	<u><u>503,747</u></u>

The accompanying notes form part of these financial statements.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

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In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act and the Australian Charities and Not-for-profits Commission Act 2012.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

#### Income Tax

The association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

#### Cash and Cash Equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value. Bank overdrafts also form part of cash equivalents for the purpose of the statement of cash flows and are presented within current liabilities on the statement of financial position.

#### Accounts Receivable and Other Receivables

Accounts receivable are recognised initially at the transaction price (i.e. cost) and are subsequently measured at cost less provision for impairment. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

At the end of each reporting period, the carrying amount of accounts receivable and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. If so, an impairment loss is recognised immediately in statement of comprehensive income.

#### Plant and Equipment

Plant and equipment is carried at cost less, where applicable, any accumulated depreciation.

#### Depreciation

The depreciable amount of all plant and equipment is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

#### Financial Instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

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**Loans and receivables**

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Any change in their value is recognised in profit or loss.

The association's trade and most other receivables fall into this category of financial instruments.

Significant receivables are considered for impairment on an individual asset basis when they are past due at the reporting date or when objective evidence is received that a specific counterparty will default.

The amount of the impairment is the difference between the net carrying amount and the present value of the future expected cash flows associated with the impaired receivable.

In some circumstances, the association renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the association does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

**Financial liabilities**

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities depending on the purpose for which the liability was acquired.

The association's financial liabilities include borrowings, trade and other payables (including finance lease liabilities), which are measured at amortised cost using the effective interest rate method.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

**Impairment of Non-Financial Assets**

At the end of each reporting period the association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

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### Accounts Payable and Other Payables

Accounts payable and other payables represent the liabilities at the end of the reporting period for goods and services received by the association that remain unpaid.

Accounts payable are recognised at their transaction price. Accounts payable are obligations on the basis of normal credit terms.

### Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees at the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Those cashflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cashflows.

### Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting year. The discount rate used is a pre tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of other comprehensive income.

### Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing or financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

### Revenue and Other Income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the association and specific criteria relating to the type of revenue as noted below, has been satisfied.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

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Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Interest revenue

Interest revenue is recognised using the effective interest rate method.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period. If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Subscriptions

Revenue from the provision of membership subscriptions is recognised on a straight line basis over the financial year.

Grant Revenue

Non-reciprocal grant revenue is recognised in profit or loss when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Other income

Other income is recognised on an accruals basis when the association is entitled to it.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
<b>1 Revenue and Other Income</b>		
Revenue		
Sales revenue:		
Rendering of services	348,319	293,109
Other revenue:		
Interest received	11,151	4,018
Government Subsidies	567,356	540,560
	<u>578,507</u>	<u>544,578</u>
Total revenue	<u>926,826</u>	<u>837,687</u>
<b>2 Auditor's Remuneration</b>		
Audit of Accounts	<u>4,234</u>	<u>3,850</u>
<b>3 Profit for the year</b>		
The result for the year was derived after charging / (crediting) the following items:		
Profit before income tax from continuing operations includes the following specific expenses:		
Expenses		
Depreciation of property, plant and equipment	8,856	9,634
Bad Debts Written Off	350	234
Doubtful Debts Provision	-	(900)
<i>Total bad and doubtful debts</i>	<u>350</u>	<u>(666)</u>
Holiday Pay Provision	-	7,631
Long Service Leave Provision	(3,474)	(7,749)
Sick & Personal Leave Provision	1,930	(5,419)
Staffing Costs Provision	(20,926)	20,710
Wages Provision	6,561	(20,653)
	<u>(15,909)</u>	<u>(5,480)</u>

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
<b>4 Cash and Cash Equivalents</b>		
Op Shop Cash Register Float	100	100
Petty Cash	61	83
Business Saver Account	45,121	10,031
Load & Go Op Shop Account	345	321
Sandhurst Trustees Mortgage Fund	497,031	493,212
	<u>542,658</u>	<u>503,747</u>
<b>Reconciliation of cash</b>		
Cash and Cash equivalents reported in the statement of cash flows are reconciled to the equivalent items in the statement of financial position as follows:		
Cash on hand	161	183
Cash at bank	542,497	503,564
	<u>542,658</u>	<u>503,747</u>
<b>5 Trade and Other Receivables</b>		
Current		
Trade Debtors	22,089	19,850
	<u>22,089</u>	<u>19,850</u>
The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short term nature of the balances.		
<b>6 Other Non-Financial Assets</b>		
Current		
Bond - Commercial Rentals	5,160	5,160
Square Clearing Account	255	-
Breeze Toll Account	8	8
Load and Go Visa	1,331	995
Prepaid Expenses	6,786	1,190
Prepaid Rent	11,633	11,633
	<u>25,173</u>	<u>18,986</u>

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
<b>7 Property, Plant and Equipment</b>		
Land and Buildings		
Leasehold Improvements at Cost	185,443	185,443
Less: Accumulated Depreciation	<u>(169,103)</u>	<u>(166,856)</u>
	16,340	18,587
<b>Total Land and Buildings</b>	<u>16,340</u>	<u>18,587</u>
Plant & Equipment at Cost	24,120	23,435
Less: Accumulated Depreciation	<u>(18,743)</u>	<u>(17,848)</u>
	5,377	5,587
Motor Vehicles at Cost	36,303	36,303
Less: Accumulated Depreciation	<u>(31,989)</u>	<u>(30,551)</u>
	4,314	5,752
Furniture & Fixtures at Cost	43,819	43,819
Less: Accumulated Depreciation	<u>(35,314)</u>	<u>(33,510)</u>
	8,505	10,309
Office Equipment at Cost	57,656	56,014
Less: Accumulated Depreciation	<u>(49,894)</u>	<u>(47,424)</u>
	7,762	8,590
Motor Vehicles at Cost	26,837	-
Less: Capital Grant Received	<u>(26,837)</u>	-
	-	-
<b>Total Plant and Equipment</b>	<u>25,958</u>	<u>30,238</u>
<b>Total Property, Plant and Equipment</b>	<u>42,298</u>	<u>48,825</u>

**Movements in Carrying Amounts of Property, Plant and Equipment**

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

	Leasehold Improvements \$	Office Equipment \$	Plant and Equipment \$	Motor Vehicles \$	Total \$
Balance at 1 July 2017	5,983	20,509	1,971	7,001	41,564
Additions	15,440	1,456	-	-	16,896
Depreciation expense	<u>(2,838)</u>	<u>(3,164)</u>	<u>(2,383)</u>	<u>(1,249)</u>	<u>(9,634)</u>
Balance at 30 June 2018	18,585	18,901	5,588	5,752	48,826
Additions	-	1,842	885	-	2,727
Depreciation expense	<u>(2,248)</u>	<u>(4,275)</u>	<u>(895)</u>	<u>(1,438)</u>	<u>(8,856)</u>
Carrying amount at 30 June 2019	<u>16,337</u>	<u>16,268</u>	<u>5,378</u>	<u>4,314</u>	<u>42,298</u>

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
<b>8 Accounts Payable and Other Payables</b>		
Current		
Trade Creditors	7,269	6,395
Superannuation Payable	1,673	3,079
PAYG Withholding Payable	5,351	6,658
GST Payable	8,766	42,182
	23,059	58,314
<b>9 Provisions</b>		
Provision for Holiday Pay	40,883	34,322
Provision for Long Service Leave	2,253	5,727
Provision for Sick & Personal Leave	19,870	17,940
	63,006	57,989
Provision for donation expenditure	10,000	-
Total provisions	73,006	57,989
Analysis of Total Provisions		
Current	73,006	57,989
	73,006	57,989
Employee Provisions		
<p>The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, association does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However these amounts must be classified as current liabilities since association does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.</p>		
<b>10 Other Liabilities</b>		
Current		
Accrued Charges	32,768	4,727
Revenue in Advance	46	740
Income in Advance	241,855	333,991
	274,669	339,458
<b>11 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	135,647	53,741
Net profit attributable to the association	125,837	81,906
Retained earnings at the end of the financial year	261,484	135,647

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
<b>12 Capital and Leasing Commitments</b>		
Operating Lease Commitments		
Non-cancellable operating leases contracted for but not capitalised in the financial statements:		
Payable - minimum lease payments		
Not later than 12 months	26,004	6,501
Between 12 months and five years	71,511	26,004
	<u>97,515</u>	<u>32,505</u>
<p>The Committee approved the option to renew the lease at the Op-Shop for a further 3 years which was due to expire the 14th of October 2019, the new lease will extend to 14th October 2022</p>		
<b>13 Cash Flow Information</b>		
Reconciliation of net income to net cash provided by operating activities:		
Profit after income tax	125,837	81,906
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit		
Depreciation	8,856	9,634
Changes in assets and liabilities		
(Increase) Decrease in trade and other receivables	(2,210)	(4,412)
(Increase) Decrease in prepayments	(5,596)	607
Increase (Decrease) in trade and other payables	(35,255)	303,172
Increase (Decrease) in current provisions	15,017	(54,537)
Increase (Decrease) in accrued charges	(38,544)	(20,926)
	<u>68,075</u>	<u>315,444</u>

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019

2019  
\$

2018  
\$

14 Committee Meetings and  
Attendance

Committee Meetings

	Number eligible to attend	Number attended
Barry Thomson	9	9
Rob Wall	9	6
Roger Lord	9	8
Kellie Alford	9	8
Graeme Legge	9	9
Christine Weller	3	2
Bethany Newman	9	6
Catherine Maguire	9	7
Lara Bandarian	9	8
Riley Batchelor	6	3
Erin O'Laughlin	6	5

15 Statutory Information

The registered office of the association is:  
149 Emerald Monbulk Road  
Emerald Vic 3782

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

STATEMENT BY MEMBERS OF THE COMMITTEE

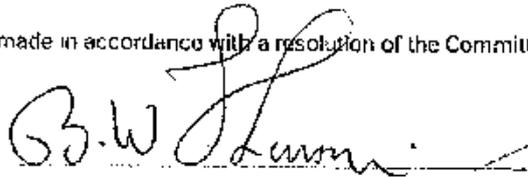
The committee has determined that the association is a reporting entity and that this general purpose financial statement should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial statements as set out on pages 1 to 15:

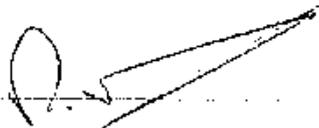
1. Present fairly the financial position of Fernlea Community Care Inc as at 30 June 2019 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Fernlea Community Care Inc will be able to pay its debts as and when they fall due.
3. The financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President:



Treasurer:



Dated this

14th day of NOVEMBER 2019

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558**

**Report on the Audit of the Financial Report**

**Opinion**

We have audited the accompanying financial report of Fernlea Community Care Inc (the association) which comprises the statement of financial position as at 30 June 2019 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies and other explanatory information, and management's assertion statement.

In our opinion, the accompanying financial report of the association for the year ended 30 June 2019 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

**Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the auditor independence requirements of 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 financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the code.

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

**Responsibilities of the Committee**

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012 and for such internal control as the committee determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

**Auditor's Responsibility for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report 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 this financial report.

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558**

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our 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.
- Obtain 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the director.
- Conclude on the appropriateness of the committee'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 association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

*Morton Watson & Young*

Name of Firm: MORTON WATSON & YOUNG AUDIT PTY LTD  
Chartered Accountants

Name of Director:   
Kerpel S Harnam - Registered Company Auditor

Address: 51 Robinson Street, Dandenong Vic 3175

Dated this 15<sup>TH</sup> day of NOVEMBER 2019

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
<b>REVENUE</b>		
Fundraising & Donations	28,225	20,546
Guests Fees	36,299	33,160
Fernlea Life Care Fees	141,857	108,037
Membership Fees	470	640
Op-Shop Income	141,468	130,726
	<u>348,319</u>	<u>293,109</u>
<b>OTHER REVENUE</b>		
Interest Received	11,151	4,018
Government Subsidies	567,356	540,560
	<u>578,507</u>	<u>544,578</u>
	<u>926,826</u>	<u>837,687</u>
<b>EXPENDITURE</b>		
Advertising & Promotions	10,211	3,261
Square Fees Account	746	-
Auditor's Remuneration	4,234	3,850
Bad Debts Written Off	350	234
Bank Charges	184	182
Board Expenses	2,716	6,045
Cleaning	1,470	1,020
Computer Expenses	2,178	2,474
Consultancy Fees	7,500	-
Depreciation	8,856	9,634
Doubtful Debts Provision	-	(900)
Electricity & Gas	7,071	6,210
Employee Benefits	2,126	1,828
Equipment	2,272	824
Fundraising & Donations	2,538	3,627
General Expenses	95	1,176
Guest Expenses	11,844	14,350
Holiday Pay Provision	-	7,631
Insurance	1,366	8,818
Legal Costs	-	1,775
Long Service Leave Provision	(3,474)	(7,749)
Provision for specific use	10,000	-
Motor Vehicle Expenses	8,344	11,905
Office Supplies	1,990	2,226
Op-Shop Expenses	38,356	37,099
Photocopier Expenses	3,958	4,659

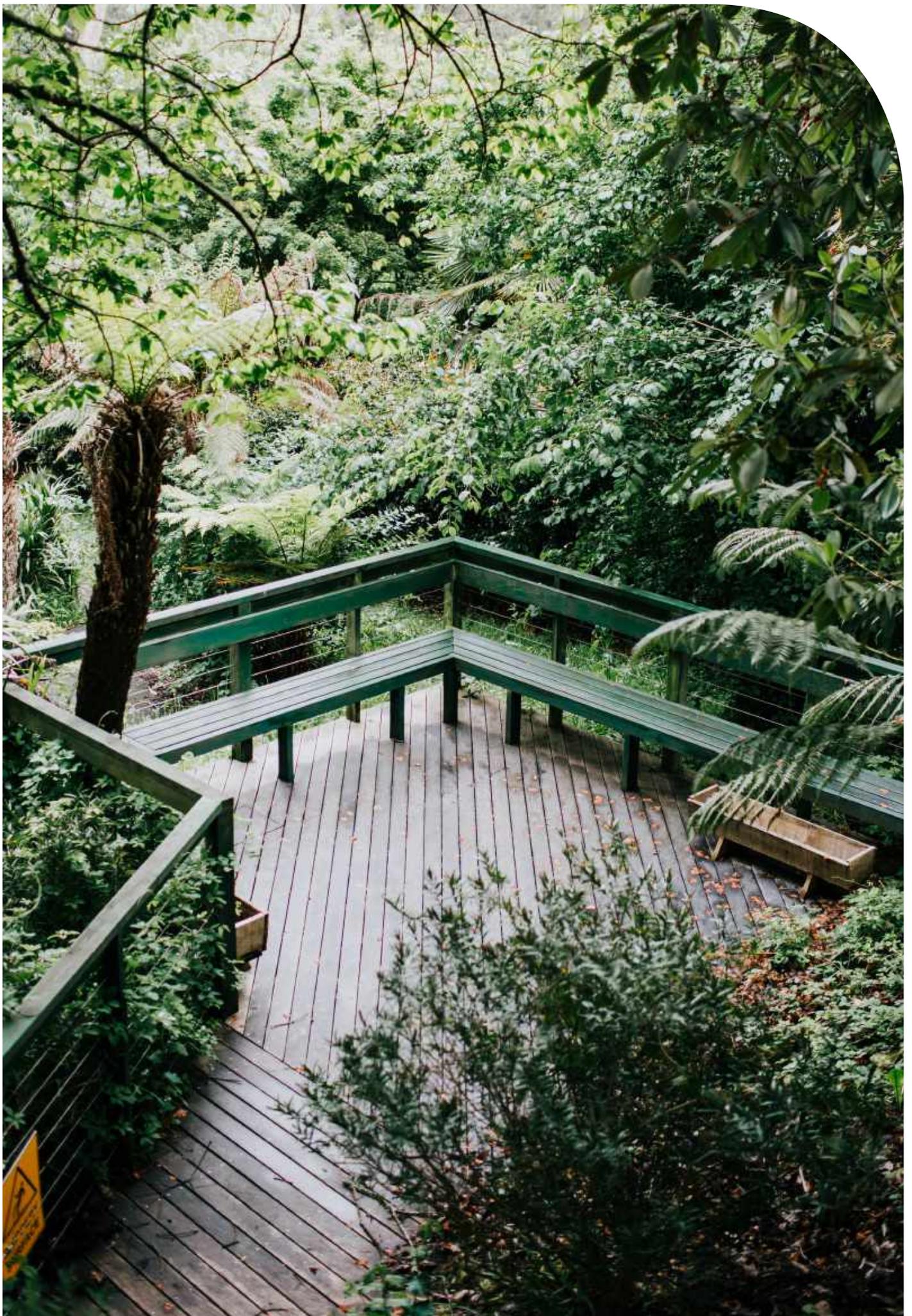
The accompanying notes form part of these financial statements.

FERNLEA COMMUNITY CARE INC  
A.B.N. 73 846 428 558

INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Postage & Freight	179	385
Printing & Stationery	31	-
Rates & Body Corporate Fees	3,604	4,773
Rent Paid	18,099	17,946
Repairs & Maintenance	7,742	7,203
Security Costs	921	1,107
Sick & Personal Leave Provision	1,930	(5,419)
Staff Training	2,022	1,656
Staffing Costs Provision	(20,926)	20,710
Subscriptions & Registrations	5,567	3,187
Superannuation Contributions	53,474	51,508
Telephone & Internet	5,168	6,410
Volunteer Expenses	4,170	5,348
Wages & Salaries	576,964	531,039
Wages Provision	6,561	(20,653)
Workcover	10,552	10,402
	800,989	755,781
<b>PROFIT (LOSS) FOR THE YEAR</b>	<b>125,837</b>	<b>81,906</b>

The accompanying notes form part of these financial statements.





*"Everybody involved gives something of themselves.."*  
– Damien, PCA



# Would you like to support Fernlea Community Care? There are a number of ways you can!

## Become a volunteer

Fernlea House could not exist without our volunteers, and there are so many ways you can be involved, including working directly with our guests, as a driver, in the op shop and many more roles. We provide training and ongoing development opportunities. You will become part of a supportive community, and you can be sure your contribution is always appreciated. Contact Nicole on 03 5968 6639 or visit our website at [www.fernlea.com.au](http://www.fernlea.com.au).

## Become a member

Becoming a member and paying an annual membership fee of \$20 is another great way of supporting Fernlea's work. As a member, you receive advanced notice of events, are entitled to vote at the AGM and can join the Board. To become a member today, go to our website [www.fernlea.com.au](http://www.fernlea.com.au) and fill in a Membership Nomination Form or contact Nicole on 03 5968 6639 or [admin@fernlea.com.au](mailto:admin@fernlea.com.au).

## Become a donor

Our donors are an increasingly important part of our support base, as donations allow us to provide more than just a basic service. To donate, go to our website [www.fernlea.com.au](http://www.fernlea.com.au) or contact Nicole on 03 5968 6639 or [admin@fernlea.com.au](mailto:admin@fernlea.com.au). All donations over \$2 are tax deductible.

*"Fernlea is like a shining star. A warm and loving environment."*

– Libby, Donor and Carer

*"I am a Fernlea member because... of the amazing work they do for people in our community."*

– Stephanie, Member

*"A wonderful organisation that provides much-needed care and support to people, and ensuring dignity at all times."*

– Lara Bandarian, Volunteer

Once Upon a time

In the land of fernlea.

there was a group of middle  
aged souls.

Who suffied great pain, but they found  
a easy remedy. 😊 Happiness like  
a pill but much better!

They enjoyed the company of others  
and made good friends.

Where there is much love and support.





We extend a huge thank you to everyone who has been a part of the Fernlea journey over the past year – to our staff, volunteers, guests, clients, customers, members, donors, supporters and partners.



**Fernlea**  
Caring Flexible Respite