



2022/23 ANNUAL REPORT

Ocean Gardens Inc.



TABLE OF CONTENTS

About Ocean Gardens.....	2
Message from the Board Chair.....	3
Board members profiles.....	4
Message from the Chief Executive Officer.....	6
Management team.....	7
Message from the Ocean Gardens Residents' Association	8
Ocean Gardens Residents' Association committee members.....	9
Wellbeing overview.....	10
Financial results.....	11



ABOUT US

Ocean Gardens is a not-for-profit retirement village and provider of home care services.

The village was established in 1988 and has 231 apartments and villas spread over 6.5 hectares in City Beach.

The village provides residents access to in-house services such as: care; nursing; housekeeping; laundry; meal preparation; gardening; home maintenance; wellness exercise classes; hairdresser; beautician; and more.

MESSAGE FROM THE BOARD CHAIR Darren Cooper



For and on behalf of the Board of Ocean Gardens Inc.

Welcome to the Ocean Gardens Annual Report for the 2023 financial year.

Readers will note another set of pleasing financial results, under-pinned by strong revenue growth and prudent control of expenses. Strong re-sale performance also contributed significantly to our liquidity position, with cash and term deposits held at 30 June 2023 totalling some \$13.72 million. This positions us well for the upcoming execution of the first stage of our strategic village redevelopment initiatives.

During the year, Director Lee Verios retired having served the maximum nine years permitted under the Constitution. Lee's contribution to the Board and the overall success of the village was vast, and on behalf of all residents and Board members I extend my thanks and best wishes to Lee.

Following the end of the financial year we appointed Dr. Mitch Hartman to the vacant Board role left by Lee. Mitch's appointment followed a recruitment process which saw a strong field of candidates apply, and we are delighted that Mitch has agreed to join the Board. He currently serves as the Chief of Staff at the Telethon Kids Institute and as the President of Royal Life Saving Australia, and has a Bachelor of Science from the University of Western Australia and a Bachelor of Medicine/Surgery from the University of Sydney.

Recently-introduced Federal Government requirements resulting from the Aged Care Royal Commission cover themes such as the organisation being governed by Independent Directors and having clinical aged care experience on the Board, and we are pleased to advise that we are already compliant with these requirements.

The legislative reform agenda has continued in both aged care and retirement living this financial year. The federal aged care reform agenda gained pace, with the rollout of the Serious Incident Reporting Scheme, introduction of the Code of Conduct for aged care providers and the strengthening of provider governance requirements. We have been well prepared to meet these legislative changes within our existing home care operations, and continue to prepare for the next wave of requirements still to come.

The drafting of the amended WA Retirement Villages Act is being progressed by the State Government. The major industry impact continues to be the introduction of mandatory payment of resident exit entitlements 12 months after leaving the village, if a unit has not been successfully re-let. This is expected to come into effect in late 2024, with the first mandatory payments, often referred to as "buybacks", to commence in 2025.

We will continue our focus on ensuring vacated units are re-occupied in a timely manner. This is often a challenge, as vacated units require varying degrees of refurbishment, and we continue to invest in improving the quality of our housing units. However, it remains a challenge to deliver quality outcomes in a timely fashion given the current challenging construction market.

BOARD

MEMBERS 2022/23



Darren Cooper - Chair

Darren Cooper is the Chair of the Ocean Gardens Board and has enjoyed a successful career in banking and property spanning 30 years and now holds several board positions, including Chair of ASX-listed companies and Non-

Executive Director on a third.

Darren is also the Chair of DevelopmentWA (a large WA State Government Trading Enterprise), and he also chairs the Advisory Board for a large private civil engineering business, as well as chairing the Investment Committee for a Melbourne-based property development, investment and funds management business.

In addition to his ongoing board roles, Darren also provides investment, advisory, strategy development and implementation services to companies across a wide range of industries.

Darren holds a Bachelor of Business in Valuation and Land Economics from Curtin University, a Masters of Applied Finance from Macquarie University, and is a Graduate of the Australian Institute of Company Directors (GAICD).

Darren joined the Ocean Gardens Board in 2020.



Ray Glickman - Deputy Chair

Ray Glickman is a successful business leader with over 20 years' experience at CEO level and a strong reputation as a Board Chairman and Non-Executive Director.

Ray led both Amana Living and the City of Fremantle to numerous National and State awards.

In 2017, Ray won the WA Aged & Community Services Excellence Award. His directorships past and present include chairing CareBridge, Curtin Heritage Living, Aged & Community Services Western Australia (ACSWA), Therapy Focus and the Fremantle Chamber of Commerce as well as serving as Deputy President/Chairman of Aged & Community Services Australia (ACSA), Writing WA, and Chorus Australia.

Ray is the Principal of From Left Field, providing support to diverse businesses in the fields of strategy, business transformation, culture development and leadership coaching and mentoring. Ray holds Masters degrees in Business, Applied Social Studies and Psychology & Philosophy. He is a Fellow of the Australian Institute of Management and a Fellow of the Australian Institute of Company Directors.

Ray joined the Board of Ocean Gardens in 2016.



Lee Verios

Lee Verios has more than 40 years' experience as a commercial and property lawyer in Western Australia.

He retired from active practice in 2012. Throughout his career, Lee worked in both large and smaller specialised firms and was

often appointed to senior management roles in addition to his legal work. Lee is also an experienced Company Director, having held positions in a variety of enterprises in the public, large private and not for profit sectors. He is currently a director of Finbar Ltd, the Wyllie Group Pty Ltd and The Hellenic Initiative Australia.

Lee and his family have lived in City Beach for over 35 years. He joined the Board of Ocean Gardens in 2014.

BOARD

MEMBERS

2022/23



Dr. Kylie Gilbey

Dr. Kylie Gilbey is an experienced company director and currently Chair of the Ocean Gardens Finance, Risk, Audit and Compliance Committee. She has extensive banking and structured finance experience gained through roles as Business Development Director

of a national strategic financial advisory company, Director of a large social and affordable housing NFP, and early career in property finance and corporate banking, both in Australia and overseas.

Kylie is a scholarship winner from WA Government for Emerging Female Leaders, a Fellow of The Financial Services Institute of Australasia (FINSIA) and a graduate of the Australian Institute of Company Directors (GAICD). She holds an Masters of Business Administration, recently completed her PhD on the topic of early stage capital raising on the ASX and is a lecturer at the University of Western Australia Business School MBA program .

Kylie joined the Ocean Gardens Board in 2017.



Felicite Black

Felicite Black's deep experience in Health and Community Services spans a career of more than 40 years. Initially training as a Registered Nurse Felicite worked as a clinician in paediatrics and midwifery for almost 20 years.

Since the early 2000's Felicite has held a number of management and leadership roles in both for profit and for purpose health and community services organisations. During her career she has held senior appointments in private health insurance, private hospitals, specialist medical practices, aged and community care, occupational health, youth mental health and suicide prevention.

Felicite is a Graduate of the Australian Institute of Company Directors, holds an MBA, Post Grad. in Case Management a Bachelor of Arts (English and History) and Diplomas in Nursing and Midwifery.

Felicite is currently CEO at Womens Health and Family Services where she leads the provision of integrated services that reflect the organisations social model of health.

Felicite joined the Board of Ocean Gardens in 2016.



Geoff Parnell

Geoff Parnell joins our board with over 30 years' experience as a Director in the disability services, independent living villages, residential aged care, health, professional services, indigenous and facility management sectors. His experience also includes being involved in finance audit and risk management, clinical governance and culture engagement and wellbeing sub committees.

Geoff also sits on the Boards of the Australasian Gastro-Intestinal Trials Group and IBN Group (Co-Chair). He consults to the strata sector mainly in relation to managing complaints relating to builders' defects and lectures in the School of Design and the Built Environment at Curtin University and Open Universities Australia as well as being a Community Advisory Panel member of the Australasian Gastro-Intestinal Trials Group, a member of the Department of Communities Adoptions Applications Committee and Patient Advocate with Ferronova Pty Ltd.

Geoff holds a Bachelor of Business, is a graduate of the Australian Institute of Company Directors (GAICD), a Fellow of the Australian Institute of Management.

Geoff joined the Ocean Gardens Board in 2020.



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER Jacob Hollenberg

The theme for the 2022-23 financial year was one of strong enquiry from prospective residents looking to make the move to village life, coupled with further growth of our resident focussed services in response to the needs of our existing community.

This financial year we welcomed many new residents to the village through the completion of 35 lease settlements. Whilst we experienced strong enquiry from prospective residents, we also initiated a focus on the outgoing resident process, which reviewed all steps involved in re-leasing a vacant unit. A key action in streamlining our outgoing resident process has been the introduction of the Village Manager position, which also supports effective operation of the village and provides improved customer service for day-to-day management issues. We are currently enjoying the highest level of village occupancy in over 5 years, which is reflected in the level of activity and vibrancy around the village.

A unique feature offered here at Ocean Gardens is our Wellness Program. This program runs a series of events, group classes and individual consultations that originally focussed on physical wellness, but is now expanding its reach into other dimensions of wellness. The program is available to all village residents to participate and continues to grow, with 36% of all residents actively taking part this year.

Another unique feature at our village is our on-site Wellbeing Team, which has the capability to deliver a

range of support services for residents to continue living in their homes for as long as it is safe and reasonable to do so. Through the year our home care package recipients grew by 40% as we delivered services in response to resident needs. Similarly, we have continued to expand our registered nursing services on site, following the successful introduction of this service last year.

As an approved provider under the home care package program, we undergo a rigorous re-accreditation process every 3 years, with this taking place in March 2023. This process involves a detailed on-site quality audit reviewing our operations against the requirements of the Aged Care Quality Standards. We met all of the requirements of the standards and received great feedback on our resident-focussed support services. Whilst a formal quality audit may be complete, our focus will always remain on finding ways to continually improve our home care services, with our resident's front of mind.

I presented the refreshed Ocean Gardens strategic plan to a large cohort of residents in late 2022, with a high degree of interest in the future of the village, both in terms of the support services that are planned to be available and the long term redevelopment planning for the village site itself. We will continue to work on the implementation of the strategic plan, keeping our residents, as key stakeholders, engaged and informed throughout.

OCEAN GARDENS

MANAGEMENT TEAM



Chief Financial Officer
Amanda Gray



Chief Executive Officer
Jacob Hollenberg



Wellbeing Manager
Nicole Gardiner



Sales Manager
Mark Burgess



Village Manager
Alison Rogers





MESSAGE FROM THE PRESIDENT OF OG RESIDENTS' ASSOCIATION Peter McKerracher

I am pleased to present the Annual Report for 2022-2023 on behalf of Ocean Gardens Residents Association Inc. This report highlights our achievements, challenges, and progress over the past year, demonstrating our commitment to supporting and enriching the lives of our members.

It is pleasing to report that your association continues to have a very positive relationship with both the Board of Ocean Gardens Inc. under Chairman Darren Cooper, and with Management. I meet each week with CEO Jacob and Village Manager Alison to discuss matters of mutual interest. I am grateful for their commitment to our co-operative relationship, and I know we enjoy an association with Management that is the envy of other retirement villages with whom I speak.

The addition of Alison Rogers to the team has been a very positive step. Not only has she been invaluable to residents moving and settling in to Ocean Gardens and also to those moving out, but she has also been a most accessible member of the Management team. Over the past year the Board and Management have continued to upgrade a number of systems within the Village in order to improve efficiency and economy of operation. At the same time the safety and security of residents has been a top priority. The upgrade of the fire services, the evacuation plans and the installation of more defibrillators are examples of this.

An enhancement to life within the village has been the taking over of the restaurant & kitchen lease by Michelina Lawson. This has brought an expansion of

offerings in the restaurant, particularly the café style small servings which seem to be very popular. There are, I understand, many more ideas that Michelina will be developing over coming months.

The Synergy saga continues, but is delayed by the bureaucracy, now at Western Power, but we remain optimistic that there will be light at the end of the tunnel before too much longer.

The pool having been out of order for so long has been a real disappointment and, I know, a major problem for those residents who need to use it therapeutically. It has been a real saga of one problem after another. Next Winter, Management will have suitable tilers booked in advance and the tiles delivered so that all of the wall tiles will be permanently replaced in as short a time as is possible.

The development of a branch of the University of the Third Age based at Ocean Gardens is being explored. This will serve the entire local community and help to integrate Ocean Gardens with the wider community. There is a demonstrated support within the Village so it is now planned to hold a public meeting to assess interest within the wider local community.

The objective of your committee is to enhance the lifestyle and enjoyment of our members. I believe that we have done so in the past 12 months in an increasing number of ways, and it is anticipated that we will continue to do so in the future.

OCEAN GARDENS RESIDENTS' ASSOCIATION

COMMITTEE
2022/23



President
Peter McKerracher



Past President
Ray Purdy



Deputy President
Carole Wallace



Secretary
Stephanie Jenkin



Treasurer
Terry Pearson



Committee
Mike Collett



Committee
Lyn Hall



Committee
Max Reddin



Committee
Meg Roche



Committee
Linda Worth

WELLBEING OVERVIEW

AT OCEAN GARDENS

The past 12 months has seen a fluctuation in Home Care Packages and Fee for Service numbers.

The inclusion of the Wellness program under the Wellbeing portfolio in the previous financial year has seen a positive engagement with care services, housekeeping and wellness programs. The cohesion complements delivery of excellence to the residents at Ocean Gardens Retirement Village .

Over the past financial year (F/Y), there has been a positive growth in the Home Care Package (HCP) program increasing by 40% for F/Y 2022/2023. As a result of the uptake, we have been able to extend our services to now include additional nursing delivered by a Registered Nurse onsite 5 days.

Service hours for HCP delivered totaled 9,597 hours a decrease of 3% FY 2022/2023. Further to this, 2,619 hours were delivered to residents receiving fee for service in the FY 2022/2023, an increase of 19%.

Whilst there was a decrease in HCP service hours there was an uptake in FFS hours while people were awaiting HCP to be assigned, overall showing an increase in service hours as a whole.

The Wellness program has seen a significant increase in participation of Ocean Gardens village residents from the previous FY by 31%. Furthermore, there was an increase of sessions offered by 8% for this F/Y. The uniqueness of the Wellness program focuses on engaging residents in the village on many different levels with positive focus on, supporting physical health, mental wellbeing, mindfulness, reducing social isolation, increasing community engagement and overall health. Since beginning of January 2023, there has only been two months where the average number of residents attending the Wellness program dropped below 100, confirming the significant growth seen in attendance over previous years.

In preparedness of industry reforms and to support ongoing growth, there is significant work undertaken to strengthen our governance systems to allow for seamless processes delivering best practice services into the future. In turn, allowing expansion of the HCP, Fee for Service and Wellness programs.

Key Statistics

Home Care Program (HCP)

	FY22	FY23
Number of HCP clients (In/Out)	59	70

Fee For Service

	FY22	FY23
Fee For Service - Hours delivered	2,190	2,619

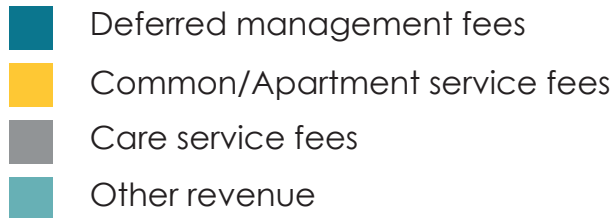
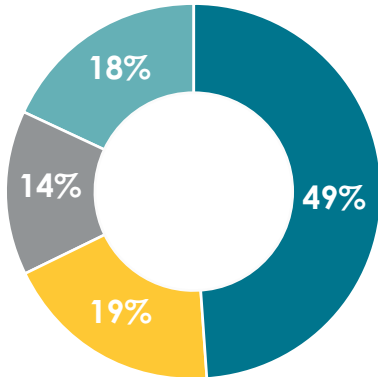
Wellness Program

	FY22	FY23
Session attendance numbers	4,977	6,506
Percentage of residents participation	34%	36%

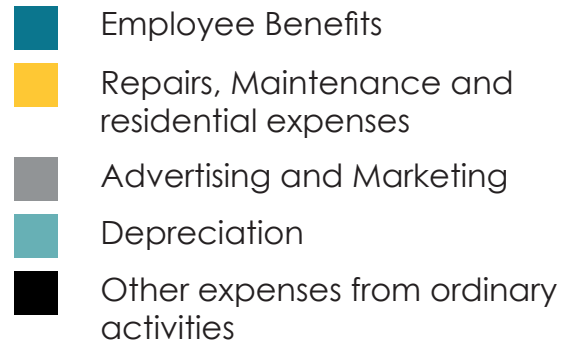
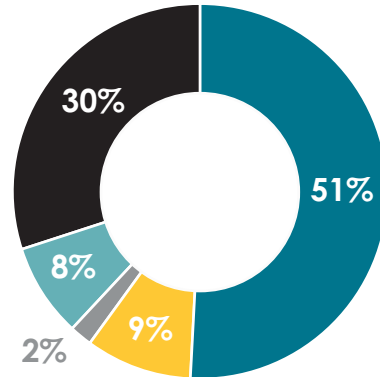
FINANCIALS

SNAPSHOT

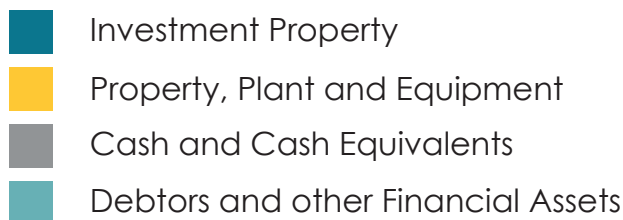
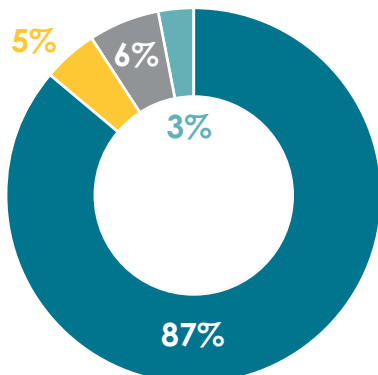
What we earned: \$9.2 million



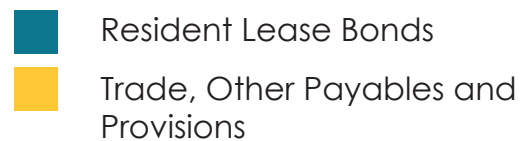
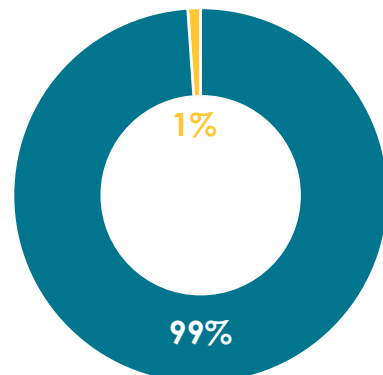
What we spent: \$7.3 million



What we own: \$161.6 million



What we owe: \$99.2 million



FINANCIAL RESULTS

SUMMARY OF CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

for the year ended 30 June 2023

Consolidated	2023	2022
	\$	\$
Revenue	8,302,454	6,847,254
Other income	918,279	423,491
Employee benefits expense	(3,684,106)	(3,238,786)
Repairs, maintenance & residential expenses	(676,553)	(703,244)
Advertising and marketing	(165,239)	(261,432)
Depreciation expense	(578,671)	(530,696)
Other expenses	(2,159,142)	(1,881,217)
Change in fair value of investment property	921,547	236,613
Change in fair value of resident loans	119,021	502,191
Net surplus/(deficit) for the year	2,997,590	1,394,174
Other comprehensive income for the year	-	-
Total comprehensive income for the year	2,997,590	1,394,174
Net surplus/(deficit) attributable to:		
Members of the parent entity	2,997,590	1,394,174
Total comprehensive income/(loss) attributable to:		
Members of the parent entity	2,997,590	1,394,174

SUMMARY OF CONSOLIDATED STATEMENT OF FINANCIAL POSITION

as at 30 June 2023

Consolidated	2023	2022
	\$	\$
Total assets	161,590,816	157,476,117
Total liabilities	99,213,969	98,096,856
Net assets	62,376,847	59,379,261
Retained surplus	62,376,847	59,379,261





Ocean Gardens Inc.

08 9285 3000

oceangardens.com.au

60 Kalinda Drive,

City Beach, Western Australia 6015