

TRANSPORT FRIENDLY SOCIETY

ANNUAL REPORT 1990-1991



Transport Friendly Society

103rd ANNUAL REPORT

To be presented at the Annual General Meeting
to be held on 22nd October, 1991



TFS COAT OF ARMS

In 1974 the College of Arms, London, a department of the Royal Household, advised that the Society had been granted a Coat of Arms – the first such organisation in Australia to gain this achievement.

The Arms depict a rod of Aesculapius, the traditional symbol of medicine, between two wheels representing the two divisions of the Tramways industry – trams and buses.

The crest shows two hands grasping a wheel as a symbol of perpetuity and friendship.

The motto, In Lineis Tutis literally translates to "On sure lines", linking the sound management of the Society to the tramways industry.

Founded in 1888

Registered under the Friendly Society Act Victoria

**5 STUDLEY AVENUE, KEW, 3101
TELEPHONE: 862 1888**

Office Bearers

For the year ended 30th June, 1991

BOARD OF DIRECTORS

Chairman	K. E. Cooper
Vice Chairman	N. L. Grant
Directors	A. J. Cunningham N. W. Giraud M. E. Gray L. J. Nelson C. O'Carroll

MEMBER REPRESENTATIVES

Delegates	T. Bergin S. Roberton J. Silcox M. Todd A. Gallagher D. Mehlman H. Gomez B. Berti T. Hedger G. Poulson E. Ellis K. Riddle E. Moore J. Loidl L. O'Toole M. Taccone K. Fox R. Jones F. Jensen D. Taylor R. Longbottom E. Reesel W. L. Maher	representing Bank Street representing Brunswick representing Camberwell representing Coburg representing Doncaster representing Elwood representing Essendon representing Footscray representing Glenhuntly representing Kew representing Malvern representing Market Street representing Market Street representing North Fitzroy representing Northcote representing Preston representing Preston Workshops representing Queen Street representing South Melbourne representing Associate Members representing Associate Members
M.T.A. Nominate Manager/Secretary		ASA
Directors of Nursing	Mrs. M. Hubble R.N. Sister Dulcie Arnott R.N.	Vimy House Private Hospital Karinyah Nursing Home
Manager	David McIntosh	The Mornington Retirement Village
Auditors	Deloitte Ross Tohmatsu	
Bankers	A.N.Z. Banking Group	
Solicitors	Darvall McCutcheon Cooke & Cussen	

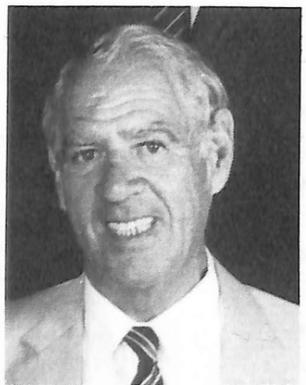
Board of Directors



Mr. Ken Cooper



Mr. Martin Gray



Mr. Noel Grant



Mr. Lindsay Nelson



Mr. Tony Cunningham



Mr. C. O'Carroll



Mr. Neil Giraud

Directors' Report

The Directors present their report together with the accounts of the Transport Friendly Society for the year ended 30th June, 1991 and the auditors' report thereon.

DIRECTORS

The Directors of the Friendly Society in office at the date of this report are:

Mr. K. E. Cooper
Chairman
Experience: 11 years Chairman
Occupation: Retired

Mr. N. L. Grant
Experience: 3 years Vice Chairman
Occupation: Retired

Mr. N. W. Giraud
Experience: 12 years Member of Management
Occupation: Retired

Mr. L. J. Nelson
Experience: 22 years Member of Management
Occupation: Retired

Mr. C. W. O'Carroll
Experience: 9 years Member of Management
Occupation: Administration Manager –
Freedom of Information

Mr. M. E. Gray
Experience: 5 years Member of Management
Occupation: Liaison Officer

Mr. A. J. Cunningham
Experience: 6 years Member of Management
Occupation: Victoria Operations Superintendent

PRINCIPAL ACTIVITIES

The principal activities of the Friendly Society during the course of the financial year were:

- Health Insurance
- Private Hospital operations
- Private Nursing Home operations
- Retirement Village operations

OPERATING RESULT

The surplus of the Society for the year was \$941,022 (1990 –\$505,336).

REVIEW OF OPERATIONS

This financial result has been achieved notwithstanding the average occupancy of Vimy House has been a steady 49% (8,899 days), which is 1% below the average of the previous year. Karinyah Private Nursing Home has recorded a modest but positive result for the fifth year in a row. The Health Funds recorded a small surplus of \$27,580 notwithstanding the claims volume increased unceasingly with a spiralling dollar value. The interest earnings contributed 2% to the reported income of the Society.

"The Mornington" – It is pleasing to report that a further twelve (12) residential units sold have produced a capital surplus of \$234,022 which has been included in the operating income of the Society.

Next year appears to be another difficult year with the volume of health fund claims continuing unabated, hospital occupancy continuing to be on the lower levels, and Karinyah Nursing Home operating under the same stringent Commonwealth financial arrangements. We look forward to the continuing construction of the Retirement Village Project. This will be staged over five years and will complete our delivery of Health Services to our members, as well as making our Society more viable.

STATE OF AFFAIRS

In the opinion of the Directors, there were no significant changes that occurred during the financial year under review not otherwise disclosed in this report of the Society's accounts.

EVENTS SUBSEQUENT TO BALANCE DATE

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors of the Friendly Society, to affect significantly the operations, the results of those operations, or the state of affairs, in subsequent financial years.

DIRECTORS' INTERESTS AND BENEFITS

None of the Directors has any relevant interest in the Friendly Society as at the date of this report. Since the end of the previous financial year no Director of the Friendly Society has received or become entitled to receive any benefit (other than a benefit included in the aggregate amount of emoluments received or due and receivable by Directors shown in the accounts) by reason of a contract made by the Friendly Society with the Director or with a firm of which the Director is a member or with a company in which the Director has a substantial financial interest.

Signed in accordance with the resolution of the Directors, dated 27th August, 1991.

K. E. Cooper
Director

N. L. Grant
Director

President's Summary

"I am sure that there are better times ahead and that we can all prosper from them."



The Transport Friendly Society has completed a very difficult year. The recession has caused many of us to pull in our belts. Unfortunately, T.F.S. subscriptions had to be raised again due to increased claims and the increase in costs and payments to the reinsurance pool. The T.F.S. Board of Directors is looking at ways to reduce costs so that we can keep subscriptions to a minimum while still maintaining our high standard of service to members.

The Mornington Retirement Village is progressing slowly. Stage Two is under construction although some units in Stage One have yet to be sold. Due to the economic situation, intending residents have found that they have been unable to sell their homes and therefore cannot afford to buy a unit in the village.

My appreciation, and thanks, go to the following people for their service and loyalty shown to the T.F.S. during the year:

The Board of Directors

Manager/Secretary
Mr. Bill Maher

T.F.S. Office
Mr. John Corcoran, Accountant, and all other staff.

Financial Planning
Mr. Don Barker

Vimy House Private Hospital
Mrs. Maria Hubble, Director of Nursing, and all nursing and domestic staff.

Medical Advisory Committee

Karinyah Nursing Home
Sr. Dulcie Arnott, Director of Nursing, and all nursing and domestic staff.

The Mornington Retirement Village
Mr. David McIntosh, Manager, and all other staff.

I am sure that there are better times ahead and that we can all prosper from them.



K. E. Cooper
President

Manager/Secretary's Summary

"The T.F.S. staff have continued to be most helpful to our members requirements, and, together, we will continue to prosper, despite these difficult economic times."

Dear Members,

The Transport Friendly Society has a proud record of always having provided cost-effective health support for its 4,500 members when they needed it most.

Government direction, or lack of it, is now making it difficult for our members to remain in the T.F.S. Weekly contributions are now at an all time high of \$28.14 per week for a family, or \$30.96 per week per family unsubsidised. Accordingly, the T.F.S. charter of helping the sick, and needy, is fast going out of fashion because these are the very people who are finding it difficult to be members.

In recent years, we have subsidised our members contributions from other activities. But, unfortunately, sooner or later, the level of contributions have to match the outgoings. The alternative is that we will inevitably face serious difficulties in our statutory reserves. Furthermore, contribution rates will be far removed from present day values.

Federal reinsurance legislation, passed in June 1989, is continuing to have disastrous effects on our health fund. Basically, it is putting health insurance outside our control. Our cries of anguish go unheeded because we represent only .05 per cent of the insured population of Victoria.

The operation of Vimy House Private Hospital

Like most other industries, we have suffered considerably during the past year. While the driving force is the insured population, it has diminished greatly in recent years. The seriousness of this is that there is a close relationship between insured people and private hospital occupancy levels.

The private health funds, which provide about 90 per cent of our income, have increased their rebates very little and in some cases not at all. The resulting higher expenditure cost has to be funded out of the non-increased revenue structure.

This has had dire consequences on our profitability. The reality is that costs are escalating while revenue is static.

Karinyah Private Nursing Home

I am pleased to report that Karinyah has maintained its 99 per cent occupancy rate. It is a great comfort to our older members in knowing they have priority for admission to a nursing home of unsurpassed care and attention.

Investment and Retirement Service

Our Financial and Investment Adviser, Mr. Don Barker, has continued to be a great asset to our members seeking unbiased and prudent financial advice.

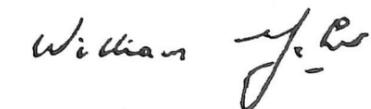
From the feedback received, they are very pleased with Don's conservative and sound advice. Each member receives the same personal attention, irrespective of the amount involved.

Directors and Staff

The T.F.S. is fortunate to have the services of very hard working directors who give freely of their time. They always have our members interests foremost in their minds.

Our hospital and nursing home staff give that extra care for which Vimy and Karinyah are renowned. Patient comfort is our byword. One of the T.F.S.'s most popular services, our dental clinic treats more than 300 members per week.

The T.F.S. staff have continued to be most helpful to our members requirements and, together, we will continue to prosper, despite these difficult economic times.



W. L. Maher
Manager/Secretary



Transport Friendly Society

Financial Statements

For the Financial Year Ended 30th June, 1991

Transport Friendly Society

Income and Expenditure Statement

For the Financial Year Ended 30th June, 1991

	Notes	1991 \$	1990 \$
REVENUE	2	13,786,650	12,081,463
Operating Surplus	4	941,022	505,336
Accumulated funds at beginning of year		9,555,160	9,049,824
Accumulated Funds at End of Year		10,496,182	9,555,160

Notes to and forming part of these accounts are included on pages 12 to 22.

Transport Friendly Society

Balance Sheet

as at 30th June, 1991

	Notes	1991 \$	1990 \$
CURRENT ASSETS			
Cash		9,150	9,150
Receivables	10	1,323,477	2,406,837
Investments	11	2,233,051	2,563,507
Prepayments		11,938	11,000
Work-In-Progress	12	3,864,645	985,722
		7,442,261	5,976,216
NON-CURRENT ASSETS			
Investments	13	76,000	239,309
Property, Plant and Equipment	14	10,807,279	12,530,122
Intangibles	15	107,756	122,756
		10,991,035	12,892,187
TOTAL ASSETS		18,433,296	18,868,403
CURRENT LIABILITIES			
Creditors and Borrowings	16	1,965,995	3,146,339
Provisions	17	441,583	556,299
		2,407,578	3,702,638
NON-CURRENT LIABILITIES			
Provisions	18	440,833	521,902
		440,833	521,902
TOTAL LIABILITIES		2,848,411	4,224,540
NET ASSETS		15,584,885	14,643,863
MEMBERS FUNDS			
Accumulated Funds		10,496,182	9,555,160
Reserves – Asset Revaluation	19	5,088,703	5,088,703
		15,584,885	14,643,863

Notes to and forming part of these accounts are included on pages 12 to 22.

Nursing and General Services

"I am happy to report that we still have an excellent team of caring staff."

The recession has made the past year a very difficult one. Many people are unable to afford private health insurance and this has been reflected in the number of private patients for whom we have been unable to care. I am happy to report that we still have an excellent team of caring staff who make my position, as Director of Nursing, most rewarding. The Nursing Staff is to be congratulated on the care, and consideration, received by patients at Vimy House, which I believe is second to none.

I thank everyone behind the scene who keep the hospital running smoothly. The Catering Department, under the supervision of Mr. Robert Berry, provides a wide and varied menu, for both patients and staff.

The Domestic Staff, under the supervision of Mrs. Dot Barker, keep the hospital spotless at all times.

Mr. Doug Taylor maintains the gardens, and Mr. Evro Pretios and Mr. Jim Dempsey attend to the hospital's general maintenance.

The Administration Staff, with Miss Tina Del Mastro in charge, continue to provide an excellent service.

I would like to take this opportunity to welcome Mr. James Prince who has taken over the Pharmacy Service.

Thank you to the members of the Medical Advisory Committee for the time they freely give and for the invaluable advice they provide for the purchase of equipment to maintain Vimy House's high standards.

Finally, to the Board of Directors, and Mr. Bill Maher, I would like to thank you all, for your continued support to myself and all the staff.

Surgical Admissions by Procedures:

	Number	Percentage
Gynaecology	672	22
E.N.T.	639	21
Plastic	408	14
Orthopaedic	561	19
General	437	15
O.M.F.	225	8
Urology	49	1
Total Admissions	2,991	100



Mrs. Maria Hubble
Director of Nursing



The Mornington

"When the T.F.S. first decided on the development of a retirement village, it saw this project as an extension of this caring philosophy which permeates throughout the organisation."

"If you are lucky, you will be old one day!" This logical comment is a very real one to every one of us – and wouldn't we like to feel that when this event occurs, that some younger people will display some care towards us.

This is the driving philosophy which should be integrated into a retirement village. The success of any village is dependent upon the caring attitudes of its management team. This therefore receives great attention at The Mornington.

When the T.F.S. first decided on the development of a retirement village, it saw this project as an extension of this caring philosophy which permeates throughout the organisation.

Those members who have visited The Mornington will agree that the project will greatly expand and enhance the T.F.S.'s services and facilities for its members.

When construction commenced in January 1989, the real estate market was buoyant and the indications were that the village would develop at an exhilarating pace. However, it's now history that the Federal Government decided to depress the economy in an attempt to control rising interest rates and inflation. This control has naturally had a retarding effect on the village resulting in a slowdown of the construction of units. However, progress of the project has been relatively successful within the industry. This would indicate that when the economy improves, this project will very quickly take up any slack and become one of the leaders in its field.

When I first spoke to our delegates, I stated that our village would be second to none, and I see no reason to vary this opinion. In fact, each and every one of the Society members will be proud to be associated with The Mornington. Some of our members who attended the official opening in October 1990 would endorse this pride in having witnessed the beautiful club house sitting on the edge of the ornamental lakes and professionally landscaped gardens taking shape.

Yes, within a few years the T.F.S. Retirement Village will indeed be a tremendous asset to the Society and its members.

To date, we have 33 residents and, within a few weeks, this number will increase to 37. Our ages range from 59 to 83. We have 10 couples included in our total number of residents.

Already, many activities are evolving in the village, including a successful art group. This group presented its first Art Show in August this year. Some of the exhibits were first class and were up for sale. The Social Club continues to develop, resulting in some very happy and sometimes hilarious events taking place. Recently, we thoroughly enjoyed a "Christmas Down Under" lunch at the Mount Martha Country Club attended by residents, some Board Members and friends, making a total in excess of 60. Each Friday, the residents have a Happy Hour which usually goes on for three or four hours. Some talent is being discovered around the piano which could lead to a choral group being formed.

Other activities include table tennis, indoor bowls, arts and crafts. An exercise group is forming which indicates that residents are properly using their leisure time, and thus counteracting boredom and isolation which is so prevalent in our ageing community.

We are a little surprised that not many of our T.F.S. retirees come to see us. Please pay a visit for two reasons. Firstly, to see what the T.F.S. is doing with its funds. Secondly, see if you would like the lifestyle we are developing at beautiful Mornington.

Even if you just come and have a cup of tea with us, we will be delighted to see any of our members.



David McIntosh
Manager



Karinyah Nursing Home

"The Nursing Staff continues to devote its efforts to maintain the highest standard of care, despite an increasing workload."

It is with pleasure that I present my first Annual Report from Karinyah Nursing Home for the year ending 30th June, 1991.

Karinyah Nursing Home lost the services of Sister M. McDonnell, as Director of Nursing, in February, 1991 when she resigned. She is greatly missed by residents, staff and relatives. We thank her for the great contribution she made to Karinyah and the high standard of care which was given under her guidance.

The Nursing Staff continues to devote its efforts to maintain the highest standard of care, despite an increasing workload and the time demanded of them in the documentation of activities and care to meet the Outcome Standards as set by government regulations. Staff meetings and on-going training also make demands on staff time and all staff participate willingly.

I thank the Nursing Staff for their continued efforts and for their help to me during the past five months. I look forward to continuing the happy working relationship we have developed.

Karinyah continued to average 99.5% occupancy during 1990/1991 with the average age of residents being 86.6 years.

Mrs. Marian Ritchie, our Occupational Therapist, looks for various interesting activities for our residents to participate, like trips to The Mornington Retirement Village, Chadstone Shopping Centre and a wonderful day having Leigh's Mobile Farm Animals visit us. Family and friends were invited along with 20 preps from Our Lady of Victory School and we all enjoyed a barbecue afterwards.

Church services are held regularly and I thank the Rev. G. Wall of St. Marks Church of England, and Rev. F. P. Astley, S.J. of Campion College for their spiritual care and moral support given to the residents.

Mr. William Martin continues to visit us on a regular basis. Residents and staff look forward to his visits as he always has some new, and interesting articles. His travelogues and talks are of great interest. We all thank him greatly for the time and effort he puts into these visits.

To the visiting medical practitioners, and all health professionals, I thank them for their continued support and look forward to maintaining our association in the years ahead.

To our volunteers, Mr. Jim and Mrs. Jan Evans, who visit residents on a regular basis, chatting and handing out goodies, we thank them very much. Miss Margaret Norris, runs the kiosk on a voluntary basis, and looks after the special needs of residents, we thank her very much for her time and effort.

I thank the Karinyah Social Club under the Presidency of Sister Geraldine O'Brien and her Committee for all their hard work which they freely give. Their support is greatly appreciated by all.

A very successful doll show and mini-fete was held in November 1990 plus cake stalls and various raffles. The proceeds have enabled the Social Club to donate two greatly appreciated Hendicare beds to Karinyah.

The Catering and Domestic Staff continue to contribute greatly to Karinyah's successful running. A high standard of catering and domestic services are maintained.

A sincere thanks to the President and Directors of the Transport Friendly Society, to Mr. Bill Maher, Manager/Secretary, and to Mr. John Corcoran and all the T.F.S. Staff for their support, advice and cooperation.

I would also like to thank Charge Nurse, Sr. Anne Woodward, and Mrs. E. Acatos for the smooth running of the office.

With such a devoted and caring staff, Karinyah Nursing Home will continue to provide a high standard of care to all our residents.



D. A. Arnott
Director of Nursing



Financial Planning Adviser

"My foremost thought is protecting your capital as well as getting a reasonable return on your savings."

The Transport Friendly Society is now entering its third year of offering all members a safe and secure Investment and Retirement Advisory Service.

T.F.S. Directors see this service as an integral part of our objective of helping all of our members achieve satisfactory, and economical financial advice.

In heading the Financial Advisory Service, I bring more than 35 years business experience to the position with a background as a Fellow of the Australian Society of Certified Practising Accountants as well as being a C.P.A.

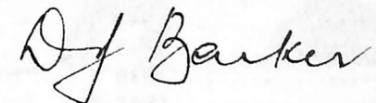
I am conservative, and cautious, and make no apology for being that way with your money. When recommending any type of investment, my foremost thought is protecting your capital as well as getting a reasonable return on your savings.

Chasing high returns on capital can be a recipe for disaster as experienced by Estate Mortgage and the Pyramid Building Society.

I urge every T.F.S. member to take advantage of my prudent investment expertise. My services are available for all age groups, for those nearing retirement, the middle-aged and the young.

The T.F.S. Investment and Retirement Advisory Service extends to the following type of investments:

1. Fixed interest.
2. Debentures.
3. Friendly Societies and Insurance Company Bonds.
4. Equity and Property Trusts.
5. Mortgage Funds.
6. Income Trusts.
7. Rollover Funds.



Don Barker
Financial Planning Adviser



Transport Friendly Society Office Bearers 1908 – 1991

From 4th April, 1888, to 1907 and other periods, there are no records.

PRESIDENT

J. Denham	1908-1909
W. S. McCrae	1916
H. Hardy	1919-1921
S. G. Rhimes	1922
J. W. Swanson	1923
J. Hayes	1924
M. Stapleton	1925
J. Armstrong	1926
A. R. Smith	1927
H. Bolger	1928
M. McSweeney	1929
G. McCann	1929-1931
E. Radford	1931
A. Porteous	1932
R. H. Hollow	1935

VICE PRESIDENT

F. R. Capp	1908-1909
H. Hardy	1916
J. G. Hill	1919
C. Sheldrake	1921
J. W. Swanson	1922
J. Hayes	1923
M. Stapleton	1924
J. Armstrong	1925
A. R. Smith	1926
H. Bolger	1927
M. McSweeney	1928
G. McCann	1929
E. Radford	1929-1931
A. Porteous	1931

From 17th November, 1932, to 17th October, 1939, there are no records

W. Locke	1939
R. J. Scott	1940
C. Townsing	1941
E. Norris	1942
T. Johns	1943
R. Anderson	1944
H. H. Bell, Jnr.	1945
C. Binstead	1946
W. Lourey	1947
B. Dodds	1948
L. Monaghan	1949
A. Plant	1950
H. Hood	1951
F. Kinsey	1952
W. Heeney	1953
R. Solly	1954
A. C. Cullen	1955-1963
L. J. Nelson	1963-1971
F. W. Smith	1971-1974
J. J. Long	1974-1979
K. E. Cooper	1980-

R. J. Scott	1939
C. Townsing	1940
E. Norris	1941
T. Johns	1942
R. Anderson	1943
H. H. Bell, Jnr.	1944
C. Binstead	1945
W. Lourey	1946
B. Dodds	1947
L. Monaghan	1948
A. Plant	1949
H. Hood	1950
F. Kinsey	1951
W. Heeney	1952
B. Bergin	1953
J. Long	1954
B. Bergin	1955
C. J. Williamson	1956-1961
L. J. Nelson	1961-1963
B. F. Wells	1963-1967
J. J. Long	1967-1974
K. E. Cooper	1974-1979
H. L. Bowman	1980-1985
N. Grant	1985-

SECRETARY

G. Feinaigle	1908-1909
J. V. O'Connor	1911-1954
J. M. O'Connor	1954-1955
J. E. F. Worrell	1955-1971
A. A. Mann	1971-1979
B. F. M. Wells	1980-1984
H. Ringrose	1985
W. L. Maher	1986-

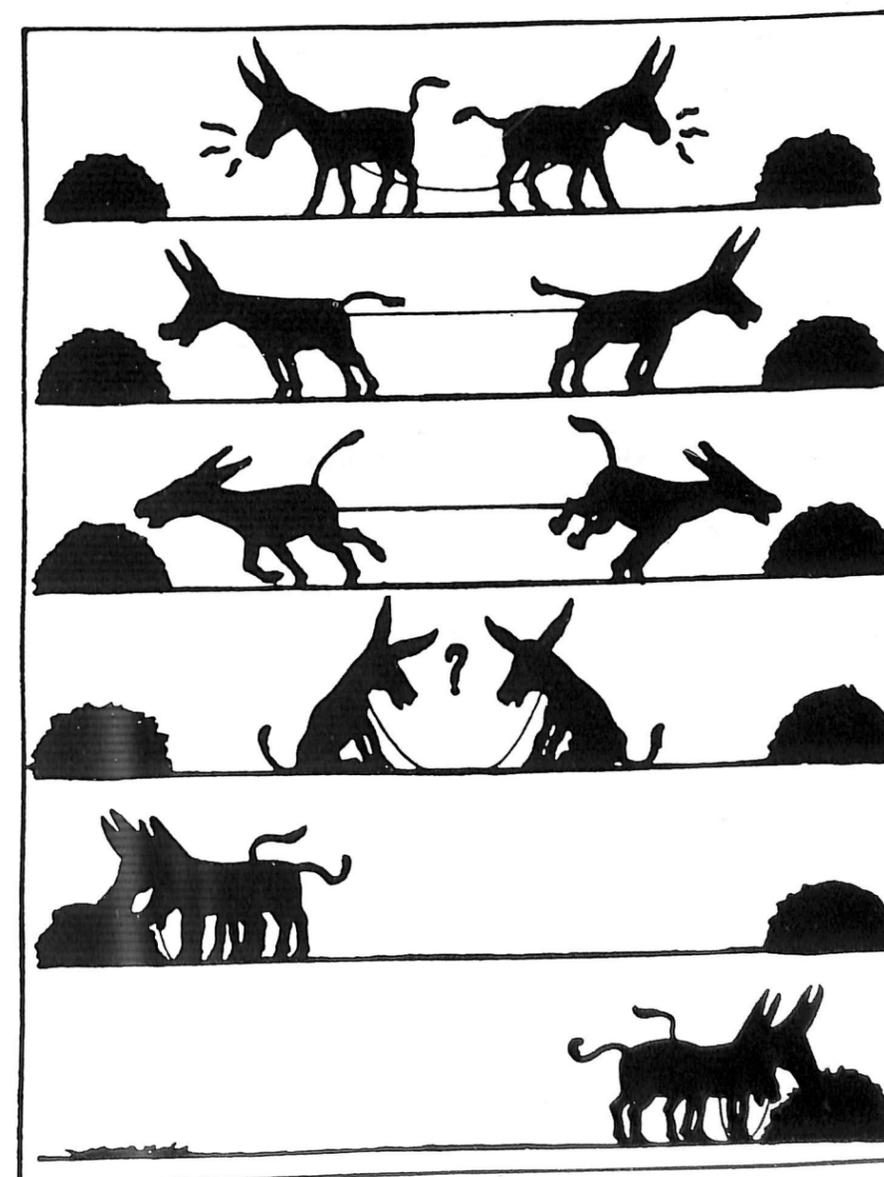
TREASURER

T. Wilding	1916
W. S. McCrae	1919
W. H. Orpin	1920-1929
M. P. McSweeney	1929-1946
R. Anderson	1946-1955
C. Bond	1955-1965
J. E. F. Worrell	1965-1971
A. A. Mann	1971-1979
B. F. M. Wells	1980-1984
H. Ringrose	1985
W. L. Maher	1986-

T.F.S. TEAM WORK

Finally, a big thank you
to the many people who helped in the
past year to make the T.F.S. the
magnificent organisation it has become.

AN EDITORIAL WITHOUT WORDS



T.F.S. . . . THE BEST VALUE IN HEALTH CARE

Mr. W. Maher,
Manager,
VIMY House Private Hospital,
5 Studley Avenue,
KEW VIC 3101

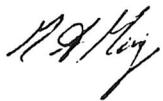
Dear Mr. Maher,

I am writing to you as a show of appreciation to your hospital staff's attitude towards the patients during my stay in the hospital in the period between 3/7/1991 and 7/7/1991. I mean every member of the staff, starting from the receptionist who did the paperwork during my admission, to the nursing staff, both at the operating theatre to the bedside treatment and observation, who are in my opinion a credit to the medical profession. Their understanding, their involvement and their bedside attitude are next to none, which I am sure would make Florence Nightingale proud of their achievements.

In conclusion, I cannot find enough words of praise to describe my appreciation.

Many thanks again,

Yours faithfully,



Dr. M.A. Morsy, M.B., B.Ch.
Doncaster, Victoria

