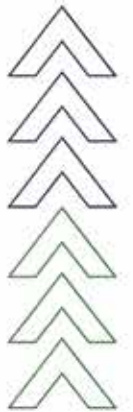




FLOWER FOUNDATION

Retirement Homes

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ANNUAL REPORT

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The **Annual Report** can be viewed on www.flower.org.za. Scan the QR code to be directed to the report.



OUR PHILOSOPHY, MISSION & VALUES



Our Mission

Flower Foundation operates as a non-profit entity and provides life-time quality care in secure environments for self-reliant individuals who are older than 55 years of age, and for those requiring long-term care or specialised Dementia Care.



Our Philosophy

If you want to slow down, *that's good*
 Or fill each day to the brim with laughter,
that's good
 If you want company, but also want time and
 space to be alone,
That's good.
 When you have places to be, and things to do
 Or none of those, *that's good*
 When you need help, not pity
 If you live carefree, or need extra special care
It's all good
 There's a time. There's a place.
 Flower Foundation, *it's a good life.*



Our Values

Friendly Staff - Our staff are completely focused on providing a friendly service to our residents and their loved ones.

Loyalty - Loyalty and dedication from our staff is imperative to both Flower Foundation and all our residents.

Outstanding Care - We ensure that our residents receive exceptional care by taking time to listen to them and their loved ones.

Welcoming - Flower Foundation creates a welcoming environment for our residents making them and their visitors feel at home as soon as they arrive.

Engagement - We encourage our residents to participate in all our activities, thus increasing their social well-being.

Respect - Our residents, staff and business partners are treated with respect and dignity.

ORGANISATION INFORMATION

MANAGEMENT BOARD

CHAIRPERSON: Ramokgopa, P.N.

DEPUTY CHAIRPERSON: Cooke, P.R.

CHIEF EXECUTIVE OFFICER: Coetzee, G.J.

BOARD MEMBERS:

Bruce-Brand F.M. (Resident)
Cox, G.R. (Resident)
Hough, J.M.
Luüs, C. W.
Marais, R.
Renney, F. (Resident)
van der Merwe, N.H. (Resident)
Wood, M

EXCO

Chairperson: Ramokgopa, P.N.
Bruce-Brand F.M.
Coetzee, G.J.
Cooke, P.R.
Marais, R.

COMMITTEES

AUDIT AND RISK COMMITTEE

Chairperson: Cooke, P.R.
Bruce-Brand F.M.
Luüs, C.W.
van der Merwe, N.H.

Invitees

Baker, R.
Coetzee, G.J.
Ramokgopa, P.N.
Oosthuizen, L.

HR AND ETHICS COMMITTEE

Chairperson: Cox, G.R.
Hough, J.M.
Marais, R.
Ramokgopa, P.N.
Renney, F.

Invitees

Baker, R.
Coetzee, G.J.
Els, G.

GENERAL INFORMATION

Country of Incorporation and Domicile:
South Africa

Nature of Business and Principal Activities:

Owner of immovable property and facilities for the care and accommodation of older persons and the administration of related services.

Administration Office:

Unit 4, Surrey Square Office Park,
330 Surrey Avenue, Ferndale, 2194

Postal Address:

P O Box 3442, Randburg, 2125

Contact Number:

011 781 4920

Bankers:

Standard Bank of South Africa Ltd

Auditors: Wakely-Smith Lattuca Inc.,
33 Peter Place, Lyme Park, 2191

Association Registration Number:

000-836 NPO

Website:

www.flower.org.za

Facebook:

FlowerFoundationRetirementHomes

LinkedIn:

flower-foundation

Twitter:

@FFRetirement

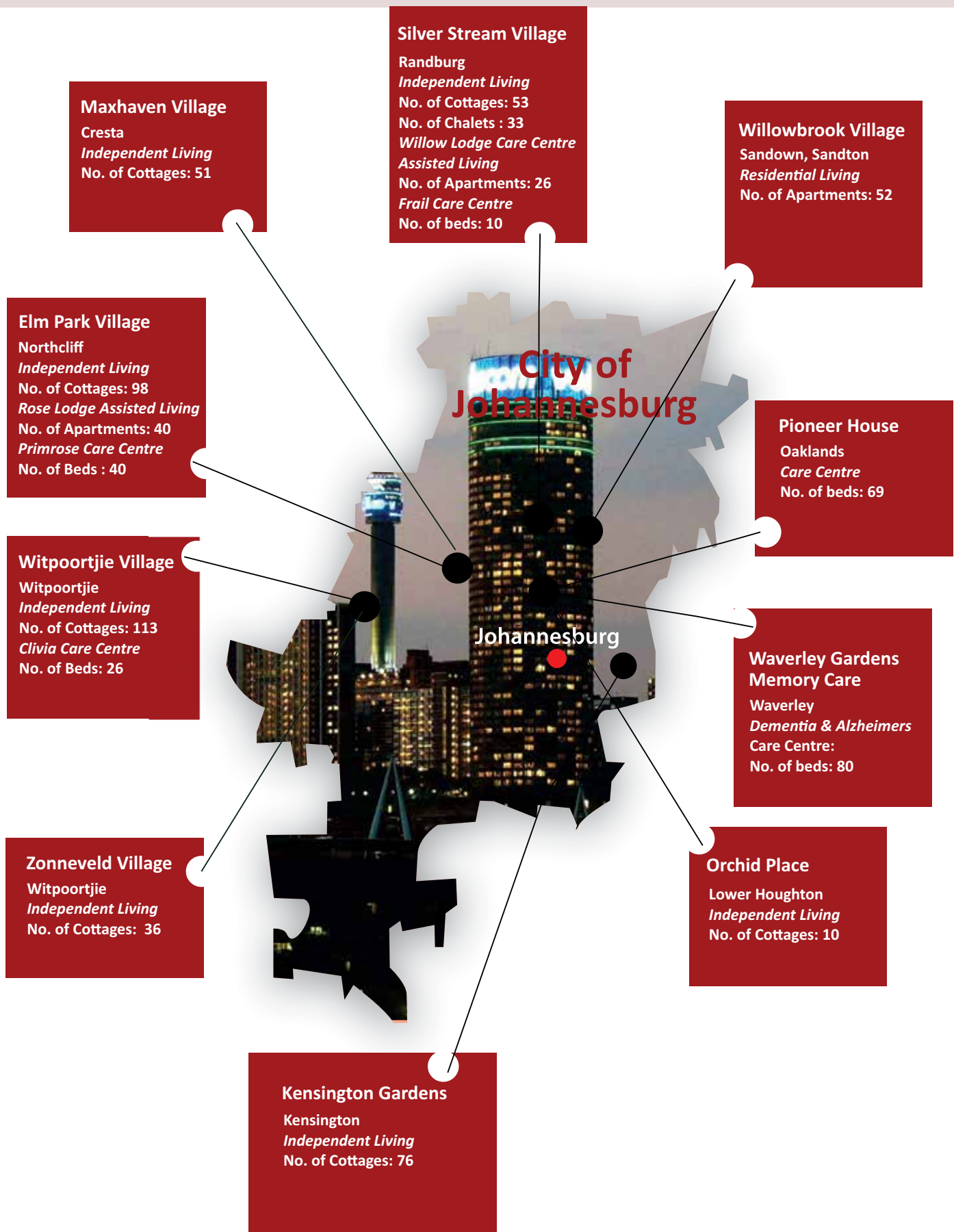
Instagram:

flowerfoundation1963

YouTube:

@flowerfoundationretirement9529

OUR VILLAGES



CHAIRPERSON'S REVIEW

Nombuso Ramokgopa



In this report we highlight our goals and objectives and report on Flower Foundation's performance against those objectives, while we continue to work hard to maintain and improve quality and effective care for all our residents. Whilst COVID-19 restrictions have been relaxed globally, Flower Foundation has maintained the strict infection control protocols in our Care Centres to ensure the health and safety of our most vulnerable. And we are grateful that life is slowly returning to normal from having been influenced by the COVID-19 pandemic.

This devastating pandemic severely impacted on our quality of life, redesigned the way we went about our lives and conducted business, resulting in financial uncertainty for businesses and individuals alike. These uncertainties and changes demanded a Management Team and staff that is agile, adaptable and resilient for a business to thrive. I am proud to report that all our Teams skilfully rose to the occasion as they professionally and successfully navigated the biggest global crisis in generations.

Our low infection rates during this pandemic speak of the high quality nursing care we render to our residents and I would like, on behalf of the Management Team and the Board, to thank the Matrons, nursing staff and the COVID-19 Committee for their dedication, commitment and tireless efforts during these challenging times.

Looking back at the report I gave at the last AGM, I am pleased to note that Flower Foundation has maintained its position, keeps on growing and is recognised as a leader in the retirement space. Our business moral compass undergirded by ethical values such as compassion, respect, professional integrity and social responsibility continue to set us apart from our competitors. This is evident in the incorruptible manner we conduct ourselves as individuals and as a business and the high regard we hold our internal and external stakeholders.

In order to position and maintain Flower Foundation as the best of the best in a world where change is the only constant; we the Management Board and Management Team need to maintain good governance by committing to our strategic focus, promoting transparency and accountability through open and frequent communication to all our stakeholders. Strong internal controls, high levels of transparency and disclosure and an empowered Management Board strengthen the governance structure of an organisation and as part of this annual report you will find the CEO's report for more information on the organisation's operations. We have achieved this by adhering to applicable legislative frameworks such as the Older Persons Act 13 of 2006 and ethical principles and leading corporate governance practices as found in corporate governance codes such as King IV Code.

Globally, we have had to deal with change forcibly brought on by uncertainty on the economic and social landscapes together with these new demands and shifting expectations it became urgent and necessary for Flower Foundation to design and adapt to a new business and work approach. Change in competitive circumstances in the care of the elderly and retirement environment also meant we have had to look at other feasible and viable ways to fill our villages, this in line with our business model and ethical values, one of which was to offer short-term and long-term rentals. This has helped elevate the mood and atmosphere in some of our villages such as Kensington Gardens and we thank our Marketing and Sales teams for all their efforts in this regard. This required careful communication, coordination and management by the Management Team and the Board. The CEO's report speaks more on this item.

The encouraging financial report is a result of the collective collaboration and passion shared by our Financial Team under the stewardship of Mr. Leo Oosthuizen and the Audit and Risk committee chaired by Mr. Patrick Cooke. Their robust financial management of the organisation mitigated the fiscal risks during these challenging and competitive times. We continue with

CHAIRPERSON'S REVIEW

our cost saving initiatives whilst maintaining the upkeep of our facilities and we excitedly look forward to the grand opening of the Silver Stream community centre and the replacement of the lift at Rose Lodge at Elm Park. In our attempt to address the electricity challenges we have had to investigate various solar options and the costs thereof with the view of implementing this for the Care Centres and thereafter branching out to other areas in the villages. The CEO speaks more on these in his report.

It has always been our goal to provide a safe and secure environment for all members of our community and to this end the Management Team is in constant touch with our security company and the same level of communication is maintained with our catering company to ensure offerings that are of top quality, nutritious and filling. On behalf of the Management Board, I wish to express our heartfelt appreciation to all our external service providers for assisting us in our quest to achieve our goals and objectives as an organisation.

At our last AGM Mr. Peter Mason elected to step down from the Board due to other commitments. I, on behalf of the Board, would like to thank Mr. Mason for his service and wish him all the best in his endeavours. Ms. Fay Renney and Mr. Mike Wood were elected to serve on the Management Board, Ms. Renney is a resident at Silver Stream Village and Mr. Wood was elected as a non-resident Board Member. We welcome them onto the Management Board and the Flower Foundation team. This means that the Board has remained relatively unchanged ensuring stability and continuity and I am confident that the current Management Board and Management Team will successfully see us into the future.

Immense gratitude is extended to our network of volunteers from the community, who have served on our various committees or worked within our residential and care facilities your philanthropic endeavours and generosity, compassion and dedication make a huge difference and is appreciated.

We thank our active and committed resident leadership for their dedication, resilience and resolve in coordinating and supporting community activities that create a warm and welcoming environment in your respective villages. I would also like to thank all residents for their eager participation in these activities and the excellent care, respect and understanding they have shown to all our staff as they carry out their respective duties. The families of our residents have my gratitude for actively embracing all of Flower Foundation and its processes and for respectfully engaging with us. Your views and contributions are always welcome and appreciated.

I want to acknowledge the efforts and thank the whole staff at Flower Foundation for their professionalism and dedication. The staff at our villages, especially in our Care Centres, warrant particular praise for the way they continue to diligently carry out their duties and especially in supporting our residents and families. Their compassion, dedication and commitment is commendable. Wise and compassionate leadership are critical in successfully executing an organisation's strategy, and I would like to thank Mr. Gert Coetzee for his compassion, professionalism and ethical leadership as CEO of Flower Foundation.

Flower Foundation is turning 60 and of course there will be celebrations, more information on this will follow in due course.

In closing I must give appreciation and my sincere thanks to the Management Board for their professionalism and commitment to Flower Foundation and its residents. I look forward to our 60th celebrations, and more successful and joyful years.

**Thank you and take care,
Nombuso Ramokgopa**

CEO'S REPORT

Gert Coetzee

In 1966 Robert Kennedy said the following in a speech made in Cape Town *'There is a Chinese curse which says, "May he live in interesting times like it, or not, we live in interesting times. They are times of danger and uncertainty, but they are also more open to the creative energy of men than any other time in history.'*

This seems like a quote that can be applicable to almost any time depending on the beholder. I can however not help but think it is indicative of our current circumstances more than ever before. Business in South Africa has never before in our history, been faced with the type of challenges that we are currently facing. Never before was it necessary to ensure you had back-up systems for your back-up systems and that you had contingencies in place for your contingencies.



Electricity Woes

As does the rest of South Africa, we at Flower Foundation had to roll with the punches of ever-increasing levels of loadshedding. We have even gone to the extent of showing diesel consumption and generator maintenance on its own separate line in our management accounts. The total cost directly related to generators for the past financial year was well in excess of R1 million.

We have over the last 8 months, as mentioned in a previous communication, been investigating the feasibility of switching to solar power and to what extent? Do we opt for a grid-tied solution which still leaves us exposed to loadshedding but gives us better control as to the cost of the electricity? Alternatively, do we choose a system with battery back-up which gives a lot more convenience but will undoubtedly have cost implications and what is the premium we and our Residents are willing to pay for this convenience and independence?

The Management team is currently in negotiations with a supplier that was shortlisted and by the time of this report being published would have made a proposal to the Board as to what we propose going forward. One thing regarding electricity supply that is a fact is that it will get much worse before it gets better.

Operational Overview

We could with a fair amount of certainty predict that the lack of sales of Independent Living Units during the lockdown were only deferred sales. A claim that was vindicated by the number of sales for the two financial years post lockdown. In the 2020/1 financial year we were only able to conclude thirty seven Tenancy Right sales. The following year we attained record sales of sixty five units. In the past financial year, we were able to almost match that number with sixty four sales.

This almost record equalling number was brought about by a fresh new outlook with regards units that have been in the market for a long time coupled with the decision to not upgrade units at all costs. The process when a unit gets vacated and put up for sale is a lot more consultative with the exiting Resident/family. This ensures that any misgivings by either party is addressed timeously and that transactions are concluded amicably.

CEO'S REPORT

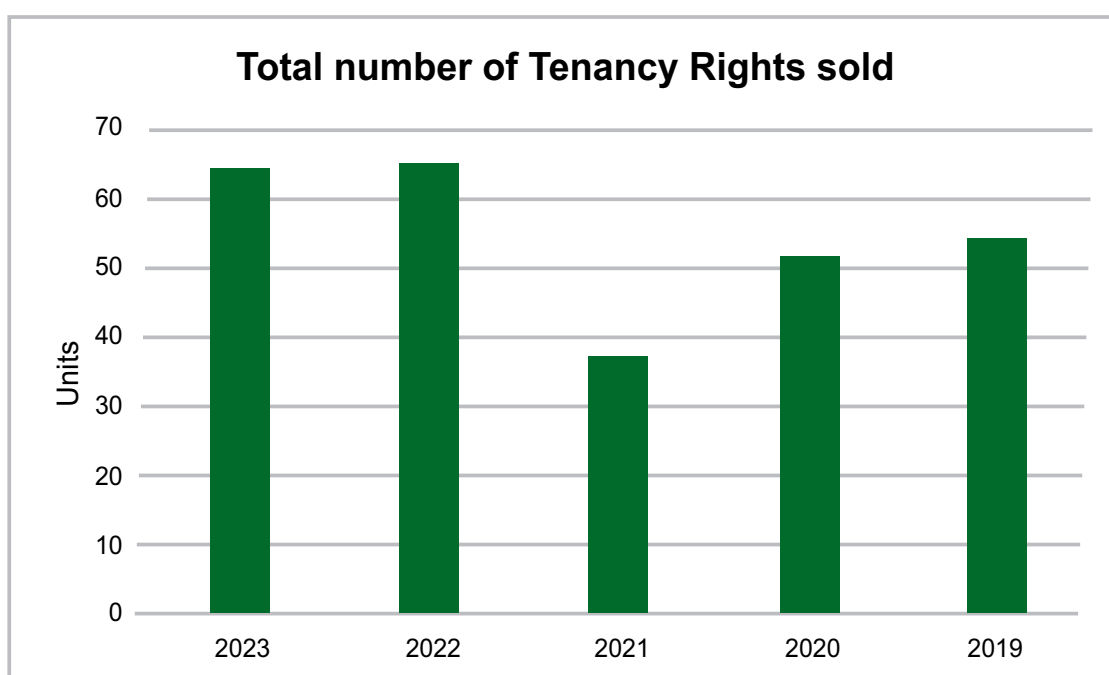
We have also identified units in Kensington Gardens and Witpoortjie Senior Park that we earmarked for rental units. This decision was made due to the increased demand for rental units and the lack of interest in purchasing these specific units.

It is no secret that filling our Care Centres since the pandemic has been an uphill battle. It is well documented that there was a reluctance amongst prospective residents to move into Care Facilities due to the strict regulations placed on Residential Facilities for the elderly through the Disaster Management Act. This forced a lot of prospective clients to investigate "Home Based Care" as an alternative to placing a loved one in a Care Facility.

Flower Foundation has embarked on an extensive drive to show the value proposition of having a loved one taken care of in a professional well-run establishment. In addition to this, we have appointed a dedicated Care Consultant that acts as a liaison between the different Matrons and the prospective resident. We identified that there was a disconnect between Villages and that a lot of prospective residents fell through the cracks. We are now able to expose them to all our Care Centres at the onset in order to find the one that is the best fit for them.

This strategy is starting to pay dividends, which is evident from the increased number of residents in our care centres. We are nowhere near the numbers pre COVID-19, but we are definitely clawing back lost occupancies.

We have also embarked on a process to reduce the number of Full Care beds in our service offering, but rather than getting rid of them entirely we will be converting them into Supportive Living units. In addition to this we are also phasing out the selling of Tenancy Rights in Assisted Living. This will be a gradual process, as the capital outlay for refunding vacating residents is substantial.



Financial Overview

It is evident from the results for the 2023 Financial Year that we are steadying the ship and we are in a significantly better position than a year ago. We have been able to post a Total Comprehensive Surplus of R1.674 million, compared to a Shortfall of R0.702 million in the prior year.

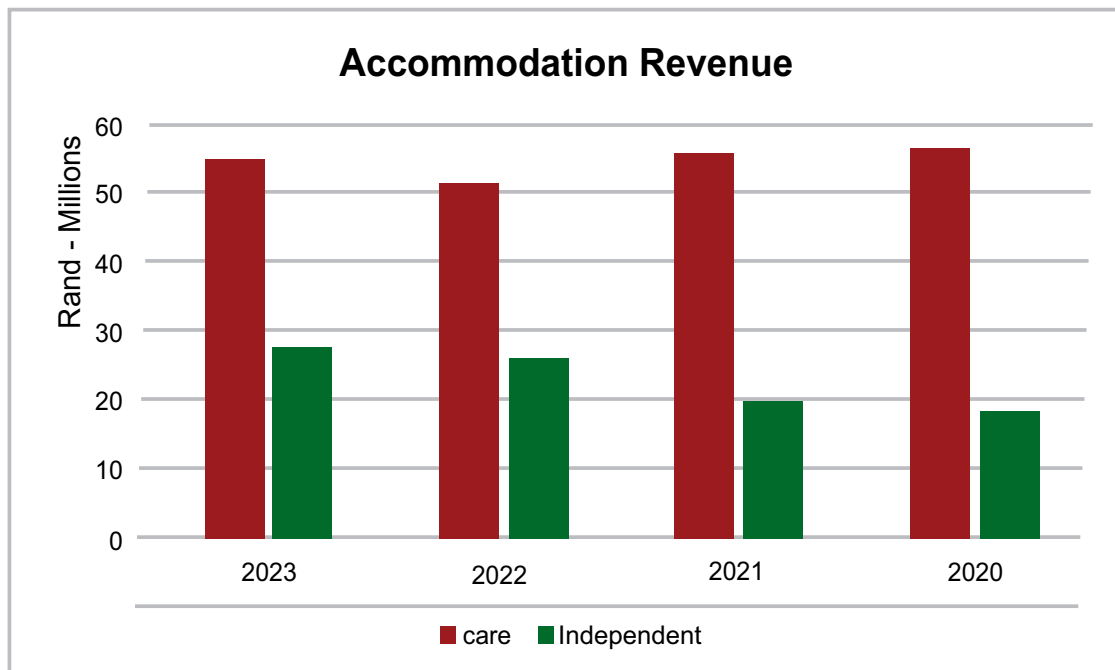
Accommodation revenue increased by 6.4 % to R83,108 million, whilst expenditure associated with accommodation, despite all the challenges we faced during the year only increased by 5.6%.

CEO'S REPORT

Despite us almost equalling the number of sales of Tenancy Rights compared to the previous year, the revenue thereof was down by R2.178 million. This can be contributed to very specific sales drives, in particular at Zonneveld and Kensington Gardens Villages, where units were being discounted substantially and the greater part of the discount was funded out of Flower Foundation's share of the proceeds.

The challenge that we are faced with when embarking on such a strategy is to marry impetuosity with prudence.

In 2020 during the pandemic a moratorium was placed on the early pay out of Tenancy Rights; this decision is still in place. We however, placed a lot more emphasis on a practice that has been in place for a while but not that well known, namely the retention of the Tenancy Right refund by Flower Foundation for which the resident will receive a 10% discount on their monthly care levy.



Capital Projects

Due to the economic uncertainty brought on over the past few years, we focused a lot on our preventative maintenance and general upkeep of facilities and not so much the enhancement of what we have. Prior to the pandemic we did some upgrades at amongst other units, Waverley Gardens Memory Care, Clivia Care and Primrose Place.

At the previous AGM I made it clear that the days of not consulting our residents with regards to decisions that directly affect them are gone. During the past financial year, we embarked on two processes: the upgrade of Silver Stream's Community Centre and a general upgrade at Willowbrook. These two projects will have their conclusion in the 2023/24 financial year and are the forerunners of what is planned at Elm Park. A conscious decision was made not to make these upgrades carbon copies of each other but to carry a sense of similarity through. We want future visitors to recognise and be aware that they are in a Flower Foundation Village when they enter one of our facilities.

We have also invested in a new elevator for Rose Lodge. It is currently being manufactured in Spain and should according to our information land in Durban mid to end July and would be fully operational by the end of August or beginning of September 2023.

CEO'S REPORT

Community Outreach

We still continue with our outreach services at De Wetshof Village by doing weekly clinics and assisting them in every way we can. Unfortunately, a large part of our outreach programme normally consists of the training of Care Workers in association with an external party which we, since COVID-19 have not been able to do. We are currently waiting on the Health and Welfare SETA to approve our curriculum for Flower Foundation's own training programme. Once approval is obtained, we will use the training facility at Kensington Gardens for this purpose.

In addition to the planned training of General Care Workers we have also confirmed with Alzheimer's S.A. that their specialised training will start again this year and we will be using the Schaffner Training donation to this effect.

What lies ahead?

The economic outlook for our country is fairly bleak. Interest rates are at levels last seen in 2009, and the housing market has cooled down substantially. Increasingly prospective residents that withdraw from negotiations do so because they cannot sell their properties. That unfortunately is part and parcel of the industry, and we need to ensure that our offering to prospective residents remains of such a nature that we stay one of the most desired and sought after providers of housing for Older Persons in Johannesburg.

In conclusion I want to thank each and every member of staff, the Management team, and the Board Members. It is truly a joy and a privilege to work with such a dedicated group of people. To the Residents Body, the standard assurance that goes out to all our current and prospective Residents; ***Your investments are in safe, capable hands and everyone from Board Members to Village staff continuously strive to serve you with excellence.***

Gert Coetzee
Chief Executive Officer



THE MORAY FRANZ AWARD

This is the third year that The Moray Franz Award has been awarded to a resident for their outstanding service to fellow residents and the organisation. The award was initiated by Mr. Gert Coetzee, Flower Foundation CEO, in 2020.

The Award was named after Moray Franz, the founder of Flower Foundation, in 1963. She dedicated her life and time to the elderly after realising that many elderly and frail people needed assistance as they aged. The recipient of the Award in 2022 was Mr Graham Ehrich from Silver Stream Village. The Award was presented at the AGM on the 18th of August 2022.

About Graham Ehrich

Graham is 83 years of age and is blessed with two children, a daughter and a son.

Graham collects stamps and enjoys walking, playing chess, gardening, bird watching and reading.

When Graham left school at the age of 18, he joined the City Council of Johannesburg. His tenure with the Council lasted until he retired. Throughout his 47 years of employment, he worked in various departments.

Graham moved into the Silver Stream Village with his lifelong partner Pearl Turner in October 2009. In 2010 he was elected Assistant Chairman of the Residents Association. In 2011 he assumed the role of Chairman of the Residents Association; he continued in this role until 2013.

In 2015 Graham was re-elected as Chairman of the Residents Association and retired after one year. Graham ran the recycling project for five years before handing it over to another resident in Silver Stream.

Graham was also the first resident in Silver Stream to become a Flower Foundation Board Member. He served on the Board from April 2013 to September 2015.

Graham initiated the large print Library and had a meeting room built on the property now known as "The Silver Room". He assisted the Village Manager of Silver Stream for two years by overseeing all the gardeners.

Once a month, Graham would go to the Kensington Gardens Village to assist with any problems and maintenance issues the village had.

He is a valuable asset to Flower Foundation. **Thank you** for all you do for Flower Foundation and its residents.



VILLAGE NEWS

"After a lifetime of working, raising families and contributing to the success of this nation in countless other ways, senior citizens deserve to retire with dignity"- Charlie Gonzalez

ELM PARK

Elm Park residents have had a very active year. Primrose Place and Rose Lodge residents have been diligently attending the exercise groups held at the village. Apart from their own exercise programmes, the independent residents also continued with Senior Gym twice a week. As Yvonne Dowlen, a senior figure skater, says: "As you grow older, if you don't move, you won't move." Hence, we believe exercise is an absolute must in our villages.

In addition to the exercise groups, brain games, leisure activities, and Bingo are some of the many activities that were also enjoyed since the COVID-19 restrictions were lifted.

Special events that took place include a guest speaker for Women's Day, a celebration of Spring Day and Heritage Day and the first-ever Breast Cancer Awareness Walk was arranged by the residents.

It is wonderful to see our residents participating in the various activities after having endured the strains brought on by COVID-19 and the changes it brought to our lifestyles.

PIONEER HOUSE CARE CENTRE

Pioneer House residents have "gees"; they never miss their Bingo Games and social activities arranged by the OT and Activities Co-ordinator. Pioneer House also hosted a few Bingo events to which Waverley Gardens and Willowbrook residents were invited and treated with tea and sugary spoils. Residents were kept busy with baking, games, and arts and crafts.

On Mandela Day the staff of SearchKings Google Ads Marketing Agency visited the village and enjoyed the morning planting trees and painting rocks with our residents. We are very grateful that they picked Pioneer House to dedicate their 67 minutes to.

A market day was held in November and what is a market without a theme? "Grease Lightning" was chosen and residents and staff dressed up in style. There were food stalls, clothing and gifts on sale. Members of the surrounding community enjoyed the day with our residents.

It is so special when neighbouring school children visit the village, bringing our residents entertainment, cheer and spoils. They are always welcomed with open arms by our residents and staff members. Guest speakers provided memorable talks at Pioneer House.

As exercise is essential to our daily lives, the JAM exercise groups and the drumming circle are important events for our residents. Social activities always turn into a party, and our residents make sure they dress for the occasion. Pioneer House residents do believe age is just a number.



VILLAGE NEWS

SILVER STREAM VILLAGE

Boredom is not a word used by Willow Lodge residents; there is always something to do. Residents regularly participate in arts and crafts and their beautiful creations are used as room decorations at special events. The knitting circle club which consist of Care and Independent residents have weekly sessions and have donated plenty of their knits to hospitals in Pongola for those in need.

Baking is thoroughly enjoyed and they reap the rewards afterwards as they eat their bakes. They enjoyed the companionship of a regular visitor named Charlie, the therapy dog. The residents spoil Charlie with treats and rubs.

Silver Stream Village hosted a Potjie cook-off in which residents from Silver Stream and other villages participated. The residents and external community members enjoyed the entertainment, the variety of food available and the laughs inspired by Willie Esterhuizen. The winners were "3 Bats and a Ball" for best Potjie and the "Blooming Blignault's" for best team spirit and were only one point behind the winners for best Potjie.

With activities like this, there is never a dull moment at Silver Stream Village.



MAXHAVEN VILLAGE

"Life at Maxhaven" has returned to normal; residents enjoy the beautiful, well-kept gardens with social get-togethers. Birthday celebrations and Wedding Anniversaries were among the events arranged by the residents or family members.

After pausing activities at the village for a while, some took longer to reinstate than others, Bingo nights being such an activity. This was reinstated during the latter part of 2022.

The Knitting Club was very busy throughout the year and accumulated many knitting items which were donated to the Salvation Army.

Christmas is always a time for celebrations at Maxhaven; the residents enjoyed the delicious meals, laughter, and chatter in the Maxhaven community centre. The staff were also spoilt at their end-of-year lunch. Christmas carols were a joyous moment enjoyed by all; this was arranged by one of the Maxhaven resident family members.



2022 saw more new residents being welcomed into the Maxhaven Village. The residents ensure that they are quickly made to feel part of the family.

VILLAGE NEWS

WAVERLEY GARDENS MEMORY CARE

The past year has been a busy year for our Waverley Gardens residents. Apart from their regular exercise group, cognitive games, Origami and group activities, these residents have been making good use of the lifted COVID-19 restrictions.

Residents have been on multiple outings throughout the year, such as visiting the Zoo, the War Museum, lunches and breakfast at Wimpy and a visit to the Lifestyle Garden Centre. They also took part in the inter-village Bingo tournaments at Pioneer House.

As part of their Mandela Day initiative, some residents visited a retirement home in Alexandra and donated clothing.

Education about Dementia is important, especially if you are a caregiver looking after a loved one with Dementia at home. Peter Diale, Nursing Services Manager of Waverley Gardens Memory Care, reached out to the community in Soweto and hosted a few educational talks related to the disease.

The support groups that were initiated in 2022 have become a regular monthly feature. This group is for family members and external community members who are experiencing difficulty in caregiving or acceptance of their loved one having Dementia. This group is free for anyone who wishes to attend. Many people feel alone in taking care of their loved ones and might require some emotional support. We encourage everyone with a loved one with Dementia to attend these meetings.

For more info contact Waverley Gardens Memory Care on 011 887 9881.



ORCHID PLACE

This unique village is a hidden jewel in Johannesburg, it comprises of ten modern and spacious cottages. The cottages are surrounded by expansive gardens and lush greenery. Orchid Place is home to a small community and offers ample space and privacy to its residents. There is plenty of space and parking for get-togethers with family and friends.

Orchid Place is perfect for retirees who live active, social lives and enjoy travelling. Residents enjoy the serenity of the village and the private spaces it provides, but knowing your neighbour is close enough for that social chat.



VILLAGE NEWS

WITPOORTJIE AND ZONNEVELD VILLAGES

With so many National and International Days, there is always a reason to enjoy a social or a simple get-together. Spring Day, Heritage Day and when there isn't an actual celebratory day, residents create one; the Hawaiian party was just one of those days. Residents were kitted with Hawaiian leis and enjoyed traditional treats and what is a party without a splash of water.



"The only bad workout is the one that didn't happen" This is what the residents of Clivia Care Centre in Witpoortjie feel; exercising has become a part of their routine. They stay active by participating in the weekly exercise group and join in for the fun walk around the beautiful village.



Witpoortjie residents collected and donated clothing to Wings of Inspiration Care in Randfontein, which was greatly appreciated by their residents. Crawford College students in Ruimsig took time out of their study day to spend time and donate Christmas treats to our care residents.



Witpoortjie and Zonneveld ended 2022 with a Christmas Market which the residents of the Villages arranged. The Hobby Club of both villages sold their knitting and crafting at the Market to raise funds for the resident's activity committee. Amos Mahlangu a resident of Witpoortjie Village dressed up as Santa, both children and adults took their turn to take photos with Santa, but only the children received treats from Santa.

Witpoortjie and Zonneveld villages are situated across the road from each other; when one village has a function, the residents of the other village are invited. Social gatherings such as Spring picnic, outdoor finger lunches, Diwali celebrations and a Soup and Sherry evening were only a few of the said activities.



Zonneveld residents sure give back as much as they receive. They came together to make special treats for the residents of the Care Centre. "Remember that the happiest people are not those getting more, but those giving more. – H. Jackson Brown Jr." This is true for our residents.

Flower Foundation's Occupational Therapist arranged an art class for the Witpoortjie and Zonneveld residents. Little did we know that there were highly talented artists among our residents.



VILLAGE NEWS

KENSINGTON GARDENS

Exciting outings were arranged for the residents of Kensington Gardens. The residents were given the opportunity to visit the Ann Van Dyk Cheetah Centre and witness the excellent work put into caring for those beautiful animals. What is an outing without having lunch and another opportunity for social chatting? Our villages have residents that are avid gardeners, so no wonder a trip to Ludwig Rose Farm was on the outing list. What a joy to be surrounded by such beauty. Again another opportunity for social chatting by having lunch whilst on the outing.

Watching a movie has many benefits; it is educational, and a funny movie releases happy hormones such as endorphins and can reduce physical pain, stress and combats depression. Movie days have become a regular activity at Kensington Gardens, where residents congregate at the community centre to watch a movie and enjoy each other's company.

Our residents in Kensington Gardens received special beauty treatments for Mandela Day from Sternlaser. The staff at Sternlaser pampered our residents with facials and manicures. What a wonderful treat.

It is amazing how much general knowledge a person actually has without realising it. Flower Foundations marketing department held a morning quiz for the residents and invited external community members from the neighbouring churches to join in the fun. Prizes were given to the top three winners. It was indeed an educational morning.

With so much happening at Kensington Gardens, it is no wonder that the atmosphere in this Independent village is so welcoming and joyous.



WILLOWBROOK VILLAGE

Willowbrook residents were kept busy in 2022. The knitting group learned some “no sew” activities and expanded their haberdashery skills. Card games such as Bridge and Kalooki are a sure way to get competitive juices flowing.

There is always an international or national day celebrating something random such as pizza, and the Willowbrook residents are always happy to make an occasion out of it. National Pizza Day is just one of many. The residents made their pizzas with various toppings on offer—the reward, enjoying the delicious pizzas.

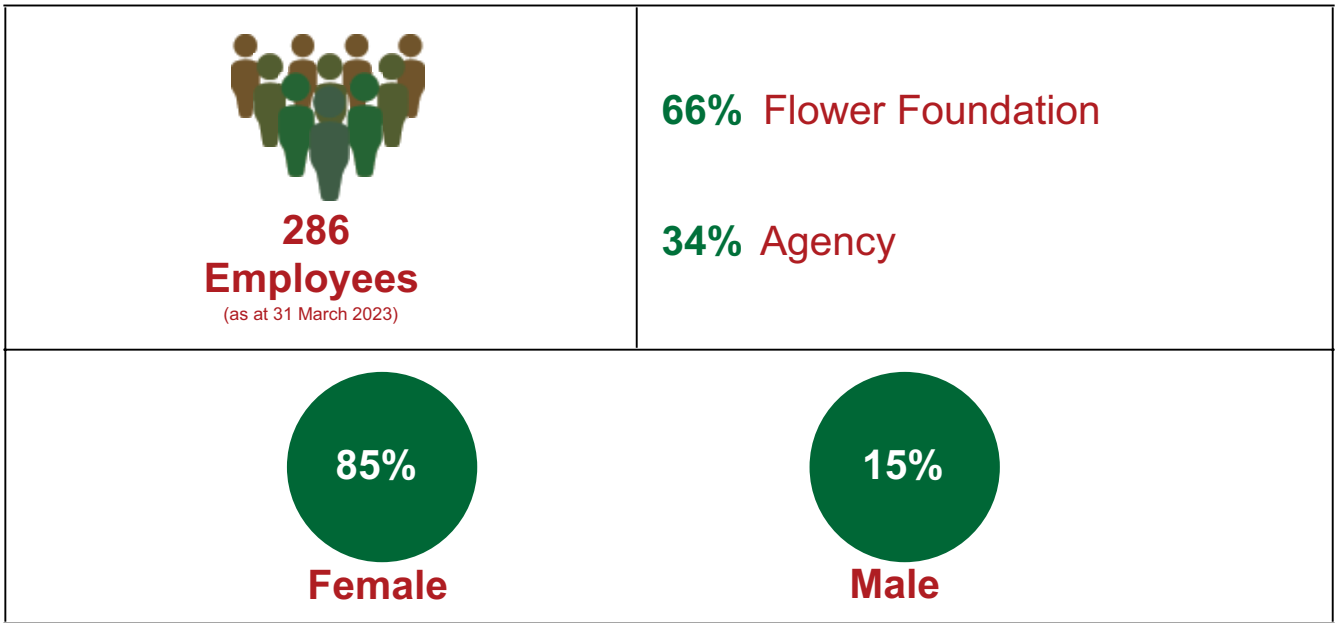
Not only does the mind need to be exercised with all the crafts and activities on offer, but physical body exercise is just as important, and the exercise group at Willowbrook is very well attended.

The wonderful residents at Willowbrook have hearts of gold. They chose to demonstrate this by making sandwiches and lunch packs for the staff at SPCA to thank them for the wonderful work they do for the animals who have been abandoned.

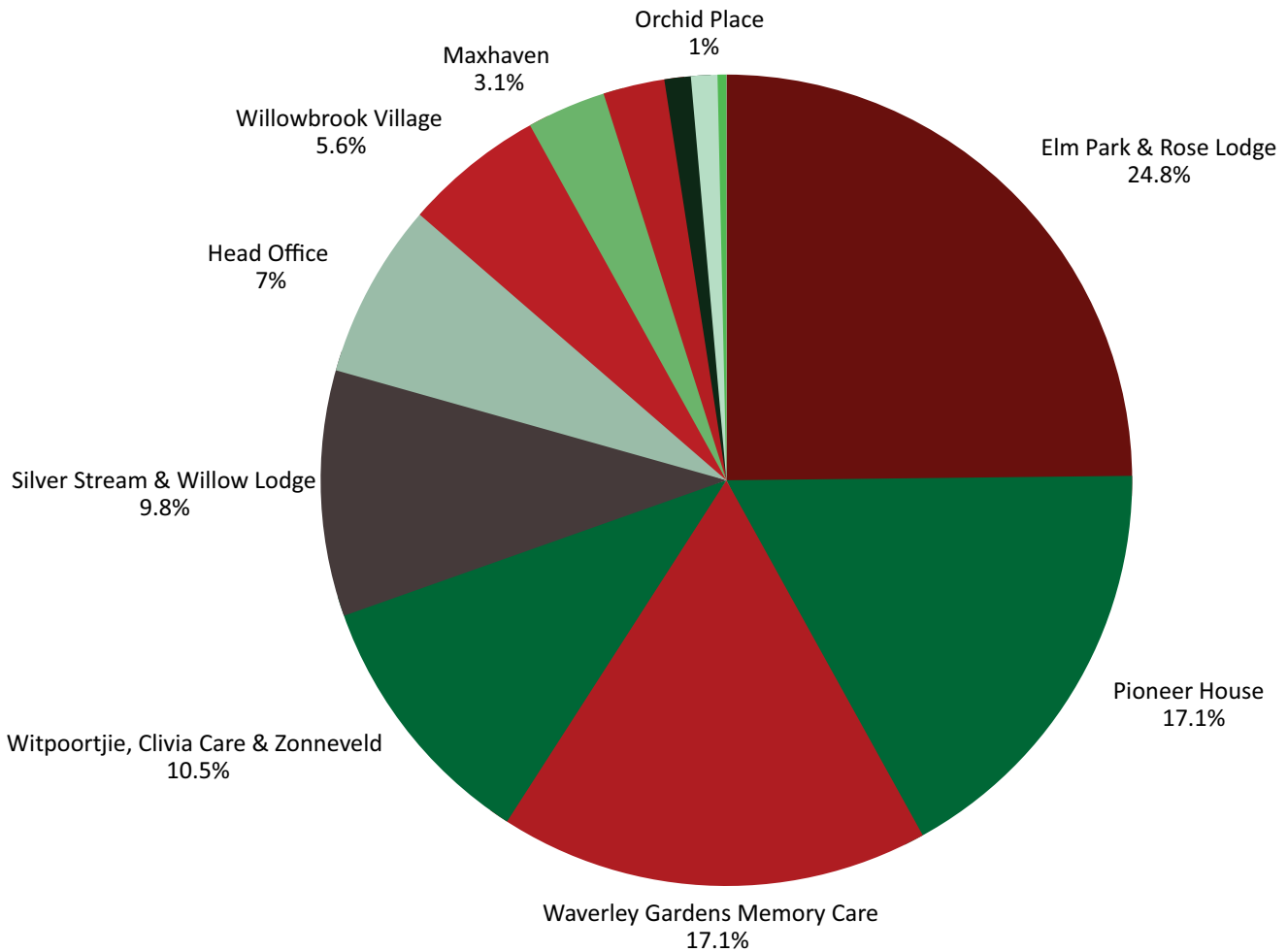
With many more activities, too many to mention, it is no wonder our residents were busy in 2022.



HUMAN RESOURCES



EMPLOYEE BREAKDOWN



"WE ARE DRAWN TO LEADERS AND ORGANISATIONS THAT ARE GOOD AT COMMUNICATING WHAT THEY BELIEVE"
- SIMON SINEK

HUMAN RESOURCES continued.



* FLOWER FOUNDATION STAFF ONLY

NEW APPOINTMENTS



Female



Male

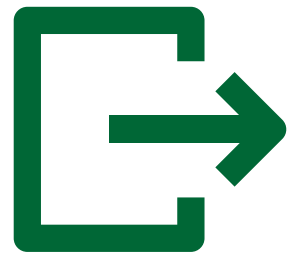
TERMINATIONS



Female

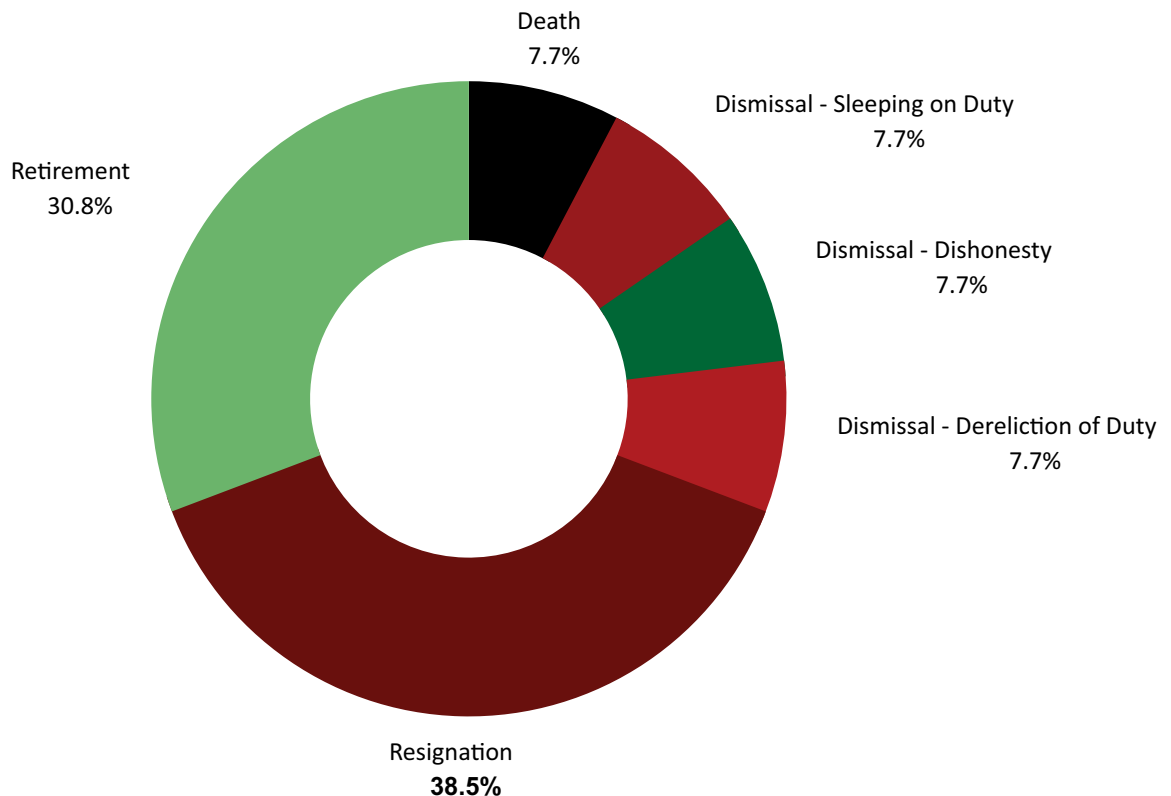


Male



* FLOWER FOUNDATION STAFF ONLY

REASONS FOR TERMINATIONS



"DO YOUR LITTLE BIT OF GOOD WHERE YOU ARE; IT'S THOSE LITTLE BITS OF GOOD THAT OVERWHELM THE WORLD"
- DESMOND TUTU

HUMAN RESOURCES continued.

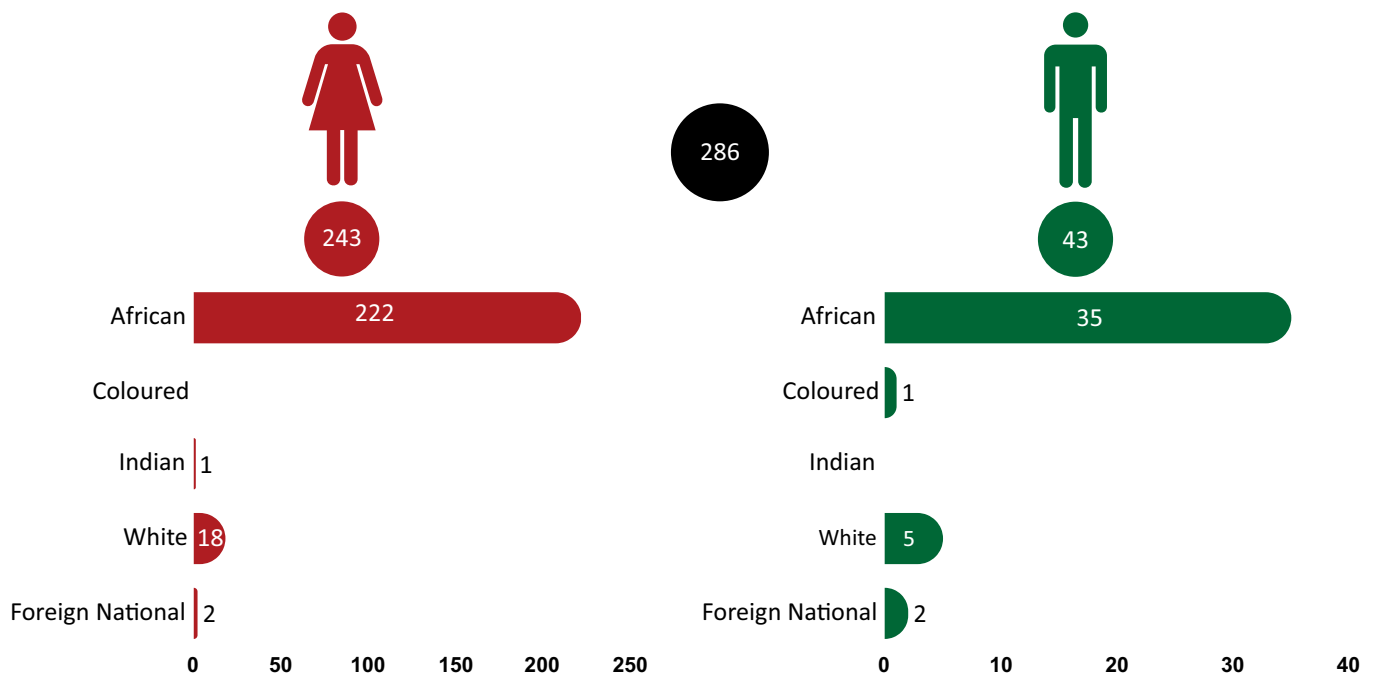
LONG SERVICES AWARDS 2022



EMPLOYMENT EQUITY STATISTICS

Workforce Profile for the period ending 31 March 2023

For the purposes of Employment Equity reporting, the workforce profile includes Flower Foundation and Agency employees



"CARING FOR OUR SENIORS IS PERHAPS THE GREATEST RESPONSIBILITY WE HAVE. THOSE WHO WALKED BEFORE US HAVE GIVEN SO MUCH AND MADE POSSIBLE THE LIFE WE ALL ENJOY" - JOHN HOEVEN

OUTREACH PROGRAMME

DE WETSHOF OLD AGE HOME

“One person caring about another represents lifes greatest value.” — Jim Rohn

Flower Foundation continues providing medical support to the residents of De Wetshof Old Age Home in Kensington. 2022 saw an intake of residents attending the clinic compared to previous years due to more residents with chronic conditions needing to be managed. Unfortunately, there is no frail care assistance for the residents at De Wetshof, the nearest frail Care Centre closed at the end of 2022. A new social worker was assigned to De Wetshof and together we are working on finding accommodation for residents who can no longer take care of themselves.



During the previous year, a “De Wetshof services team” was created in collaboration with Bez-Valley Clinic and Malvern Clinic. The Health Promotion Officers of these clinics became part of the service team. The team launched a support group for the residents where various health education topics and mental health support is provided. This initiative was launched on 17 March 2023.

Flower Foundation’s Occupational Therapist collected various items of clothing from the different villages and donated them to the De Wetshof residents who were very appreciative for the donations.

MARKETING

In 2022 Flower Foundation once again partnered with Adreach Outdoor Advertising and we took our advertising outdoors. We had 42 billboards around the Johannesburg area, creating awareness for the organisation.

Our marketing initiatives continued with print advertising, leaflet distribution to households, social media, and TV. Our footprint has grown on social media platforms; this is indicated by the amount of traffic generated to our website through social media.

Gert Coetzee was interviewed on Radio 2000 and RSG; he used the opportunity to discuss the advantages of living in a retirement village and caring for a loved one with Dementia.

Work on upgrading and updating the Flower Foundation website started in January 2023; the new website was launched in April 2023.

The Head Office staff were treated to pizzas when Hot 102.7’s presenter, Shane “The Duke” Wellington, surprised the staff during the daily programme “HotBust”. A bit of awareness was created as Flower Foundation was promoted on air.



Brand awareness is vital in any organisation as it is a crucial foundation to build trust, and it creates a positive association between client and organisation. Therefore Flower Foundation continues to implement brand awareness campaigns. Together with this, various call-to-action campaigns were generated, which positively impacted our enquiries and sales.

FINANCIAL INFORMATION

Statement of Comprehensive Income

Figures in R`000	2023	2022
Accommodation, boarding, levies and services recovered	83,108	78,127
Tenancy right income	47,025	49,203
Operating income	130,133	127,330
Accommodation, boarding, levies and services expenses	(97,084)	(91,926)
Tenancy right expenses	(33,274)	(35,636)
Operating expenses	(130,358)	(127,562)
Operating deficit before other income and expenses	(225)	(232)
Other income/(expense)	583	(1)
Finance income	741	313
Finance costs	(449)	(251)
Surplus/(deficit) for the year	650	(171)
Other comprehensive surplus		
Fair value adjustment-Investments	1,024	(531)
Total other comprehensive surplus/(deficit)	1,024	(531)
Total comprehensive surplus/(deficit) for the year	1,674	(702)

Statement of Changes in Reserves

Figures in R`000	Revaluation Reserve	Accumulated surplus/(deficit)	Total
Balance at 1 April 2021	3,175	108,458	111,633
Total comprehensive deficit for the year			
Deficit for the year		(171)	(171)
Total other comprehensive deficit	(531)	-	(531)
Total comprehensive deficit for the year	(531)	(171)	(702)
Balance at 31 March 2022	2,644	108,287	110,931
Balance at 1 April 2022	2,644	108,287	110,931
Total comprehensive surplus for the year			
Surplus for the year		650	650
Total other comprehensive surplus	1,024	-	1,024
Total comprehensive surplus for the year	1,024	650	1,674
Balance at 31 March 2023	3,668	108,937	112,605

FINANCIAL INFORMATION

Statement of Financial Position

Figures in R`000	2023	2022
Assets		
Non-Current Assets		
Investment properties	109,246	107,080
Plant and equipment	2,706	2,715
Investments	7,184	5,994
	119,136	115,789
Current Assets		
Special funds	2,838	2,785
Trade and other receivables	22,245	17,087
Cash and cash equivalents	10,129	12,766
	35,212	32,638
Total Assets	154,348	148,427
Reserves and Liabilities		
Reserves		
Revaluation reserve	3,668	2,644
Accumulated surplus	108,938	108,287
	112,606	110,931
Non-Current Liabilities		
Borrowings	3,261	3,928
	3,261	3,928
Current Liabilities		
Trade and other payables	34,285	29,439
Deferred revenue - Specified donations	537	537
Current portion of long-term borrowings	821	807
Special funds	2,838	2,785
	38,481	33,568
Total Reserves and Liabilities	154,348	148,427

FINANCIAL INFORMATION

Statement of Cash Flows

Figures in R'000	2023	2022
Cash flows from operating activities		
Surplus/(deficit) for the year	650	(171)
<i>Adjustments for:</i>		
Finance costs	449	251
Depreciation of plant and equipment	634	1,094
Investment income	(741)	(313)
Loss on disposal of plant and equipment	5	6
Loss on disposal of investment property	14	607
Profit on disposal of investments	(58)	(358)
Operating cash flow before working capital changes	953	1,116
<i>Working capital changes</i>		
(Increase)/decrease in financial assets	(53)	12
(Increase) in trade and other receivables	(5,157)	(1,235)
Increase in trade and other payables	4,899	6,058
Net cash flows from operations	642	5,951
Investment income	741	313
Finance costs	(449)	(251)
Net cash flows from operating activities	934	6,013
Cash flows used in investing activities		
Investment property acquired	(2,166)	(3,312)
Plant and equipment acquired	(646)	(368)
Proceeds on disposals of plant and equipment	16	15
Proceeds on disposal of fixed assets	(14)	1,463
Net cash movements on investments	(108)	(61)
Net cash flows used in investing activities	(2,918)	(2,263)
Cash flows (used in)/ from financing activities		
Loans (repaid)/ raised	(653)	4,735
Net cash flows (used in)/from financing activities	(653)	4,735
Net(decrease)/increase in cash and cash equivalents	(2,637)	8,485
Cash and cash equivalents at beginning of the year	12,766	4,281
Cash and cash equivalents at end of the year	10,129	12,766

This information has been extracted from Flower Foundation's Annual Financial Statements which have been audited by Wakely Smith Lattuca and an unqualified audit report was issued. The Annual Report contains information including the Chairperson's Review and CEO's Report and these have not been audited.

GALLERY



GALLERY



VILLAGE CONTACT DETAILS

INDEPENDENT LIVING

Elm Park Village
1 Suzanne Crescent
Northcliff
Tel: 011 476 1014

Kensington Gardens
75, 11th Avenue
Kensington
Tel: 011 615-6196

Maxhaven Village
Cnr. Danie/Acacia Streets
Cresta
Tel: 011 678 7316

Orchid Place
43, 7th Street
Lower Houghton
Tel: 011 781 4920

Silver Stream Village
9 Heather Street
Malanshof
Tel: 011 792 6854

Witpoortjie Village
69 Dromedaris Road
Witpoortjie
Tel: 011 762 8284

Zonneveld Village
38 Reyger Street
Witpoortjie
Tel: 011 762 8284

RESIDENTIAL LIVING

Willowbrook Village
134 Willowbrook Place
Sandown
Tel: 011 884 7305

ASSISTED LIVING

Clivia Care Centre
Witpoortjie Village
69 Dromedaris Road
Witpoortjie
Tel: 011 762 8284

Rose Lodge
Elm Park Village
1 Suzanne Crescent
Northcliff
Tel: 011 476 1014

Willow Lodge
Silver Stream Village
9 Heather Street
Malanshof
Tel: 011 792 0152

FRAIL CARE

Clivia Care Centre
Witpoortjie Village
69 Dromedaris Road
Witpoortjie
Tel: 011 762 8284

Pioneer House
15 Trilby Street
Oaklands
Tel: 011 728 7277

Primrose Place
Elm Park Village
1 Suzanne Crescent
Northcliff
Tel: 011 476 1014

Willow Lodge
Silver Stream Village
9 Heather Street
Malanshof
Tel: 011 792 0152

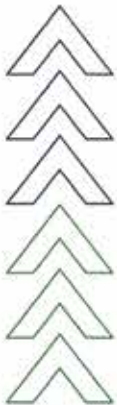
DEMENTIA AND ALZHEIMER'S CARE

Waverley Gardens Memory Care
5 Murray Street
Waverley
Tel: 011 887 9881



Head Office:
Unit 4 Surrey Square Office Park
330 Surrey Avenue
Ferndale
2194

Tel: 011 781 4920
Email: info@flower.org.za
Website: www.flower.org.za



Elm Park
Village
Northcliff

Kensington
Gardens
Kensington

Maxhaven
Village
Cresta

Orchid Place
Lower
Houghton

Pioneer
House
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Silver Stream
Village
Malanshof

Waverley Gardens
Memory Care
Waverley

Willowbrook
Village
Sandown

Witpoortjie /
Zonneveld
Village
Witpoortjie