



# 2024 ANNUAL REPORT



**FLOWER FOUNDATION**

Retirement Homes

Est 1963  
NPO 000-836



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The **Annual Report** can be viewed on [www.flower.org.za](http://www.flower.org.za). Scan the QR code to be directed to the report.





## Our Philosophy, Mission & Values



### 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  
*That's good*  
There's a time. There's a place.  
Flower Foundation, *it's a good life.*



### 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 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.

Bruce-Brand F.M. (Resident)  
 Cox, G.R. (Resident)  
 Hough, J.M. (resigned August 2023)  
 Luüs, C.W.  
 Marais, R.  
 Maharaj, M. (co-opted November 2023)  
 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.  
**Invitee:** Oosthuizen, L.

### 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.  
 Oosthuizen, L.

#### HR AND ETHICS COMMITTEE

Chairperson: Maharaj, M (Elected January 2024)  
 Cox, G.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

#### Email:

info@flower.org.za

#### 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

#### X:

@FFRetirement

#### Instagram:

flowerfoundation1963







## Chairperson's Review

Ensuring financial stability amidst rising living costs and changing health and care regulations remains a priority. As part of our efforts to stay with the times, Management has upgraded Flower Foundation's IT and billing systems. On behalf of the Board, I would like to congratulate Leo Oosthuizen and his Finance team for the smooth and seamless transition onto our new system. A special word of thanks to the Audit and Risk committee under Patrick Cooke for their active and supportive role in this regard.

The nursing staff, led by Nursing Services and Compliance Manager, René Baker, and her team of Nursing Services Managers, continue to provide excellent care to our residents. Through our social responsibility portfolio, managed by Peter Diale, and the Marketing team, we maintain strong connections with and provide services to our neighbours and other communities. We focus on raising awareness about Dementia and Alzheimer's care, particularly in areas where education about these diseases is urgently needed. Sister Nomvula Mbokazi continues to excel in her work at De Wetshof Old Age Home, where she manages a well-attended and highly appreciated weekly outreach wellness clinic.

The global and ongoing challenge of recruiting and retaining qualified staff members continues to be a concern. Effective and compassionate addressing of this issue is crucial to maintaining the quality of care we provide to our residents and their families and to this end I would like to thank our HR Manager Gwen Els and her team for their pivotal role and the work they do.

I would like to extend a warm word of thanks to our home supervisors, carers, gardeners and support staff for their invaluable contributions and efforts, they are of comfort and immeasurable benefit to the wellbeing of our residents. Your collaborative efforts enhanced their quality of life.

On behalf of the Board, I would like to express our heartfelt appreciation to all our families, dedicated volunteers, and community members and many others who tirelessly see to our residents' physical, mental, emotional, and spiritual needs with compassion and respect.





## Chairperson's Review

With more than 60 years in the business our future strategies remain geared towards sustainability and ethical practices. Through the Board's focused differentiation strategy, Flower Foundation has managed to stay one of the best organisations in the business of care for the elderly. Flower Foundation remains committed to our mission of providing exceptional care and services to our residents. While the world's biggest challenges persist and remain increasingly complex, we are confident in our ability to overcome them through innovation and collaboration.

The Board would like to thank Gert Coetzee our outgoing CEO for his inspiring leadership, hard work, and dedication over the past 12 years. Gert started as a village manager at Willowbrook and in 2020 was promoted to the CEO position. His passion and commitment to the staff and residents and their families will be sorely missed. We wish Gert all the best in his next endeavour.

We would also like to thank Leo Oosthuizen our CFO for stepping in as Acting CEO. To ensure stability and continuity of our operations, Leo will be acting until the conclusion of the recruitment process. The Board wants to extend its gratitude to all our stakeholders for their continued support and understanding during this transitional period.

In conclusion I would like to welcome the new members of the Board and to thank the entire Management Board for their continued support and commitment to our shared vision. Going into the future, we aim to maintain the momentum we have built and continue to strive for excellence in our management and operations.

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



A society that does not value its older people denies its roots and endangers its future. Let us strive to enhance their capacity to support themselves for as long as possible and, when they cannot do so anymore, to care for them.

Nelson Mandela

quotezancy



## CEO's Report

Four years have passed, in what feels like the blink of an eye, although if I think back to 2020 and all the challenges it brought with the lockdown etc., it feels like a lifetime ago. I am elated to announce that we have finally put the bogey man in the form of COVID-19 to bed. As much as it is still a factor to consider, it only pertains to the health of residents and staff. The dark shadow it cast on the operations and occupancy of Flower Foundation has been replaced with the bright light of optimism and prosperity.

### Operational Overview

We were able to build on the foundation laid in the 2022/23 financial year and have gone from strength to strength in the past financial year. Occupancy throughout has improved but it is in our Care Centres that we have seen the most improvement. I would like to single out two specific units namely Willow Lodge and Waverley Gardens Memory Care (WGMC).

Willow Lodge's success is attributable to the drive by Village Management to change the historic make-up of the Care Centre. After a fair amount of consultation with the residents, the Frail Care capacity was halved from twenty to ten beds. A new section called Supportive Living was created and the "Apartments" that were always Independent Living were converted into Assisted Living units.

WGMC was a major concern to the Management Board due to a higher vacancy rate than desired. Various options were considered, and the Board gave Management a directive to affect a change within six months. I am proud to announce that this objective was successfully achieved. The turn-around of WGMC will surely go down in the annals of Flower Foundation as one of its greatest achievements. Enough gratitude cannot be expressed to everyone involved. As I mentioned to the staff and management, "You truly do God's work, and for that, we will be eternally grateful."

As for the other units in our portfolio, we have seen a steady improvement, and we hope to replicate what we have done at Waverley Gardens in all our other units.



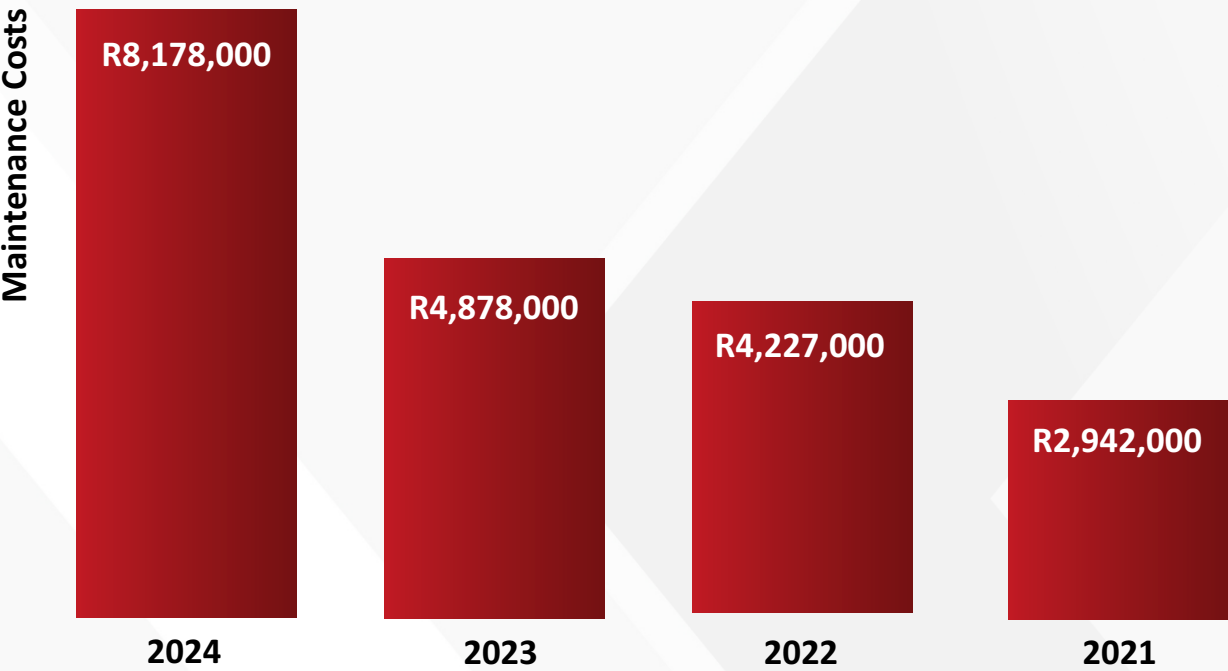


Financial Overview

It goes without saying that the increase in occupancy resulted in an increase in our turnover. For the last four years I have been commending the team for the manner in which we were able to reduce and control our costs. We are however acutely aware that you cannot save yourself into a sustainable surplus. The only way to ensure sustainability is to increase revenue and that is not done by simply increasing levies but rather by increasing the revenue base by having higher occupancy.

I have on more than one occasion expressed the desire for each of our business units, be it Care Centres or Independent Living to be self-sustainable. This remains a long-term goal that is attainable in the not-too-distant future.

A quick glance at the summarised financial statements will show that we have spent in excess of R8 million on maintenance. We have made a conscious decision to address the underspending of the last couple of years.



Capital Improvements

As mentioned in my previous report, the projects at Silver Stream and Willowbrook Villages were completed in the past financial year. The outcome truly exceeded all expectations, and both these units now possess community centres they can be proud of. We are already busy with the planning of the second phases for both these units.



## CEO's Report


### The Future of Flower Foundation

In the previous Annual Report, we lamented the fact that our electricity woes were crippling our finances and that we had to decide on which type of solution we were going to implement regarding solar. I am happy to announce that after extensive research and many hours of collecting data by appointed consultants we decided to implement a "battery back-up" system in each of the Care Centres to deal with loadshedding. Residents will notice that we have already started with the preparations by painting, waterproofing and general fixing of the roofs to accommodate the solar panels. The financing of this major project will be covered by savings resulting from the lesser use of generators. Diesel and generator repairs cost us close on R1.5 million in the past financial year. This will be as a first phase and at a later stage we will implement a grid-tied system to ensure greater cost savings.

The future of our beloved Organisation looks bright, the best it has been in many a year. All Members of Flower Foundation can rest assured that there is a dedicated Management Team under the guidance of the Management Board that has as its sole purpose, the sustainability and prosperity, of our beloved Flower Foundation Retirement Homes at heart.

As this is the last time I will be reporting to the residents and staff of Flower Foundation, I would like to thank all those individuals who have left an indelible mark on my life. Unfortunately, a lot of them are no longer with us. I would like to thank the current Management team and staff, you are the backbone of our Organisation that ensures we stay the course. To the Management Board, thank you for the guidance and friendship over the last four years. I wish Flower Foundation Retirement Homes all the best for the coming years and I would want to reassure everyone that under the guidance of the current Management Team you have a bright future ahead.

Thank you  
Gert Coetzee



**"We should not only  
provide care for the  
elderly but also show them  
that they still have a role  
to play and that their  
wisdom is valued"**

## **Moray Franz Award**

This prestigious award bears the name of Moray Franz, the visionary founder of Flower Foundation back in 1963. Her unwavering dedication to supporting elderly individuals, recognizing their needs as they aged, remains the cornerstone of our organisation's mission. This award not only celebrates individual excellence but also highlights the significance of service to fellow residents and the Flower Foundation as a whole.

This year, we proudly bestowed the award upon Mr. David Hull of Elm Park Village. The honor was presented during the Annual General Meeting held on August 17, 2023. Sadly, Mr. Hull passed away early this year, but we are grateful that we had the opportunity to show him our appreciation for his dedication to our organisation and the residents.

Mr. Hull's steadfast commitment to Flower Foundation and its community has been a beacon of inspiration for many, including Mr. Gert Coetzee, CEO of Flower Foundation, who initiated this award in recognition of such dedication.

Throughout the years, Mr. Hull made remarkable improvements by being actively involved in various committees, such as the Garden and Activity Committees, along with his wife Anne, and underscores their dedication to community participation and well-being. From serving on Elm Park's RESCO and then becoming Vice Chairperson and assuming leadership roles as Chairperson of both the Garden and Activity Committees, David's leadership and organisational prowess was exemplary.

The journey and contributions of the late Mr. Hull serve as a poignant reminder of the transformative power of community engagement, especially in elderly care and support. We trust that his legacy will continue to inspire others within the Flower Foundation community. Rest in peace, Mr. Hull. You are missed by both residents and staff.







## Silver Stream Village

Silver Stream's strength lies in its residents' adventurous spirit, as they eagerly embrace new activities and experiences. At Willow Lodge, Silver Stream's care centre, residents actively participate in weekly creative groups, where they delve into various imaginative endeavours, learn new skills, engage in cognitive stimulation, and reap the rewards of their efforts. These creative sessions often revolve around themes tied to special events or holidays, enhancing residents' enjoyment while keeping them connected to the time of year and the festivities being celebrated.

Furthermore, Silver Stream benefits from the support of its independent residents, who generously volunteer their time to visit Willow Lodge and assist with these creative gatherings. Their willingness to contribute adds to the



sense of community and camaraderie within the village.

In addition to these enriching activities, Silver Stream had a bustling and rewarding year with the successful upgrade and launch of the community centre. This led to a plethora of activities and social gatherings for residents and their families, including the introduction of a Sunday buffet breakfast to the external community, which saw a great turnout. Keith Kirsten's generous donation of plants and compost enhanced the beauty of the gardens.

The village also enjoyed nostalgic moments with a Valentine's Day dinner dance featuring music from the 70s and 80s, creating wonderful memories for the residents. Additionally, the visit of the Meerkat Scouts brought joy to the residents with sweet treats, further highlighting the spirit of community and collaboration at Silver Stream.

The Silver Stream Residents' Association has sponsored the purchase of Jojo tanks, which will be installed over the next few months. This initiative will ensure a reliable water supply for residents during outages.

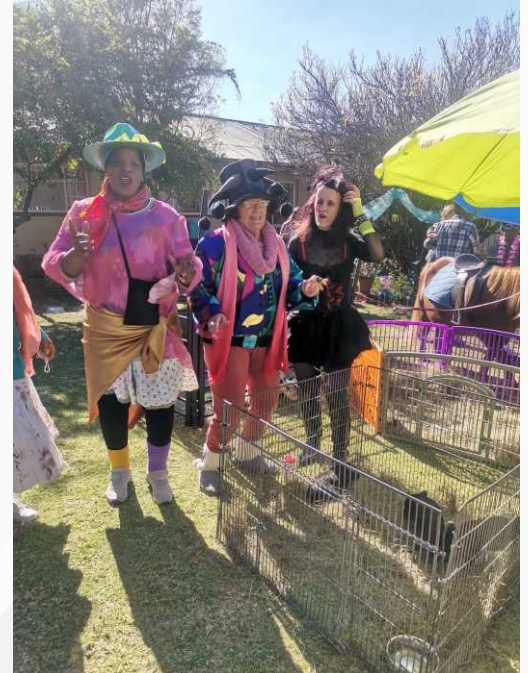


The Activity Programme at Pioneer House is supervised by the Group Occupational Therapist, who oversees a variety of engaging activities including Crafts, Bingo, Library Group, and Games. Special Days are celebrated with enthusiasm, fostering an atmosphere of fun and inclusivity for all residents. Our goal is to actively involve residents in every aspect of our programming.

Recently, Pioneer House hosted a delightful St. Patrick's Day Inter-Home Bingo Contest, bringing together residents from various Flower Foundation Villages for a lively social event. Residents cherish their weekly visits to the Chapel for services, and they were delighted by the visit from the Torah Academy for Purim, adding an extra layer of enjoyment to their routines. Rabbi Kievman's students enrich our community with their presence during special occasions such as the blowing of the Shofar.

Day-to-day activities are skillfully coordinated by our on-site Activities Coordinator. Day residents are warmly encouraged to join in on the programme and enjoy their meals in the dining area, fostering a sense of belonging and community. Individual Assessments conducted by the Occupational Therapist, upon request, help tailor activities to better suit residents' needs and preferences.

To promote cognitive and physical stimulation, residents are encouraged to participate in weekly activities, including in-house exercises held twice a week. Our beloved Golden Oldies particularly enjoy these sessions, as they exercise to nostalgic tunes from their youth, fostering a sense of joy and reminiscence.







## Willowbrook Village

Willowbrook's residents are elated about the extensive renovations completed in the past year, particularly the enhancements to the dining room and Maple lounge. These newly furnished spaces have blossomed into lively centres for a variety of activities, significantly boosting residents' socialising.

Physical activities are complemented by cognitive activities led by our Occupational Therapist twice a week. Rabbi Ari Kievman adds depth to the residents weekly schedule with engaging activities such as Shiur discussions, Megillah readings, and Shabbos dinners. One of Willowbrook's greatest assets is its array of beautiful indoor and outdoor areas, which are maximized for the village activities. This year, more emphasis has been placed on external activities and celebrations, highlighting our stunning gardens.

As a smaller village, Willowbrook has the flexibility to organise activities tailored to residents' interests and requests. Daily card games like Bridge and Kalooki are popular, with visitors invited to join in on certain days. Weekly baking, knitting, and craft groups offer residents the chance to socialise while creating something meaningful.

To promote physical well-being and prevent falls, Willowbrook residents participate in three exercise groups each week. They've also had memorable outings which included a visit to the Secret Tea Garden and an educational excursion to The Johannesburg Holocaust and Genocide Museum. Additionally, they hosted a charming pageant, crowning a Mr. and Mrs. Willowbrook, further fostering a sense of community and celebration.







## Witpoortjie and Zonneveld Villages

Witpoortjie and Zonneveld Villages thrive on the exceptional qualities of its residents and staff, fostering an atmosphere where engagement in activities is a source of delight. The self-reliant residents consistently exhibit a willingness to support one another, strengthening the community bond.

A range of activities and special events are arranged for Witpoortjie and Zonneveld residents on a weekly basis. They participate in mentally stimulating pursuits such as puzzles, crosswords, and word searches, as well as entertaining games like Bingo and RummiKub, which not only encourages social interaction but also brings the excitement of competition and achievement.

Every Friday, or whenever our National Team played, became Rugby day for Witpoortjie and Zonneveld, residents. They gathered to cheer on the Bokke during the Rugby World Cup. One would say the “gees” from Witpoortjie and Zonneveld residents is what made the Bokke win.

The Residents from both Villages have made a concerted effort to boost the frequency of outings, aiming to organise and attend excursions at least every other month. They have enjoyed visits to attractions such as the Walter Sisulu Botanical Gardens and have cherished numerous social gatherings with Elm Park’s Village residents.

The Marketing department, in collaboration with the Witpoortjie Management team, organized a delightful bowling day. Initially hesitant, a few Silver Stream residents, unfamiliar with the game, decided to join. To their delight, one of them even won a prize! This experience beautifully illustrates the importance of embracing new opportunities without hesitation.

The encouragement of acquiring new skills is actively promoted at Witpoortjie. Over the past year residents have had the opportunity to learn culinary skills such as making and selling delicious samoosas alongside other activities aimed at raising funds to support the Hobbie’s Club.







## Elm Park Village

Elm Park is known for embodying the ethos of "go big or go home," evident in their festive and sophisticated celebrations all year-round. Each event exudes enthusiasm and elegance showcasing the community's dedication to creating unforgettable moments.

Throughout the week residents at Elm Park engage in a variety of activities, including Bingo, brain games, card games, exercise sessions, and numerous social gatherings. Special events like Easter and Valentine's Day are celebrated with village-wide participation, fostering a strong sense of community.

Monthly tea and game mornings add further charm to village life, providing regular opportunities for residents to come together. The supportive and helpful nature of Elm Park's residents make maintaining friendships within the village effortless. Socialising and attending events are highly cherished activities, both within Elm Park and with neighboring villages under Flower Foundation's umbrella.

In a spirit of inclusivity and camaraderie, Elm Park has welcomed residents from Maxhaven Village and Witpoortjie Village on separate occasions facilitating the formation of new friendships and the sharing of quality time together. These interactions strengthen bonds not only within Elm Park but also across the broader Flower Foundation community.







## Waverley Gardens Memory Care

At Waverley Gardens Memory Care our commitment to providing continuous stimulation and sheer enjoyment for residents stands out as a hallmark of our community. With a vibrant atmosphere we offer a plethora of activities, from celebrating special events to indulging in simple pleasures like baking.

We understand the importance of catering to the diverse needs and preferences of our residents. That's why we integrate cognitive, physical, social, emotional, and sensory stimulation into all our activities ensuring a rich tapestry of experiences tailored to individual requirements.

While we maintain a weekly schedule, life at Waverley Gardens is dynamic and our staff exemplify flexibility and adaptability. They embrace new challenges and opportunities as they arise ensuring residents receive the best possible care.

Despite potential cognitive weaknesses, residents at Waverley Gardens exhibit an eagerness to learn. We seize these opportunities during outings enriching their experiences and promoting personal growth. This year, we've explored Garden World and eagerly anticipate an upcoming visit to Kya Sands Glass further enhancing our residents' learning and enjoyment.

For families, creating lasting memories is paramount. Our Family Day event was a testament to this as families and residents gathered to enjoy delicious food and entertainment. The petting zoo and the "ride a pony" were particular highlights fostering connections that are invaluable for individuals living with Dementia.

At Waverley Gardens Memory Care we accompany you on your journey providing support and care.







## Maxhaven Village

Although Maxhaven Retirement Village is typically tranquil, when residents organise social events, tranquility goes out the window. Instead of making the trek to the Durban July they opted for a local celebration, donning their finest attire complete with hats and enjoying traditional South African Jaffles resulting in a lively afternoon.

During the colder months people often prefer the warmth of their homes, but residents of Maxhaven agreed that a Winter Festival would be a great way to bring everyone together. Throughout the month, warm delectable meals were prepared, that drew residents to the cozy lounge every Friday for good food and socialising.

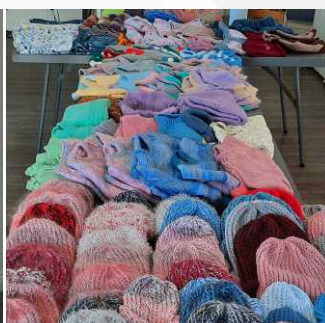
Residents also hosted a High Tea showcasing various teas and educating attendees on their origins. They proved the adage "you're never too old to learn" by organising an Air Fryer Demonstration teaching others how to easily prepare meals with this modern appliance. Lucky Draws, Raffles, and a Pick-a-Box competition added to the excitement.

The Festive Season was celebrated in the community dining room with a lavish three-course meal, fostering holiday cheer among residents.

In addition to their social events Maxhaven residents believe in giving back. They spearheaded the "Jars of Hope" drive in collaboration with the Food Evolution Research Laboratory and Flower Foundation. Together they prepared 110 jars containing balanced meals and the recipes for families in need, distributing them to a nonprofit organisation.

The longstanding Maxhaven Knitting Club also contributes to the community by creating beautiful crocheted items which are donated to The Gift of the Givers charity organisation, benefiting orphans, abandoned and underprivileged children.

In summary, the residents of Maxhaven Retirement Village enjoy a rich social life and demonstrate their generosity through charitable endeavours aimed at helping those less fortunate.





## Kensington Gardens and Orchid Place Villages

### Kensington Gardens Village

While Kensington Gardens may exude peace from the outside, stepping into the village during a social event reveals a lively atmosphere like no other. At the Christmas lunch hosted by Feedem, residents savoured a delicious three-course meal before the dancing commenced, infusing the occasion with joy and energy.

Residents take the lead in organising regular activities and outings with the support of the Village Supervisor. The Morning Quiz events, hosted by a resident, provides a chance for residents to test their general knowledge and discover surprising depths of information.

Starting in April, Kensington Gardens will introduce monthly creative groups led by the Occupational Therapist (OT). These sessions aim to stimulate cognition, encourage social interaction, and enhance the joy of learning new skills or revisiting old ones. Whether it's exploring a new hobby or reigniting a passion for an old one, these gatherings promise to enrich and delight residents of all interests. In essence, Kensington Gardens offers something for everyone in its vibrant community.



### Orchid Place Village

Nestled within the heart of Houghton, Orchid Place is a charming boutique village featuring ten contemporary cottages, each spacious and elegantly designed, surrounded by sprawling gardens and verdant greenery with easy access to various amenities.

The village boasts a serene setting, with towering trees creating a sense of seclusion and an atmosphere where one can almost forget the urban surroundings.

Orchid Place provides residents with secure and private spaces, which lends itself for hosting gatherings with family and friends.

The residents at Orchid Place share a sense of community and look out for each other. Being neighbors has turned into close friendships.

This village is a *hidden gem* in Johannesburg.







## Outreach Programme

De Wetshof Old Age Home is a government-funded facility adjacent to Kensington Gardens Village, and has been supported by Flower Foundation Retirement Homes for nine years. Sister Nomvula from Flower Foundation conducts weekly wellness clinics at the home, providing essential health checks to the residents.

There is an overall lack of government-funded frail care centres in South Africa, which presents major challenges when residents at De Wetshof become frail and need 24-hour care. Sister Nomvula is now working closely with Gladys Mabunda, the Regional Social Worker, to coordinate placements for these residents based on health reports and assessments conducted by both of them. Sister Nomvula has also developed close ties with local municipal clinics, in Bez Valley and Bedfordview, to facilitate effective referrals and ensure residents receive the necessary medical attention.

A collaborative social support group, comprising Flower Foundation Retirement Homes, Kencare NGO, and Huang Attorneys, was established to aid the home. Together they organized a Christmas function in December 2023, that was generously sponsored by Feedem Catering, the Taiwanese Hakka Association, Dr. Ivan, and Rand College. Together they provided residents with a joyous celebration.

For Mandela Day Flower Foundation Head Office staff dedicated their 67 minutes to uplift the residents of De Wetshof. Activities included painting the home's exterior wall, distributing soup and rolls which were donated by Pick n Pay, Summerfields (with support from Food Lovers Market volunteers), and providing blankets (courtesy of Huang Attorneys), ensuring residents were cared for throughout the day.

During a prolonged power outage in February KenCare stepped in admirably, providing cooked meals for De Wetshof residents for the entire month. Additionally, guided by Janine Kriel, Village Supervisor at Kensington Gardens, Flower Foundation donated a bed, wheelchair, and a walker to a new resident lacking essential furniture and medical equipment. The residents' gratitude for this external assistance underscores the value of giving back to the community.







# Human Resources

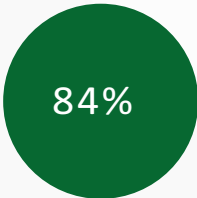
1 April 2023 - 31 March 2024



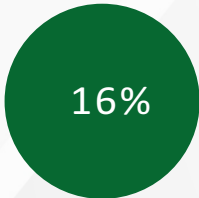
303  
Employees  
(as at 31 March 2024)

60% Flower Foundation

40% Agency

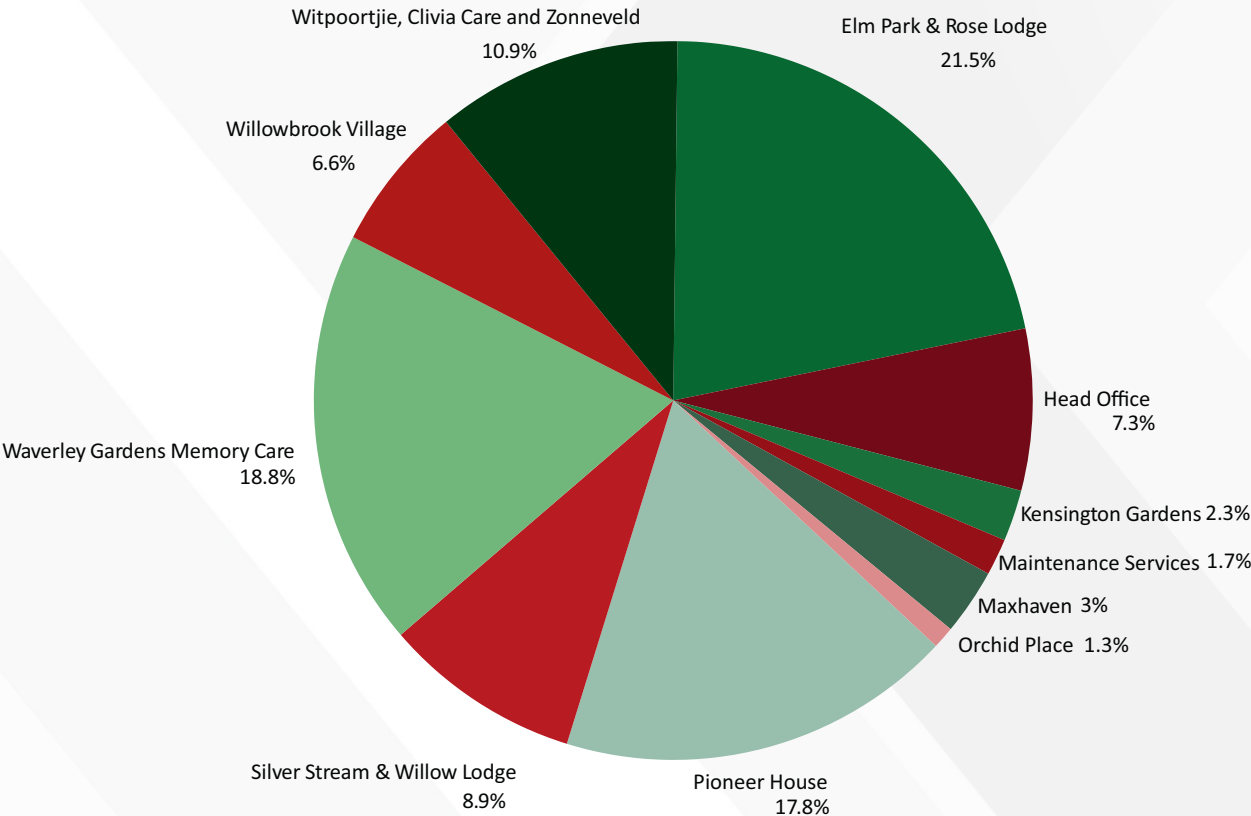


Female



Male

## EMPLOYEE BREAKDOWN





# Human Resources



\* FLOWER FOUNDATION  
STAFF ONLY

## NEW PERMANENT EMPLOYEES



Female



Male

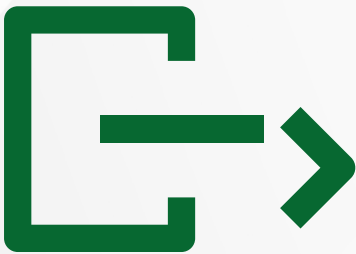
## TERMINATIONS



Female

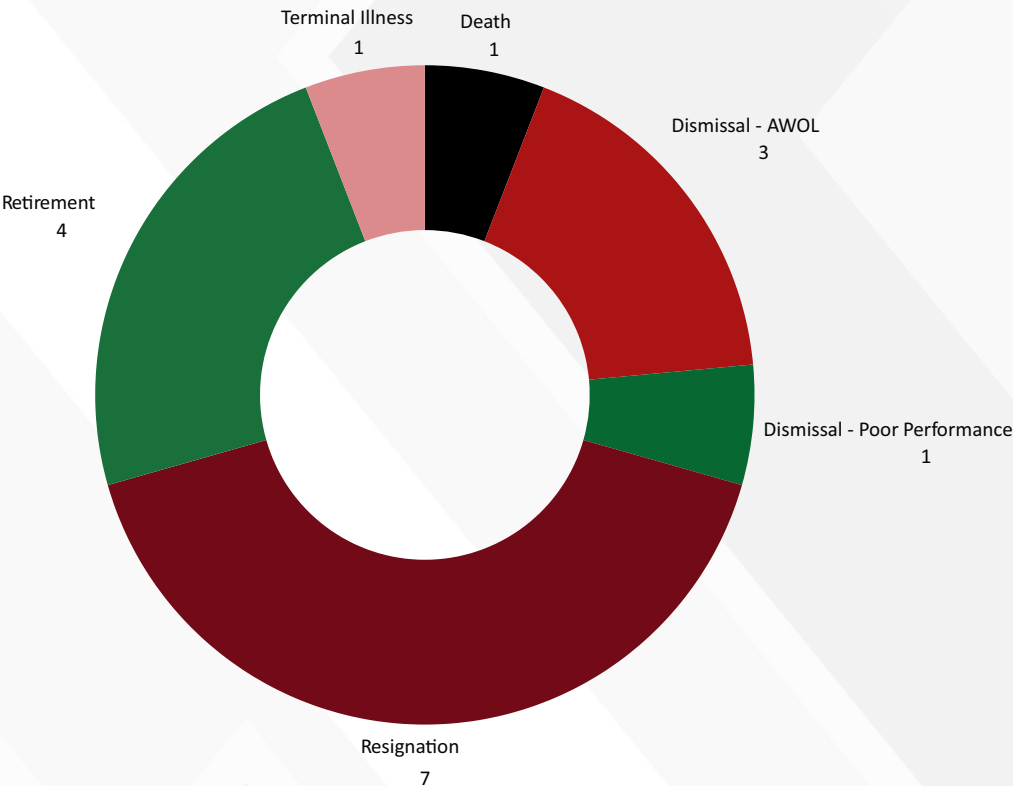


Male



\* FLOWER FOUNDATION  
STAFF ONLY

## REASON FOR TERMINATIONS





# Human Resources

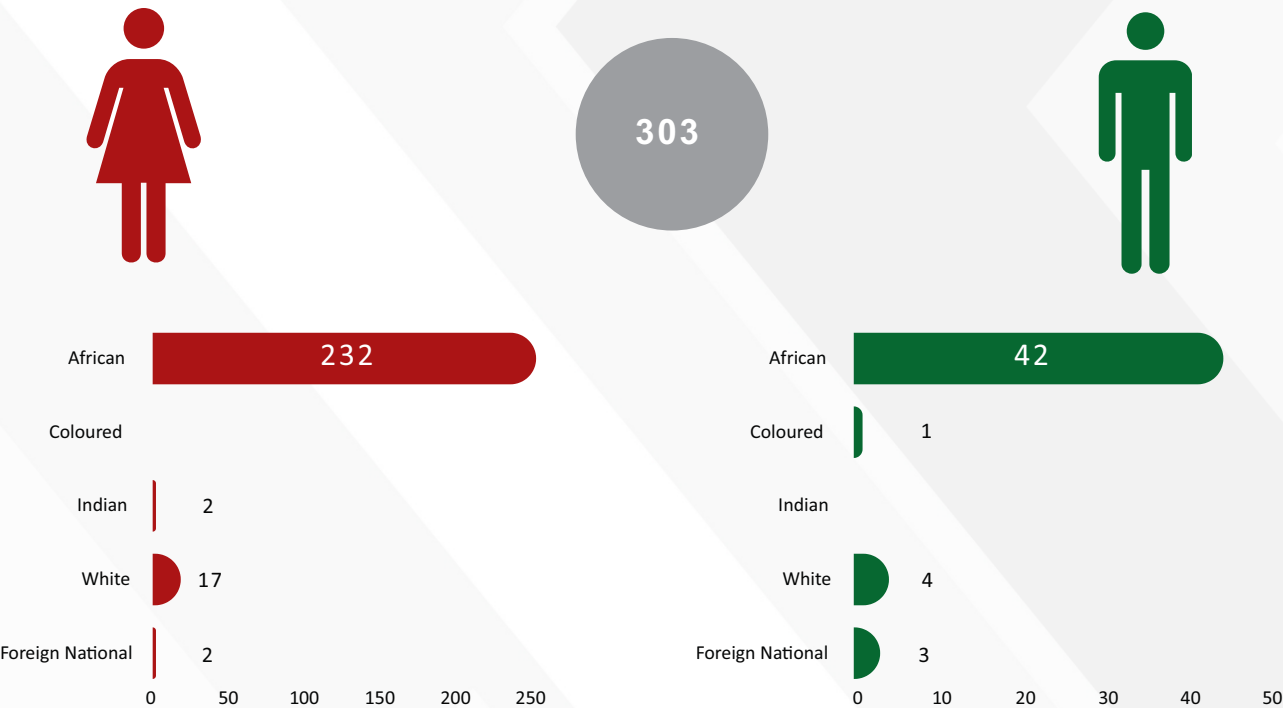
## LONG SERVICE AWARDS 2023



## EMPLOYMENT EQUITY STATISTICS

### Workforce Profile as at 31 March 2024

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





## Financial Information

### Statement of Comprehensive Income

Figures in R`000	2024	2023
Accommodation, boarding, levies and services recovered	91,317	83,108
Tenancy right income	54,261	47,025
<b>Operating income</b>	<b>145,578</b>	<b>130,133</b>
Accommodation, boarding, levies and services recovered expenses	(105,304)	(97,083)
Tenancy right expenses	(39,168)	(33,274)
<b>Operating expenses</b>	<b>(144,472)</b>	<b>(130,357)</b>
<b>Operating surplus/(deficit) before other income and expenses</b>	<b>1,106</b>	<b>(224)</b>
Other income	631	583
Finance income	1,007	741
Finance costs	(463)	(449)
<b>Surplus for the year</b>	<b>2,281</b>	<b>651</b>
<b>Other comprehensive surplus</b>		
Fair value adjustment - Investments	1,330	1,024
<b>Total other comprehensive surplus</b>	<b>1,330</b>	<b>1,024</b>
<b>Total comprehensive surplus for the year</b>	<b>3,611</b>	<b>1,675</b>

### Statement of Changes in Reserves

Figures in R`000	Revaluation Reserve	Accumulated surplus	Total
<b>Balance at 1 April 2022</b>	2,644	108,287	110,931
<b>Total comprehensive surplus for the year</b>			
Surplus for the year		651	651
Total other comprehensive surplus	1,024	-	1,024
<b>Total comprehensive surplus for the year</b>	<b>1,024</b>	<b>651</b>	<b>1,675</b>
<b>Balance at 31 March 2023</b>	<b>3,668</b>	<b>108,938</b>	<b>112,606</b>
<b>Balance at 1 April 2023</b>	3,668	108,938	112,606
<b>Total comprehensive surplus for the year</b>			
Surplus for the year		2,281	2,281
Total other comprehensive surplus	1,330	-	1,330
<b>Total comprehensive surplus for the year</b>	<b>1,330</b>	<b>2,281</b>	<b>3,611</b>
<b>Balance at 31 March 2024</b>	<b>4,998</b>	<b>111,219</b>	<b>116,217</b>





## Statement of Financial Position

Figures in R`000	2024	2023
<b>Assets</b>		
<b>Non-Current Assets</b>		
Investment properties	111,388	109,246
Plant and equipment	3,743	2,706
Investments	8,589	7,184
	<b>123,720</b>	<b>119,136</b>
<b>Current Assets</b>		
Special funds	2,909	2,838
Trade and other receivables	22,090	22,245
Cash and cash equivalents	10,230	10,129
	<b>35,229</b>	<b>35,212</b>
<b>Total Assets</b>	<b>158,949</b>	<b>154,348</b>
<b>Reserves and Liabilities</b>		
<b>Reserves</b>		
Revaluation reserve	4,998	3,668
Accumulated surplus	111,219	108,938
	<b>116,217</b>	<b>112,606</b>
<b>Non-Current Liabilities</b>		
Borrowings	2,413	3,261
	<b>2,413</b>	<b>3,261</b>
<b>Current Liabilities</b>		
Trade and other payables	36,038	34,285
Deferred revenue - Specified donations	487	537
Current portion of long term borrowings	885	821
Special funds	2,909	2,838
	<b>40,319</b>	<b>38,481</b>
<b>Total Reserves and Liabilities</b>	<b>158,949</b>	<b>154,348</b>



## Financial Information

### Statement of Cash Flows

Figures in R'000	2024	2023
<b>Cash flows from operating activities</b>		
Surplus for the year	2,281	651
<i>Adjustments for:</i>		
Finance costs	463	449
Depreciation of plant and equipment	929	634
Investment income	(1,007)	(741)
(Surplus) / Deficit on disposal of plant and equipment	(79)	19
Surplus on disposal of investments	-	(58)
Deferred revenue	(50)	-
<b>Operating cash flow before working capital changes</b>	<b>2,537</b>	<b>954</b>
<i>Working capital changes</i>		
Increase in financial assets	(71)	(53)
Decrease/(increase) in trade and other receivables	155	(5,158)
Increase in trade and other payables	1,824	4,899
<b>Net cash flows from operations</b>	<b>4,445</b>	<b>642</b>
Investment income	1,007	741
Finance costs	(463)	(449)
<b>Net cash flows from operating activities</b>	<b>4,989</b>	<b>934</b>
<b>Cash flows used in investing activities</b>		
Improvements to investment property	(2,142)	(2,166)
Plant and equipment acquired	(1,973)	(646)
Proceeds on disposals of plant and equipment	86	2
Net cash movements on investments	(75)	(108)
<b>Net cash flows used in investing activities</b>	<b>(4,104)</b>	<b>(2,918)</b>
<b>Cash flows used in financing activities</b>		
Loans repaid	(784)	(653)
<b>Net cash flows used in financing activities</b>	<b>(784)</b>	<b>(653)</b>
Net increase/(decrease) in cash and cash equivalents	101	(2,637)
Cash and cash equivalents at beginning of the year	10,129	12,766
<b>Cash and cash equivalents at end of the year</b>	<b>10,230</b>	<b>10,129</b>

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



## Village Information

### 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

### DEMENTIA AND ALZHEIMER'S CARE

**Waverley Gardens Memory Care**

5 Murray Street  
Waverley  
Tel: 011 887 9881

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

## HEAD OFFICE

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