



Annual Report 2015/16



WINNER
2015/16

GRAMPIANS
PYRENEES
BUSINESS
AWARDS

Mission Statement

Eventide Homes (Stawell) Inc. aspire to provide premium, stimulating and innovative accommodation and care.

Vision Statement

Eventide Homes will:

- Be responsive to communal needs;
- Respond positively and creatively to the needs of older people;
- Strive at all times to promote the maintenance of independence and self-determination for older people, and provide a friendly, comfortable, supportive, attractive and homely residential environment and individual lifestyle;
- Demonstrate commitment to prudent administration and management of the finances and assets entrusted to it by the community;
- Be a good employer, maintaining an environment in which staff are valued, supported in their endeavours and development, and valued for their contribution of excellence.
- Strive to continuously improve in all areas including the Aged Care Standards.

Care Statement

Eventide Homes shall provide individualised and resident focused services and care, through an empathetic and experienced team in a dignified and trusting environment.

Values Statement

Eventide Homes values and respects:

- The inherent worth of each individual;
- The contribution made by all people committed to the organisation, its mission and those it seeks to serve;
- The particular and unique contribution which older people are able to make to the community;
- The commitment and caring concern of its staff;
- Innovation and a capacity to be forward thinking; and
- The trust, which has been vested in it by the community.

Annual Report 2015-16

With the compliments of the President Mr Reg Smith and Members of the Board of Governance.

62nd Annual Report for the year ended 30th June, 2016.

Presented at Annual General Meeting of Contributors, 12th October, 2016.

Designed by Morgi Mac Design
Financial Auditors - Crowe Horwath
Photography by Eventide Homes & Kerri Kingston

[facebook.com/eventidehomesstawell](https://www.facebook.com/eventidehomesstawell)

Regulatory Information

Associations Incorporation Number - A0028462X

Aged Care Act Registration Number - 3345H

Australian Business Number - 26 648 709 275

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Table of CONTENTS

Mission Statement	02
About this Annual Report	02
Regulatory Information	02
Contents	03
About Eventide Homes	04
Board Members	05
President Report	07
Organisational Chart	08
Chief Executive Report	09
Long Service & Appreciation Awards	12
Corporate Report	14
Care and Lifestyle Report	16
Leisure & Lifestyle Report	17
The Year at a Glance	18
Financials at a Glance	20
Income & Expenses Statement	21
Statement of Financial Position	22

About EVENTIDE HOMES

Eventide Homes is situated in the picturesque regional City of Stawell, just two-and-a-half hours' north-west of Melbourne, and 20 minutes from the famous Grampians mountain range.

Established in 1953, Eventide Homes is one of Western Victoria's most progressive senior lifestyle villages, offering independent residential living options and an aged care hostel on site if you require residential care in the future.

Our highly qualified and experienced staff provide outstanding personal care in a caring and supportive environment and go the extra mile to ensure all residents are active, socially engaged and connected with the broader community.

About Residential Living

We have 100 residential aged care beds for seniors with medium to medium high care needs. Each single room has a private en-suite and some rooms can be adjoined to suit married couples. We also have a state-of-the-art wing to support residents who are experiencing memory loss.

About Independent Living

Independent living accommodation is available to people over 55 years who have retired from full-time work.

All accommodation is safe and private and tailored for a wide range of mobility aids and connected to the 24-hour emergency service.

Services

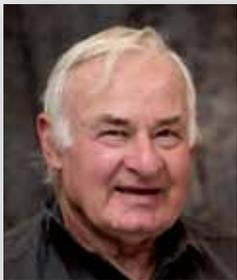
Services provided at the hostel;

- Beautician
- Cleaning
- Computer & Internet access
- Hair Salon
- Meals
- Onsite laundry services
- Onsite physiotherapist
- Personal care
- Visiting Medical Specialists

Visiting Medical Specialists include optometrists, audiologists, doctors, podiatrists, pathologists and dentist/dental technician.



Board MEMBERS



Reg Smith – President

- Former Municipal building surveyor with Northern Grampians Shire
- Life Governor of Eventide Homes
- Served on Board of Governance Eventide Homes for 22 Years (1994)



Julie Dunn – Senior Vice President

- Former Principal and teacher of Stawell Secondary College
- Served on Board of Governance Eventide Homes for 8 years (2008)



John Teasdale – Junior Vice President

- Former floor covering retailer
- Local Government
- Insurance Clerk
- Served on Board of Governance Eventide Homes for 6 years (2010)



Peter Greenberger

- Finance/Business Manager
- Former Business Manager King's College Warrnambool
- Former finance & administration manager Gillin Park Retirement Village
- Former Business Manager Stawell Secondary College
- Former owner Grampians Store – Pomonal
- Served on Board of Governance Eventide Homes for 1st year (2015)



Kaye Harris

- Project Manager
- Former Educator/Lecturer
- Former Manager Media Marketing Resort Development
- Former Director Economic Development & Tourism
- Former CEO Gariwerd Enterprises Ltd
- Former CEO Koorie Heritage Trust Inc.
- Served on Board of Governance Eventide Homes for 6 years (2010)



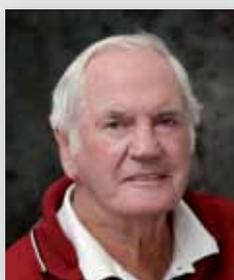
Lyn Harrison

- Former Orchardist
- Board Member for Grampians Water (1994 – 2004)
- Board Member and Chairman for Stawell Water Board (1986-1994)
- Former Primary School Teacher and Emergency Teacher)
- Life Governor of Eventide Homes
- Served on Board of Governance Eventide Homes for 21 years (1995)



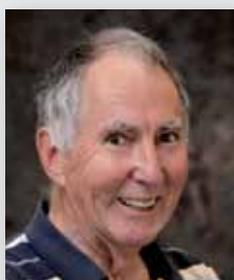
Judith McGregor

- Former farmer
- Former General Nurse
- Former Community Services Officer – Town & Shire of Stawell
- Life Governor of Eventide Homes
- Served on Board of Governance Eventide Homes for 20 years (1996)



Wes Nalder

- Former motor mechanic
- Former new & used vehicle dealer
- Will be awarded Life Governorship of Eventide Homes at AGM 12-10-16
- Served on Board of Governance Eventide Homes for 10 years (2006)



Roger Warne

- Medical Practitioner – Stawell Medical Centre
- Former Engineer & Musician
- Life Governor of Eventide Homes
- Served on Board of Governance Eventide Homes for 31 Years (1985)



"Friendship with other unit residents, helping and caring for each other. My pet pup enjoys going over and interacting with hostel residents in Glyn Cashin Hall."

EVENTIDE UNIT RESIDENT

Presidents

REPORT 2015-16



On behalf of the Board of Governance I am honoured to present the 62nd Annual Report for Eventide Homes.

Last year one of our Board Members Wally Bowers who served on our Board for 12 years decided not to renominate. Wally was a very dedicated member of our Board and I would like to thank him for his service. Wally was replaced by Peter Greenberger whom has already proved himself as a valued member.

Eventide has had a very busy and successful year with yet a lot of changes. I am pleased that Eventide was successful in passing a three-year accreditation in all 44 outcomes.

During the last 12 months we have completed the up grading of ten bathrooms in McGregor and Cashin wings, Six new Residential Cluster Units, (a further two under construction), and a new house at 14 Plantation Drive.

The first stage of the Plantation is nearing completion as No. 10 has just commenced construction leaving No.'s 6 and 7 to be developed. The company NOW Architecture has been appointed to complete Eventides Master Plan which will provide the future development of Eventide Homes.

I am sure the Master plan will be a real challenge for Staff and Members of the Board.

Staff Recruitment has been very good, recruiting Registered and Enrolled nurses as required. Eventide now have over 100 staff and is a valued employer within the Norther Grampians region.

The Strategic Plan has been completed for the next five years. Eventide must consider the direction of Aged Care through to 2020 and 2030's, with an expected growth and demand for Residential Accommodation providing a real challenge to the Board and Staff.

Our Architects are preparing the Master Plans, so we can apply for ACAR funding, if successful tenders can be called in the near future for the construction and alterations of our buildings.

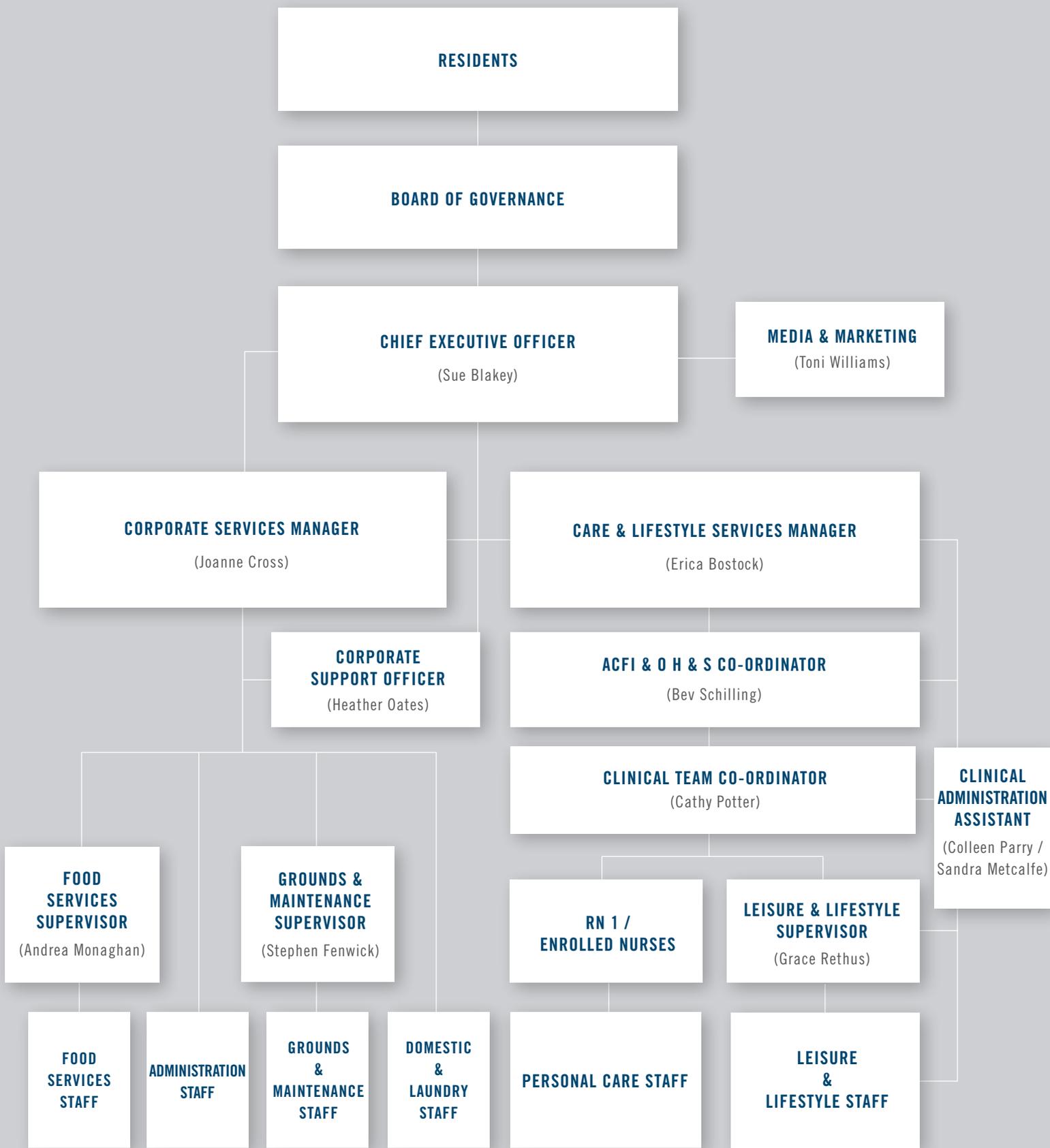
I would like to thank all of our hardworking Staff, Volunteers and fellow Board Members for their dedication to Eventide Homes and the support given to me over the past twelve months.

Reg Smith
President

"I am pleased that Eventide was successful in passing a three-year accreditation in all 44 outcomes."



Organisational CHART



Chief Executive REPORT 2016



The last year has been a particularly eventful and challenging one for Eventide.

We completed our strategic plan for the next three to five years taking into account information included in the "Aged Care Roadmap" that sets out future reform directions for aged care.

Aged Care Roadmap

"The aged care system has undergone significant change in recent years to become more consumer focused. Our aged care system is in transition and we need to ensure it is viable and sustainable into the future. We also need to ensure that it can support older people to maintain their independence and receive support and care that is sensitive and appropriate, where and when they need it.

Increased consumer choice will be a major change into the future. A fiscally sustainable aged care system that requires consumers to contribute to their care costs where they can afford to do so means that there will be increased consumer expectations for greater choice and control. The ability for consumers to choose who provides care and support will create a more competitive and innovative market. This, accompanied by an aged care sector that has more flexibility to respond to the increasing diversity of consumers' care needs, preferences and financial circumstances will contribute to a sustainable system."

Throughout next year, significant focus will be placed on expanding services and transforming our organisation to ensure we respond to change for the ultimate benefit of our residents. We must continue to find ways to enhance the lifestyle and care we provide while balancing the books, working smarter to improve efficiency and retain staff.

I am thrilled to report that we did extremely well with our re-accreditation audit in August this year, achieving all required outcomes and therefore obtaining a further three years full accreditation to 2019. The auditors specifically acknowledged the many positive comments received from residents throughout the audit which is a credit to all. The best measure of success is the satisfaction of our residents and we are humbled every day when we receive their touching feedback about our care, dedication and compassion.

The past year has continued to be one of development and expansion with a further 4 units completed, now totalling 6 and a further 2 units to be built prior to Christmas to complete the 8 unit development. The Units have proved to be very popular and we are currently updating our Master Plan with provision to build further units on site.

We have also built a further home in "The Plantation" development and in total we have welcomed 9 new residents to our retirement village.



We were successful in obtaining a once off grant through the Local Infrastructure Assistance Fund to purchase and install a back-up diesel generator. This generator will be in operation by the end of October and will be warmly welcomed by staff who have been rostered during extended power blackouts over the last few years.

Works on the hostel is an ongoing program with the installation of a new Nurse Call System and several bathrooms in McGregor and Cashin being upgraded in the last twelve months.

As we are working on redevelopment plans for the future, we look forward to engaging with the community in the coming year to determine the best care and accommodation needs required for the people of Stawell and District.

I wish to thank Jane and Carole for holding the fort in the clinical area over the last twelve months and am pleased to welcome Erica Bostock as our Clinical and Lifestyle Manager for the next twelve months. Erica will be instrumental in introducing the new Montessori program method to benefit residents. We have taken up the slogan "Go the Full Monty" and am sure staff will embrace this new approach to care.

Testament to the "Living Longer, Living Better" Catchcry, and the care provided, we are very proud that another resident celebrated their 100th birthday this year which brings our total centenarians tally to three.

I wish to thank Toni, our Marketing Officer who has positively lifted the profile of Eventide and covered special events held here at Eventide.

The inaugural Winter Woollies Festival was held in July last year as a fundraiser and proceeds being presented to Eventide Homes.

Thank you to the Committee of the Winter Woollies Festival, it was a great event.

I wish to thank Joanne who very efficiently heads up the Corporate Service area of the organisation and comes in within budget, year after year.

I also wish to thank the wonderful efforts of Staff, Volunteers, Families, Residents, Friends of Eventide and volunteers of the Bookworm Gallery for ongoing donations, whom without your help, none of this would be possible.

I wish to acknowledge and thank our Board Members for the many hours spent governing the organisation and moving in a strategic direction which will ensure ongoing growth for Eventide and the provision of appropriate buildings and services for future generations. On a personal note, I would like to thank President, Reg Smith for his unwavering support over the past twelve months.

It is a privilege to lead such an enthusiastic and dedicated team of people who continually strive to provide the best possible lifestyle and care for our residents.

Again I thank everyone for your commitment and support in helping make Eventide a strong and vibrant community.

Sue Blakey

Chief Executive Officer





"As a young person, I love hearing about all of the resident's life stories and looking at their old photographs. I have gained a broad range of knowledge on the war's and how times have changed since having the privilege to work with older people every day over the past three years."

PERSONAL CARE WORKER

Special AWARDS

Each year the Board of Governance may present Life Governorships or Certificates of Appreciation to community members for their valued support to Eventide Homes and to long serving staff members.

This year's recipients are:

Life Governance Award

Board of Governance

Wes Nalder 10 years

Long Service Award

Staff

Imelda Robinson 10 years

Certificates of Appreciation

Beris Driscoll Volunteer

Lynette Martin Volunteer

Ruth McDonald Volunteer

HOW YOU CAN HELP AT EVENTIDE HOMES?

Volunteering at Eventide Homes is a very important part of Eventide Home's life – a rewarding and an enjoyable experience for the volunteer but also for our residents.

Many activities would not be possible without the valuable contribution that our volunteers make. There are many types of volunteering conducted at Eventide, these include:

- One on one time with residents – reminiscing, shopping or just spending time chatting.
- Participating with our many activities organised by our qualified Leisure & Lifestyle staff such as bus outings, paper reading, cross-words, cooking, bingo and happy hour, just to name a few.
- Volunteers are also very involved with organising special events for our residents to participate in like preparing for the Olympic Games, Spring Ball, Valentines Day etc.

Volunteering helps people to be happier and healthier, gives opportunities to meet other people, and learn new skills while giving back to our community.

If you would be interested in becoming one of our valued volunteers please contact Grace Rethus – Leisure & Lifestyle Supervisor at Eventide Homes.



"Eventide Homes plays a significant role in our daily lives and we are proud to be part of the larger Eventide family. We get so much personal satisfaction from our volunteering roles, including many smiles and thanks.

We truly believe that the experience has enriched our lives, is wonderfully fulfilling and has given us a much greater insight into and appreciation of life in general"

EVENTIDE VOLUNTEERS





Accreditation was on the tip of everyone's tongue leading up to our re-accreditation visit, which we achieved for another 3 years in August this year. This was achieved from a lot of dedication and teamwork from all our staff.

Accreditation is an ongoing improvement process. Being an accredited service, provides our residents with the confidence that the service they are using will deliver safe, high quality care. Our day-to-day work practices required to meet accreditation are carried out routinely each day and robust systems have been put in place to achieve this.

Quality assurance activities have also been a major focus, with the Continuous Improvement program continuing to reflect a systematic and timely response to all suggestions and problems. Our Comments and Complaints system reflects positive outcomes for all. Our focus is 'results'.

We introduced a new menu system this year whereby residents can select their meal for the day from a menu sitting on their dining room table. This brings with it many benefits to the residents. We have had a great response from residents who enjoy being able to make a choice on the day. Comments received; "It's like a restaurant" & "Love the new system, much better".

The food services team continue providing a professional dining experience to our residents. Our Food Services Supervisor, Andrea Monaghan, heads up our team of cooks who produce exceptional food.

We have had numerous compliments on the cleanliness and lovely smell of our facility, a credit to our domestic team. Along with our laundry staff, all are to be congratulated on an excellent service provided.

Administrative staff continue to provide an efficient service and their assistance is invaluable.

Our Grounds & Maintenance team, ably lead by Stephen Fenwick, continue to maintain our buildings and grounds to a high standard.

I would like to express my gratitude to the entire team at Eventide for their great team work, positive contribution and professional approach. I look forward to another great year at Eventide and to us all working together to achieve great things.

Joanne Cross
Corporate Services Manager





"I have lived here at Eventide Homes for over 12 years. I get on well with the staff. Whatever you need, you only have to ask!"

EVENTIDE RESIDENT

Care & Lifestyle

REPORT 2016



This has been an exciting year for clinical care at Eventide Homes meeting the challenges of what is being seen in all aged care throughout Australia and indeed the world.

An increasing population of older people are requiring care and more frequently are being supported in the community. This means that our residents are coming to live in the Hostel at Eventide Homes requiring higher levels of care than in the past. Added to this, residents already living in Eventide are becoming increasingly frail. To meet these challenges the clinical care has undergone some changes.

Recently a full time physiotherapist has joined the Organisation providing valuable support to staff. This includes assessment, therapy and exercise to assist mobility, management of pain and equipment requirements to support the provision of care and resident mobility.

Other staffing initiatives have been actively recruiting more Registered Nurses and Enrolled Nurses to support the care staff and meet the needs of residents.

The commitment of Eventide to a high level of care is the provision of services and an environment that supports the lifestyle of each resident. The activity program has always been important in supporting wellbeing. Recent activity in the area has been the introduction of the Montessori Approach to care of residents. This method promotes the individuality of each resident through positive interaction. The themes of Relate, Motivate and Appreciate are used to engage with residents and encourage and support them to maintain abilities for as long as possible.

All employees are being encouraged to support the Montessori Method whilst undertaking their daily routines whether they are maintenance, catering, cleaning, laundry, caring or activity staff, this philosophy is a part of their role. Staff are being supported in this project with education and resources that assist in the delivery of the program.

The success of our clinical programs can be seen in the results of the recent accreditation visit. The "Australian Aged Care Quality Association" undertook the review for accreditation in June with the very pleasant outcome of achieving a further three years accreditation and meeting the requirements of all 44 outcomes. This was due to the excellent support of all staff, residents and their families.

Erica Bostock

Care & Lifestyle Services Manager





Leisure & Lifestyle REPORT 2016

It has been another fun and busy year for the leisure and lifestyle team, providing many and varied activities for the residents throughout the year.

The Leisure and lifestyle program is designed and provided to enhance the psychological, spiritual, social and physical wellbeing of all residents, providing stimulation mentally, physically and socially. Lifestyle staff assist residents to attain the maximum quality of life possible for them, while encouraging and supporting independence.

Residents are encouraged to be continually active in the community

Residents assist St Patrick's primary school with their literacy program on a fortnightly basis, bringing much enjoyment to the residents and the students.

Secondary school students visit on a weekly basis to interact and assist residents, with four new students welcomed each term and new relationships being developed.

Regular visits are made to the Stawell Men's shed to enable the men to catch up with old friends and keep an eye on community projects.

Fundraising functions such as the Biggest Morning Tea for cancer provide an opportunity for residents to continue to assist others, with \$332 raised for the Cancer council this year.

Involvement in church functions such as the Anglican pancake morning tea and the Uniting church fete and fellowship lunches are always well supported and looked forward to.

The craft group are kept busy throughout the year with making items for the Winter Woollies festival and their entry in the Christmas Tree Festival.

Special functions are held throughout the year bringing much excitement, fun and laughter to all involved, these include our Spring Racing Events, Christmas Functions, Australia Day celebrations, Spring/Valentine's Day Balls, Anzac Day Service, Easter functions, Mother's Day/Father's Day celebrations, Grand Final Football Afternoon, BBQ lunches and three monthly birthday parties.

Regular outings in the community are held with visits enjoyed to the Stawell library, Ararat lunch time concerts, Moyston sheep dog trials, Stawell Gold mine, Cato Lake, Stawell Entertainment Centre and the Grampians.

Visiting entertainers to Eventide are an important part of our leisure and lifestyle program bringing much enjoyment. We especially thank the entertainers who visit Eventide regularly, Carmel Phelan, Marg Robertson, Geoff Harmer, Keith Haymes, Bob Fry, Christine Johnson and Neil Thornton.

Visits from The Happy Wanderers Dance Club-Ballroom Dancing, Grampians Vintage Car Club, Senior Citizens Singing Group, Stawell Brass Band, Collingwood Football Club, Jamie and Kim's Zoo, St Patrick's Primary School choir, Anglican Church choir and Blumes Fashions were enjoyed by all.

Spiritual care is provided by ministers from various denominations. The chapel area is used regularly for church services, prayer and reflection, bible study and fellowship. The introduction of a Service of Remembrance assisted residents and staff with the grieving process and allowed a time to reflect on fond memories of members of the Eventide family who have passed on.

Warne/Urquhart House Activities

A separate leisure and lifestyle program focusing on person centred activities is conducted in Warne House. The residents enjoy cooking, gardening, craft, cappuccinos, high teas, bus outings, sensory therapy, reminiscence, sing-a-longs, Apple ipad's, walks, doll therapy and church services. We are in the process of introducing the Montessori program and look forward to all the benefits that the residents will receive through this program,

A huge thank you to the leisure and lifestyle team and all our volunteers who give up their time and talents to enhance the lives of our residents. Without your help we would not be able to offer the variety of programs and run programs so successfully.

Grace Rethus

Leisure & Lifestyle Supervisor

The year AT A GLANCE



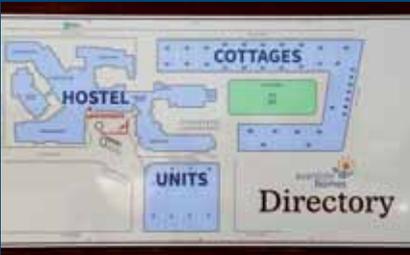
- Eventide Homes was announced as the winner of the Community Enterprise category at the 2015/2016 Grampians Pyrenees Business Achievement Awards.
- Open Day for Eventide Units, Kingston Community Centre & a new shade structure for the Bill Crowe courtyard. Around 100 people attended the official opening of the new independent living units.
- New plantation home being built.
- Infrastructure and works for 4 x 2 bedroom units has been completed.
- Bathroom renovations Cashin House & McGregor House – ongoing.
- Eileen Cooper – 100th birthday

AUG
2015

DEC
2015

FEB
2016

- New signage



- Collingwood footballers incorporated a visit to Eventide Homes as part of a two-day Community Camp in Ararat & Stawell.
- Valentines Day Ball



The year AT A GLANCE

• BBQ Lunches



- Vintage Cars
- Mother's Day High Tea



MAR
2016

MAY
2016

JUN
2016



- Aged Care accreditation success – Eventide Homes was awarded three years' accreditation in the latest round of Aged Care Accreditation.

- Biggest Afternoon Tea.

- New nurse call system

- Full time Physio started

- New menu system - Residents getting choice at tables

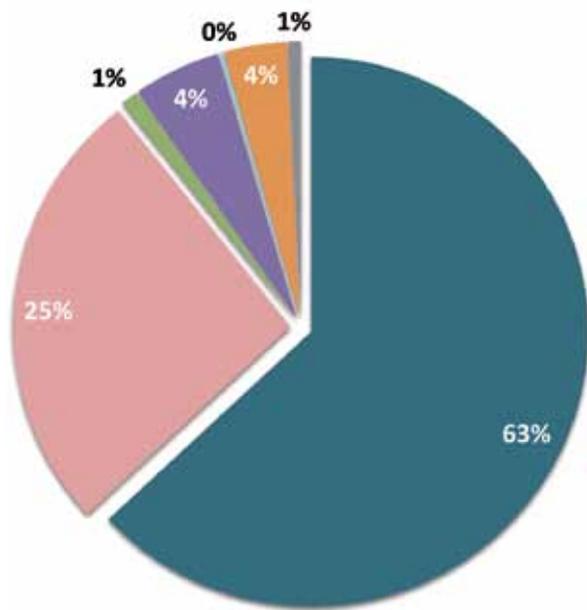


Financials

AT A GLANCE

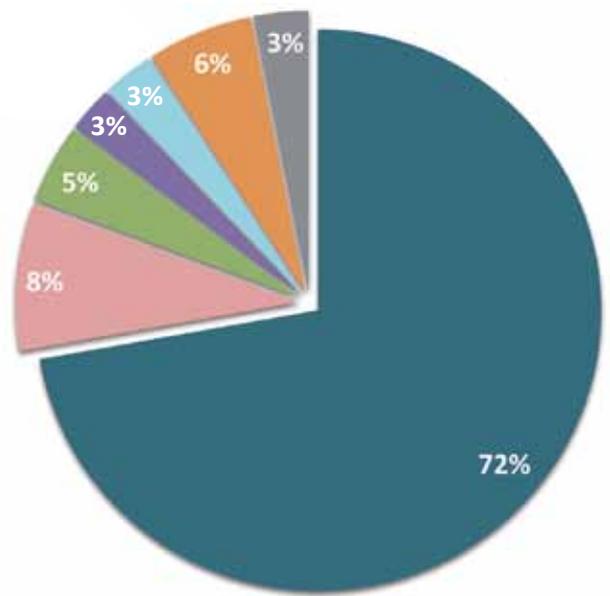
A FULL COPY OF THE FINANCIAL REPORTS ARE AVAILABLE UPON REQUEST.

Income



- Residential Care Subsidies
- Resident Daily Fees
- Retention Revenue
- Retirement Village Income
- Donations and Fundraising
- Interest Received
- Other Revenue

Expenses



- Salary and Employee Related Expenses
- Depreciation
- Food Supplies
- Maintenance, Repairs & Utilities
- Resident Care Services
- Retirement Village Expenditure
- Other Expenditure

Income & Expenses

STATEMENT

	YEAR ENDED 30 JUNE 2016	YEAR ENDED 30 JUNE 2015
INCOME		
Residential Care Subsidies	5,181,463	4,637,525
Resident Daily Fees	2,160,951	1,837,444
Retention Revenue	79,794	168,081
Retirement Village Income	417,298	296,623
Donations and Fundraising	16,298	68,541
Interest Received	301,829	280,512
Other Revenue	59,315	81,283
TOTAL REVENUE	8,216,948	7,370,009
EXPENSES		
Salary & Employee Related Expenses	5,222,729	4,773,496
Depreciation	613,070	586,898
Food Supplies	330,676	285,378
Maintenance, Repairs & Utilities	189,785	489,256
Resident Care Services	216,319	179,609
Retirement Village Expenditure	435,495	315,730
Other Expenses	225,375	
TOTAL EXPENSES	7,233,449	6,630,367
TOTAL NET SURPLUS	983,499	739,642

Statement of FINANCIAL POSITION

For the Year Ended 30 June 2016	2016 \$	2015 \$
ASSETS		
<i>CURRENT ASSETS</i>		
Cash and cash equivalents	9,081,781	7,171,925
Trade and other receivables	182,772	124,525
Inventories	34,691	19,938
TOTAL CURRENT ASSETS	9,299,244	7,316,388
<i>NON-CURRENT ASSETS</i>		
Property, plant and equipment	16,399,281	15,283,013
TOTAL NON-CURRENT ASSETS	16,399,281	15,283,013
TOTAL ASSETS	25,698,525	22,599,401
LIABILITIES		
<i>CURRENT LIABILITIES</i>		
Trade and other payables	457,018	353,313
Employee benefits	517,481	482,271
Other liabilities	11,558,044	9,355,577
Borrowings	251,000	251,000
TOTAL CURRENT LIABILITIES	12,783,543	10,442,161
<i>NON-CURRENT LIABILITIES</i>		
Employee benefits	421,438	396,195
Borrowings	1,652,417	1,903,417
TOTAL NON-CURRENT LIABILITIES	2,073,855	2,299,612
TOTAL LIABILITIES	14,857,398	12,741,773
NET ASSETS	10,841,127	9,857,628
EQUITY		
Retained earnings	10,841,127	9,857,628
TOTAL EQUITY	10,841,127	9,857,628



"I enjoy helping the residents achieve the highest quality of life possible."

LIFESTYLE & PERSONAL CARE WORKER

Donations:

Eventide Homes is a not-for-profit organisation and therefore relies heavily on federal government assistance to fund its daily operations.

In the past, we have been very fortunate to receive bequests and donations from our residents, their

families and local organisations. This enables us to continue to provide high quality care and purchase much needed items. If you are interested in learning more about donating to Eventide Homes, please contact us.



Contact

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