The Australian Flying Corps and
Royal Australian Air Force Association
(Western Australia Division) Incorporated

2013-2014 Annual Report
Aims of the Division

The Australian Flying Corps and Royal Australian Air Force Association (Western Australia Division) Incorporated, (hereafter referred to as RAAFA) is an incorporated association in Western Australia formed by ex-service personnel of the Air Force in Australia and the Commonwealth to recognise, foster and promote the ethos, virtues and culture of service to the nation in the Air Force.

The Division is a constituent body of the national Association known as “Australian Flying Corps and Royal Australian Air Force Association [Inc]”.

Our Vision

To be a respected, financially secure, adaptable organisation growing on a broad base of caring and support services.

Our Purpose (Mission)

Provide camaraderie and supportive care while maintaining traditions and heritage for all members of the Division, members and former members of the Australian Defence Force and general community through the provision of facilities and welfare services within Western Australia.

Our Values

The core Values of an organisation reflect the collective view of how people within it interact with each other and with the external environment, which includes the community, customers and partners.

RAAFA’s Values are:

- Honesty,
- Integrity,
- Openness in dealings,
- Respect,
- Compassion,
- Recognition,
- Inclusiveness,
- Benevolence,
- Healing, and
- Supportive.
The governing body of RAAFA is the Division Council, which consists of six Members elected by the general membership and three Council Appointed Councillors, who were appointed for their business expertise and qualifications in Accounting, Aged Care/ Retirement Village and Business Management.

The Division Council is responsible for the overall good governance and transparency of the Division’s Aims, Objects and generally upholding the requirements of the Division Constitution.

We are ever mindful of our Constitutional Objects, which include:

- Providing welfare and wellbeing assistance for ex-service and the general community
- Assistance for ex-service personnel in obtaining Veteran entitlements
- Provision of ‘Ageing in Place’ facilities for retired and aged persons
- Preserving the memory and heritage of founding members and comrades
- Commemorating the service and sacrifice of those who have served in the Royal Australian Air Force, and
- Maintaining a Museum dedicated to Australia’s aviation heritage.

The 2013/2014 financial year has been a time of change and challenges for RAAFA. During the past year, RAAFA has undergone a major restructure, driven by the Division Council’s need for an expanded Senior Management team to adequately meet the demands of the large organisation that we have become.

As part of this exciting overhaul, we now have a Chief Operating Officer, Chief Financial Officer, Human Resources Manager and an Asset Manager. During this time, our Welfare Officers have continued to provide high quality support and care for our members and residents. We have also been pleased to provide a greater capacity to support serving and former Australian Defence Force members, thanks to our growing number of veteran support practitioners.

This period of change has also included a large overhaul of our organisational processes. I’m pleased to report the Division Council’s concerns regarding our outdated communication systems have now been addressed, with an overall replacement program now in place.

In 2014 we completed the construction of our second apartment tower at Air Force Memorial Estate, Bull Creek, and we are now well underway with a new, state-of-the-art aged care facility also located at Bull Creek. As part of our commitment to sustainable living, we achieved a first for our organisation with the conversion of Erskine Grove to solar energy power. We look forward to expanding our alternate energy capabilities across RAAFA into the future.

The Aviation Heritage Museum has continued to be a jewel in RAAFA’s crown, with visitor numbers to the museum increasing significantly over the 2013/2014 year. The Museum has added several new exhibits over the reporting year, with new displays including an F-111 crew module and an Iroquois helicopter.

I’d like to take this opportunity to congratulate the Senior Management team and their staff for their devotion to their tasks during this period of change, for their loyalty and the care they continue to provide to our membership.

As Division Council Chairman I have been very pleased with the achievements of Division Council this past year, with every action undertaken by Division Councillors being in the best interests of the Division. I can say with confidence that RAAFA is in an excellent position within the WA aged care sector and we can look forward to a strong future together.

Graeme Bland
RAAFA Division Council Chairman
The honour of taking up the position of Chief Executive Officer of RAAFA in late May 2013 has offered me a unique opportunity to observe and appreciate the incredible commitment of the ex-service people and Association volunteers who have built this organisation over the years.

Since RAAFA’s creation in 1929 as an organisation supporting ex-servicemen of the RAF and RAAF, it has grown to become one of the largest, most dynamic aged care service providers in WA. Today, RAAFA is a community of six retirement villages with more than 1350 homes. We provide housing for over 2000 people, along with support provided through four residential aged care facilities with 360 beds. Our members also have the opportunity, along with those living in the villages, to enjoy the services of four licensed clubs. In addition, our volunteers have developed what is arguably one of the best aviation museums in the Southern Hemisphere through the Aviation Heritage Museum, which now boasts over 30 aircraft representing the military and civil history of aviation in WA.

During the 2013/2014 financial year, RAAFA has remained in a profitable financial position. We turned over an income of $42 million, and we have in excess of $600 million worth of assets. As always, we could not provide the excellent services we do without the dedication of our 435 staff, who provide care and support to all our residents and members in the community.

The 2013/2014 financial year has been a time of change within RAAFA. We have overhauled our organisational structure and services to help position the Association to embrace future growth as the aged care sector in WA continues to expand.

This was supported by a change to our constitution by RAAFA’s membership at its Annual General Meeting in October 2013. A key element of the constitutional changes is that all members of the Association, irrespective of whether they are ex-service personnel, are now Ordinary Members. This change provides the opportunity for members to participate in the election of Division Councillors and have a say in the future direction of the Association.

We believe this enables the Association to really understand the needs of the 4500 people who are currently members of RAAFA, and ensure that we provide services that respond efficiently and effectively to these needs.

The last 12 months have been an opportunity to review what we’ve achieved, and to also look at what changes and developments need to be made to our organisation moving forward. As a result we undertook a review of all aspects of the organisation’s business, including surveying our residents to understand their perspective of the services we provide.
We received more than 1400 responses to the survey, a figure which is in excess of 70 per cent of our current residents.

The information drawn from this survey was then used to help develop the RAAFA Strategic Plan, which will guide our organisation forward for the next five years.

A second survey has also been developed and will be distributed to the broader membership to seek their comments on what they see as their service needs to be further developed by RAAFA.

We also completed a review of human resource services, financial systems, information technology and communication systems, the management of our Clubs, and the services provided by RAAFA.

Using this information, the Division Council has developed a Strategic Plan for the next five years. Following the development of the Strategic Plan, it was recommended that we make changes to our organisational structure, a move which was presented to Division Council and approved. As a result, we have put in place roles including Chief Financial Officer, Chief Operating Officer, Asset Manager, Human Resources Manager and Business Analyst, to help enhance RAAFA’s capability to respond to future opportunities for growth.

Since these changes took place in April 2014, a range of achievements have already been made, commencing with the upgrade of our information technology systems at a cost of $550,000, a review of our telephone systems, nurse call systems and safety and security systems. In addition, we’ve upgraded our financial reporting capacity, implemented asset management strategies and human resources management systems to support our staff, managers, and looked at additional ways to improve our customer relations.

A major highlight of the reporting year has been the completion of the long-awaited Orion Terraces apartment building development at Air Force Memorial Estate, Bull Creek. The 40-apartment development sold out long before its completion, and we were delighted to welcome RAAFA’s newest residents into the spectacular new building when it was officially opened on Friday 29 August 2014.

RAAFA is proud to be setting a new standard in retirement living, with Orion Terraces providing modern amenities for residents seeking a lifestyle balance within AFME, with space for a library, hairdresser, allied health professionals, community meeting room and the Estate Office.

Games at the Lodge

Fellowship groups
As we look to meet demand for high-quality aged care options into the future, RAAFA has commenced the development of a $27 million state-of-the-art residential aged care facility at the AFME Bull Creek.

The 102-bed facility, which is being built on the site that was formerly Dean Lodge and is beautifully located next to the lake, is specifically designed to provide high quality care for elderly people who can no longer be supported within their own homes in the future. The building is being constructed by BGC and has been designed by Silver Thomas Hanley. It is anticipated that this building will be completed in January 2016.

The future of RAAFA is very positive, particularly given the work that has been undertaken these past 12 months. We believe we are setting a platform for RAAFA to continue to grow our retirement living sites and increase residential care facilities, initially with the development of the 102 bed care facility currently under construction on the AFME Bull Creek site. With eyes on the future, we are looking to develop our portfolio of community care services and ensure the ongoing growth and financial stability of the organisation. This has been supported with a reserve of capital funds to enable us to undertake these ventures.

I would like to thank the Division Council, in particular Graeme Bland as the retiring State President, for their support over the past 12 months to pursue these significant changes in the Association. I look forward to being able to report on the future successes of RAAFA as the real impacts of these changes take place over the next 12 months.

John Murray
Chief Executive Officer

To the Executive Management Team of Brendan O’Leary, Rob Parker, Karen Borthwick, Sue Sutherland and Garry Holmes, my sincere thanks for the support and professional commitment that is orientated to our leadership objectives. To my Executive Assistant Julie Stearne my sincere thanks for all her support and guidance on the systems of governance in RAAFA.

I would also like to thank all the members who have been supportive in what has at times been a challenging year, and I look forward to working with you all going into the future.

John Murray
Chief Executive Officer

Executive Management Team: Rob Parker, Sue Sutherland, John Murray, Karen Borthwick and Brendan O’Leary (inset Garry Holmes)
The new Orion Terraces

Members attending RAAFA commemorative event

Lunch time at the Lodge
We were delighted to see the 2014 Geoff Michael Award winner is our very own WA State President, Graeme Bland.

The Geoff Michael Award was introduced by the RAAFA National Council in 2012, and is awarded each year to a member who has rendered exemplary service to the Association and who has enhanced the standing of the Association.

Graeme joined the RAAF in 1957 as an aircraft apprentice and 23 years later resigned as a Warrant Officer Engineer after having served in Malaya, Thailand and Australia. He also went to Italy in 1967 with the Macchi Training team.

It was in 1991 that Graeme joined RAAFA, and since then his service to the Association has been second to none. Graeme was a foundation member of the Permanent Air Force Branch and the Aviation Museum Branch, taking on the roles of Secretary and Treasurer for nine and 10 years respectively.

Graeme’s long-term contribution as an Aviation Heritage Museum volunteer can be seen in many displays, events and activities of the Museum, and in the many fundraising and advertising concepts that he and his wife Judy established while Graeme was still working full time. In 2007 he also assumed the role of Museum Librarian.

At the same time, Graeme became involved with the 79 Squadron/Ubon Social Group, where he served as President and fostered a strong sense of camaraderie through the organisation of regular social functions attended by members of the group. Under his stewardship the cohesion of the Group has continued to be maintained.

Graeme has been heavily involved with the Younger Veteran’s Group and Australian Air Force Cadets, both of which he remains a very keen supporter.

Following his retirement from the workforce in 2002, Graeme filled a vacancy on Division Council. The following year he was elected State Vice President, followed by his election to State President from 2004 to 2006.

That year, Graeme became involved in the creation of the Bull Creek Veteran Support Centre. The Centre brings together pension officers with backgrounds from all three services and provides an invaluable service for veterans from Perth’s southern suburbs. Graeme has been instrumental in the Centre’s operations since its opening, and despite the demands on his time from his other RAAFA responsibilities, he continues to work as a Pension Officer Level 2 and coordinates the operations of the Centre.

Graeme was re-elected to Division Council in October 2008 and again as State President in 2010. For his work within the Division, Graeme was accorded RAAFA Life Membership in 2004.

In recognition of his contribution to the Veteran Community, Graeme has recently been appointed as an inaugural member of the Premier’s Veteran Advisory Council, the purpose of which is to advise the Premier first hand on the issues facing veterans and their families.

For his part, Graeme said he was “totally taken by surprise and felt very humbled, but chuffed” to win the 2014 Geoff Michael Award. Congratulations Graeme on this enormously well-deserved accolade!
Spotlight on our staff and volunteers

It’s the commitment and dedication of our fantastic team of staff and volunteers every day at RAAFA that makes our organisation such a success. Here’s a snapshot of life at RAAFA, recognising the exemplary work of two long term staff members Julie Exeter and Sheila Yardley, and two of our wonderful volunteers Iris Heuchan and Geraldine Edwards.

Meet Sheila Yardley, our Karri and Tuart Lodges Facility Manager

Sheila Yardley is the Facility Manager at Karri Lodge and Tuart Lodge. Sheila has been part of the RAAFA team now for more than 14 years, since joining us in 2000 with an Occupational Therapy and Physiotherapy background.

Through her therapy role, which focused on ensuring residents maintained positive lifestyle independence and social interactions with other residents, staff and family, Sheila established a strong background knowledge of the everyday running of RAAFA, which she says still benefits her in her current role.

“I thoroughly enjoy being able to care and deliver a good lifestyle for residents and make sure families are feeling very secure that their family members are with us. A priority for me is making sure we’re proactive at keeping communications open with families, as well as staff,” she said.

Sheila credits the first-rate team of staff and carers around her with the success of Karri and Tuart Lodges.

“Having a therapy background where we are mindful about clinical care and lifestyle care has been really important for me, because I know how things work at the Lodges from the ground upwards,” she says.

Like many of our long term staff, Sheila’s exemplary work with RAAFA was recognised and rewarded, when the opportunity for her to manage Karri Lodge arose. It was an opportunity she grasped with both hands, taking over Karri Lodge which was at that point a 40-bed facility with 10 dementia secure beds.

Since then Sheila’s role has evolved to include expansions at Karri Lodge after the adjoining Independent Living Units merged with the Lodge, and she now also manages the Tuart Lodge facility. It’s a role that keeps her extremely busy – overseeing the care of 109 residents in the two Lodges, as well as 115 staff members.

“I really enjoy working at RAAFA and that’s reflected in the number of years I’ve been here.”

Meet Iris Heuchan, AFME Bull Creek’s bingo caller

From legs eleven to top of the shop, volunteer Iris Heuchan has her cheeky bingo calls down-pat after more than 20 years at the helm of Friday afternoon bingo at RAAFA’s AFME Bull Creek.

89-year-old Iris has made the bingo role her own, having been the resident bingo caller since moving to AFME Bull Creek about 23 years ago from her home in Adelaide.

Over the years Iris has been involved in a wide variety of different volunteer activities – from coordinating bus trips for residents, to being president of the Village Club, organising morning teas and guest speakers.

But due to her failing eyesight, bingo is now her main volunteer activity – which she loves, thanks to an electric bingo machine that’s easy for her to see.

“We always have a lot of fun with the bingo,” Iris said. “Usually there’s between 20 and 30 people playing, we start off at about 2pm and finish at 4pm and have a nice afternoon tea in between, because everyone brings cake or biscuits and coffee,” she said.

And if the nibbles and friendship isn’t enough of an enticement, Iris reckons the prize pool at the weekly bingo gathering is a good deal too – all money put into the game goes directly back to the participants, with first, second and third prizes awarded each game.
Meet Julie Exeter, our Occupational Health, Safety and Injury Manager

After 18 years at RAAFA, you could say Julie Exeter knows our organisation like the back of her hand.

While Julie is now our Occupational Health Safety and Injury Manager, she’s worked in a variety of roles within RAAFA over the years, working her way up within our organisation thanks to her fantastic attitude and diligent work ethics.

As our OSH and Injury Manager, Julie manages all safety aspects of life at RAAFA for residents, staff and volunteers. On a day to day basis, that involves ensuring we’re meeting compliance, running and overseeing OSH committee meetings, and identifying and assessing risks appropriately. She also conducts all RAAFA’s safety training and task analyses, and under the Injury Manager role manages worker’s compensation claims, assesses staff fitness for work, oversees medicals before staff are employed, arranging rehabilitation programs, and liaising with insurance and vocational rehabilitation providers. Julie is also RAAFA’s Grievance Officer, so deals with any staff issues that arise from time to time.

Julie joined RAAFA in 1996 as an aged care worker in Karri Lodge, before moving into a lodge based quality role.

“I was meeting compliance with accreditation standards in quality and I managed Karri Lodge for a short period of time, with Sheila Yardley,” Julie says.

“That role then evolved into my current role, in OSH, injury management and grievance. Over the years I’ve also filled in when facility managers are on leave, so I’ve spent time managing the Lodges.

“I’m a jack of all trades. I’ve enjoyed it because I’ve had such diverse roles over the years; I’ve learned so much and gained qualifications along the way.

“RAAFA is like a second family to me, especially because we don’t have a high staff turnover so many of us have been here a long time. I take pride in knowing 95 per cent of our staff.”

Meet Geraldine Edwards, the AFME Bull Creek shop volunteer

It didn’t take long for Geraldine Edwards to start volunteering her time for others after moving onto RAAFA’s AFME Bull Creek eight years ago.

Within a month of arriving at RAAFA, Geri began volunteering at the village shop – and she hasn’t looked back since.

Having worked at Kmart for years, Geri says retail is in her blood. She now spends about three days each week assisting in the village shop, helping with the bulk shopping, pricing and stocking shelves.

“Then I went on to a quality coordinating role, which was involved in meeting compliance against aged care accreditation standards, doing all the assessment, training and auditing.

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2013/2014 at the Aviation Heritage Museum

The 2013/2014 year has been a time of significant growth for the Aviation Heritage Museum at RAAFA’s Bull Creek site, with a number of exciting acquisitions and developments taking shape ahead of the Museum’s impending 35th anniversary celebrations.

Since its foundation in 1979 the Museum has become one of Perth’s hidden treasures, boasting one of the largest and certainly most unique civil and military aviation collections in Australia – which the growing number of visitors each year attests to.

Last financial year over 21,300 visitors came through the Museum, which drew a gross income in excess of $270,000.

A number of new acquisitions have found a home at Bull Creek over the past year, including a Sabre jet worth $2000, and one of Australia’s last remaining Iroquois helicopters, which was purchased by the Museum for $29,000.

It was by road, not by air, that the iconic Iroquois arrived at the museum on July 29, after a five-day road trip across the Nullarbor from the Damascus Barracks in Queensland. The big move was more than 18 months in the making, and eagerly anticipated by Museum volunteers.

Iroquois helicopters, nicknamed ‘Huey’s’, are synonymous with the Vietnam War, where the RAAF used the aircraft on a large scale for the first time. This particular helicopter was used for training by the Australian Defence Forces in the 1970’s.

Six local Vietnam veteran volunteers were on hand to greet the Huey when it arrived at Bull Creek, and proved that time hadn’t dimmed their memory of Huey’s, helping to re-assemble the helicopter in-situ after it was craned into the site.

The Huey is now part of an incredible new Vietnam War era display at the Museum featuring audio-visual displays, a hand-painted mural and native Vietnamese vegetation.

As always, it’s the dedication, passion and commitment of our 240 volunteers, who do everything from restoring aircraft to giving guided tours, which ensures the ongoing success of the Museum.

Thanks to our volunteers a number of new projects and displays were completed over the past year, including an update of the WAAAF / WRAAF display, F-111 cockpit module and Rocket Launcher and re-fueler displays.

It’s the work of our ever-enthusiastic volunteers behind the scenes too, collecting and cataloguing the thousands of books, photographs and artefacts housed in our collection, which continues to drive us forward.

Elsewhere around the Museum this year, the building itself also had a mini-facelift, with the roof painted with insulating paint, and fibreglass panels replaced with polycarbonate.

As the 35th anniversary milestone approaches, now is a time to reflect and celebrate the Aviation Heritage Museum’s incredible success over the years, and importantly to say a sincere ‘thank you’ to the volunteers who have supported its development.
Meet Mike Mirkovic  
Aviation Heritage Museum Photographic Team Leader

While the Aviation Heritage Museum is home to a number of big ticket displays, the museum’s volunteers are also the guardians of thousands of priceless historical relics which tell the human stories behind Australia’s civil and military history.

The museum’s Photographic Team Leader Mike Mirkovic is at the helm of a meticulous database which catalogues each and every item purchased or donated to the museum’s archives.

It’s Mike’s role to piece together the disparate collection of photographic relics of the past, to ensure the stories each item tells are preserved for future generations.

As a former chef, Mike’s interest in aviation stems from a love of creating model airplanes when he was a young boy. From there he started reading aviation histories, and he’s been hooked ever since.

Having started volunteering at the museum back in 1997 in the library, Mike took over the photo library and database in about 2003. He now spends about five (and sometimes six) days each week at the museum, where the “never ending pile” of cataloguing takes place.

Mike goes beyond just cataloguing items though – he also tries to find out as much about each piece of memorabilia as possible.

“I try to research as much as I can about each item, either through information I can find on the internet or from my own knowledge, and I have contact with other historians over East and within the ADF serial site – so if I can’t find a piece of information I email my friends for help,” Mike said.

“We have more than 10,000 negatives which we are in the process of scanning in the darkroom.”

For authors researching novels or families piecing together the lives of long-passed relatives, the Museum is also a goldmine of information.

“We receive a lot of requests from authors researching various things, and also from families who are trying to find out about their relatives, what happened to their uncle or what unit their father served in,” Mike said.

“We try to help answer these questions when we can, or point them in the right direction if we can’t.”

Mike Mirkovic at work in the museum’s archives.
## Financial Report

### INCOME

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### EXPENDITURE

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### NET SURPLUS

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These figures are an extract of the audited annual financial statements that have been produced in accordance with Australian Accounting Standards.
Financial Report (continued)

ASSETS

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LIABILITIES

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EQUITY

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<td>TOTAL EQUITY</td>
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<td>30,150</td>
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These figures are an extract of the audited annual financial statements that have been produced in accordance with Australian Accounting Standards.
Division Councillors

State President
(Chairperson)
Mr Graeme Bland

Elected Division Councillor
Mr William Anderson

State Vice President
Mr David Peet

Appointed Division Councillor
Mrs Carole Bain MHSM,
BScN, RN, GAICD

State Secretary
Wing Commander (Rtd)
Robert Bunney JP

Appointed Division Councillor
Mr Tim Humphry BE (Civil)
(Hons), FAICD

Elected Division Councillor
Mr Clive Robertson AM, LGM

Appointed Division Councillor
Mrs Karen O’Neill MBA,
GAICD, ACIS, BCompt

Elected Division Councillor
Mr Ron Onions

Chief Executive Officer
Mr John Murray RN, BBus
(Acct), MBL, AAuSAE
Contact Details

Australian Flying Corps & Royal Australian Air Force Association (WA Division) Inc.

Head Office & Division Councillors
RAAFA (WA Division) Inc.
Air Force Memorial House
Bull Creek Drive
Bull Creek WA 6149
Phone: (08) 9311 4444
Fax: (08) 9311 4445
Email: enquiries@raafawa.org.au

Independent Living Estates

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<tr>
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Aged Care Facilities

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Clubs

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Branches

There are many branches of the RAAF Association (WA Division) Inc. available for members to join that provide a social and companionable environment for members. These include the following and you can contact the State Secretary 9311 4445 for further details and Branch contact information:

Airfield Construction Squadrons Branch
Australian Air Force Cadets Branch
Aviation Museum Branch
City of Perth Branch
European Area Branch
Mandurah Branch
Meadow Springs Ex-Service Women’s Branch
Royal Australian Air Force Nursing Services Branch
Sunderland Squadrons Branch
RAAF Vietnam Veterans Branch
Women’s Auxiliary Australian Air Force Branch (WAAA)
Women’s Royal Australian Air Force Branch (WRAA)
25 Squadron Branch

The Estates have an Estate Residents Branch available for residents from the relevant estate and there are also Bowling Clubs for members to join. These branches are listed below and you can contact the State Secretary 9311 4445 for further details and Branch contact information:

Cambrai Village Residents Branch
Erskine Grove Residents Branch
Meadow Springs Residents Branch
Memorial Estate Residents Branch
RAAFA Estate Residents Branch Merriwa
Bull Creek AFA Bowling Club
Meadow Springs Bowling Club
Merriwa AFA Bowling Club