



**Government
of South Australia**

Carrick Hill Trust

2018-19 Annual Report

Carrick Hill Trust

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Date presented to Minister: 30 September 2019

To:

Hon Steven Marshall

Premier

This annual report will be presented to Parliament to meet the statutory reporting requirements of *Carrick Hill Trust Act 1985, Section 19* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Carrick Hill Trust by:

Belinda Causby

Acting Director, Carrick Hill

Date__30/09/2019__

Signature



From the Chairman of Carrick Hill Trust

I am pleased to present the Carrick Hill Trust Annual Report 2018-19, a record of our many activities and achievements for the last financial year. Carrick Hill's exhibitions and full public program of events contributed to attracting 9,466 visitors into the house museum and 64,674 visitors to the site. The year started with Close to Nature: May Gibbs and Australian Botanical, followed by the popular Carrick Hill Home Show, then in February, Treasures: The Australian Art Collection at Carrick Hill. Carrick Hill hosted its first 'Christmas Evening' in early December, the event was sold out and received wonderful feedback, indicating it may become an annual feature.

After five years in the planning and a concentrated effort on fundraising, with support from the Carrick Hill Development Foundation, Carrick Hill Trust is thrilled to be preparing for Stage 1 of the Master Plan, the House Renovation Project. This progress coupled with the March '19 announcement of \$3m Federal Government support to the new Pavilion (visitor centre), Stage 2 of the Master Plan, secures Carrick Hill's long-term future as a vibrant cultural and heritage tourist destination. The planning phase for the Pavilion (visitor centre) has commenced.

On behalf of the Board I would like to acknowledge our staff and volunteers and thank them for their efforts throughout the year.



Peter Kennedy

Chairman Carrick Hill Trust

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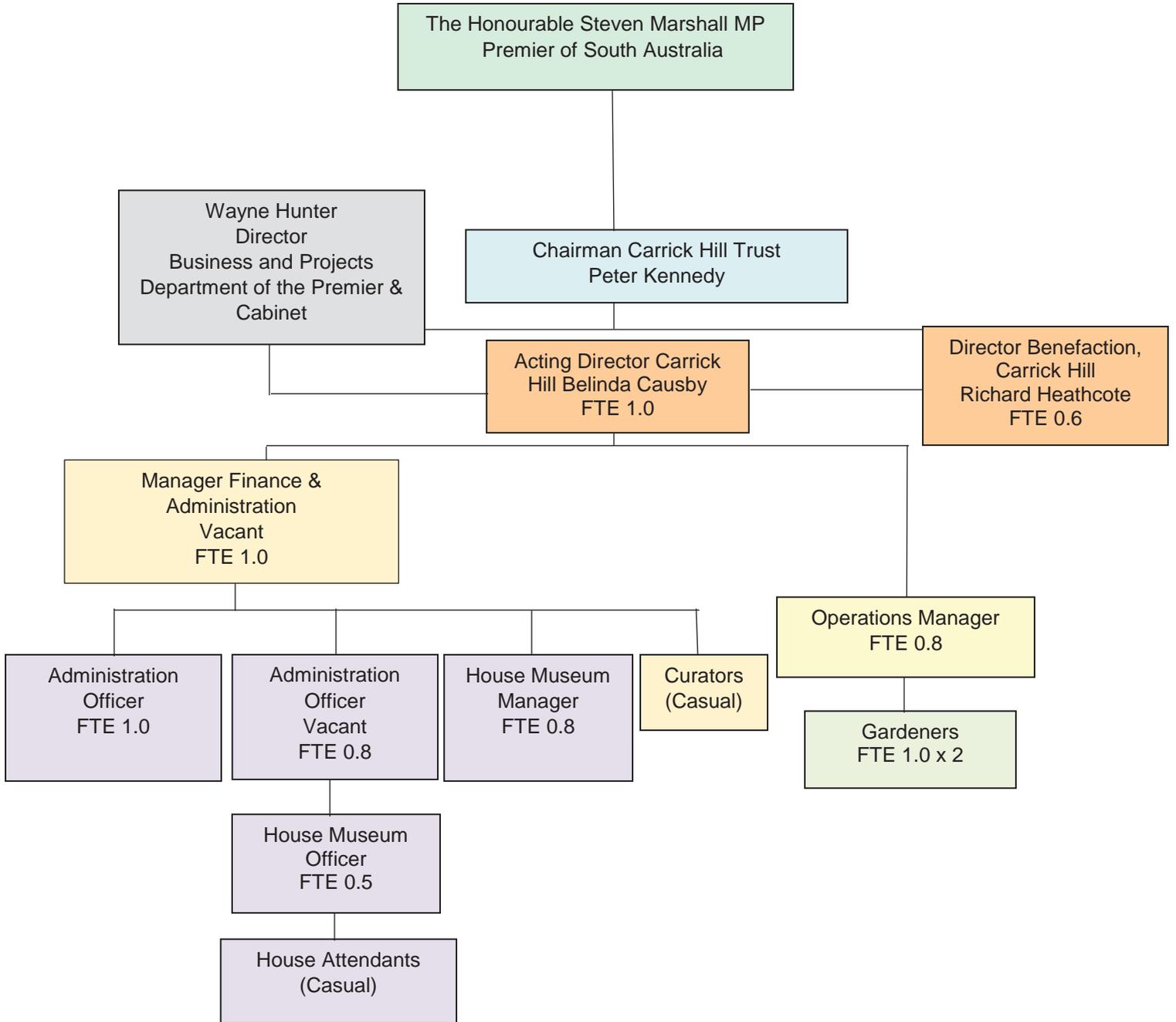
Overview: about the agency

Our strategic focus

Our Purpose	The purpose of the Carrick Hill Trust is to make a significant contribution to South Australian and wider communities' culture through providing access to the gardens, grounds, historic house and art collections in line with the intention of the Hayward bequest as defined in the <i>Carrick Hill Trust Act 1985</i> .
Our Vision	The Carrick Hill Trust's vision is to become a premier cultural and historical destination in South Australia for local and international visitors.
Our Values	Art & Culture, Social History, Preservation, Architecture, Environment, Community Engagement, Family Friendly, Affordable and Educational.
Our functions, objectives and deliverables	<ol style="list-style-type: none"> 1. Build a strong reputation and a positive image. 2. Preserve and enhance the historical significance and ambience of the site. 3. Achieve the 2014 Masterplan and continue to build support towards the Capital Fundraising Campaign. 4. Deliver exceptional service and value for money. 5. Improve commercial and social value returns that meet stakeholder expectations. 6. Raise annual visitation to 100,000 in the next 5 years. 7. Promote Carrick Hill and its collections and give proper recognition to the Hayward family legacy.

Our organisational structure

CARRICK HILL ORGANISATION CHART 2019



Changes to the agency

During 2018-19 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister

The Hon Steven Marshall MP is the Premier of South Australia, Member for Dunstan and responsible for:

- Aboriginal Affairs and Reconciliation
- Defence and Space Industries
- The Arts
- Veterans' Affairs
- Multicultural Affairs

Our Executive team

Belinda Causby, Acting Director

Richard Heathcote, Director of Benefaction

Legislation administered by the agency

The Carrick Hill Trust was established under the *Carrick Hill Trust Act 1985*. The Trust is answerable to the Premier and consists of a Chairman and seven other members all appointed by the Governor with one of the members being from the City of Mitcham. The Carrick Hill business unit reports to the Director, Business and Projects, Department of Premier and Cabinet.

The heritage building, internationally significant collections and extensive land comprising Carrick Hill were a bequest to the people of South Australia from Sir Edward and Lady [Ursula] Hayward. The South Australian Government accepted the bequest in 1983 and Carrick Hill was opened to the public in 1986.

As set out in the Act the Trust administers, develops and maintains Carrick Hill as for all or any of the following purposes:

- A gallery of works of art
- A museum, and
- A botanic garden

The Trust promotes and encourages the interest of the public in Carrick Hill, its collections and the services and amenities provided.

The agency's performance

Performance at a glance

Carrick Hill had 64,674 visitors to the site throughout the year. 9,466 visitors were welcomed into the house, a 6% decrease from the previous year. June 2019 recorded the second highest paid admissions for the month of June on record (only behind June 2009 with 1,233 visitors) and may be attributed to visitors taking one last look before renovations commence.

Agency contribution to whole of Government objectives

Key objective	Agency's contribution
More jobs	<p>The Australian Government committed \$3 million to build a new visitor centre at Carrick Hill through the Adelaide City Deal. This funding along with fundraised amounts will enable Carrick Hill to accommodate growth in visitation and provide interesting tourist and art experiences with improved amenities.</p>
Lower costs	<p>Carrick Hill is focused on providing lower cost activities for families, entry into the garden and grounds (Storybook Trail and Walking Trails) is free of charge. The grounds are regularly used by picnickers, bushwalkers, garden lovers and most popularly by families.</p> <p>Carrick Hill offers reasonable pricing for access into the house for the public to enjoy the extensive art collection and Hayward home.</p>
Better Services	<p>By providing a range of free and low price activities Carrick Hill enables many South Australians to enjoy nature, the arts and various other educational activities in ways which differ from other gardens, museums and art galleries.</p> <p>Over the past 12 months additional activities have been added to our yearly program, including Christmas events to attract South Australians who may not have visited Carrick Hill previously, this was sold out at 300pax.</p>

Agency specific objectives and performance

Agency objectives	Indicators	Performance
Carrick Hill Visitation	Carrick Hill was open to the public for 11 months of the year (August to June). Opening Hours are Wednesday to Sunday & Public Holidays 10am to 4:30pm. Carrick Hill is closed on Christmas Day, Good Friday and for the month of July for preservation and maintenance.	Carrick Hill had 64,674 visitors to the site and 9,466 paying visitors into the house.
Australia Day Citizenship & Awards Ceremony	On 26 January 2019 Carrick Hill provided the location and site management for the citizenship and awards ceremony organised by the City of Mitcham.	The City of Mitcham Mayor welcomed 85 new citizens and over 500 visitors attended the event.
Community Partnership – Trees for Life	Trees for Life have continued their project to remove olives in the Grey Box Grassy Woodland at Carrick Hill.	Trees for Life volunteers have been on site regularly throughout the year removing olive in the Bushland.
Community Partnership – ARO Education	ARO Education have partnered with Carrick Hill to utilise the Carrick Hill gardens and bushland as a site to carry out training to horticulture students.	Carrick Hill has received the assistance of approximately 20 students across two days a week.
Guided Tours	Each day Carrick Hill is open, volunteer guides run two tours per day (11:30am & 2:30pm). Private Guided tours can also be arranged by appointment.	48 private tours were booked in 2018-19 bringing 987pax through the house.
Close to Nature: May Gibbs and Australian Botanical Art	The Carrick Hill Garden Team developed a new section in the Children's Storybook Trail using theme, imagery and native plants depicted by May Gibbs in her highly successful 20 th century children's books. In response to this garden	5,155 members of the public (including complimentary tickets) viewed the exhibition.

	<p>addition, Carrick Hill presented an exhibition of original and rarely seen artwork by May Gibbs. Setting her work alongside a selection of twentieth century and contemporary artists, this exhibition will present the work of May Gibbs as an author, illustrator, artist and environmental campaigner who inspired generations of artists and scientists.</p> <p>1 August – 25 November 2018</p> <p>May Gibbs Garden Opening: New addition to the storybook trail opened by Jane Brummitt 10 August 2019</p>	<p>attended by 75 people.</p>
Home Show	<p>The guest wing is set back in place for the summer season for visitors to enjoy the guest bedrooms in their stylish 1940s décor.</p> <p>5 December 2018 – 20 January 2019</p>	<p>1,894 members of the public (including complimentary tickets) viewed the Home Show.</p>
Treasures: The Australian Art Collection at Carrick Hill	<p>Carrick Hill is home to a wealth of eclectic treasures, from the spellbinding Jacobean oak interior to the contrasting colours of the British Moderns. Often obscured from the limelight, the house also boasts an array of work by highly regarded Australian artists, meticulously collected by the Haywards.</p> <p>The exhibition presented the Australia art collection at Carrick Hill as the jewel in the crown; seeing the collection as never before and going on a journey through over 150 years of Australian art.</p> <p>6 February – 30 June 2019</p> <p>Curators Floor Talk: Join the Curator, Anna Jug for a walk through the exhibition and gain further insight into twentieth century Australian art history.</p>	<p>4,491 members of the public (including complimentary tickets) viewed the exhibition.</p> <p>12 tickets sold.</p>

	<p>Australian Art Lecture: Experience the Treasures exhibition after learning more about the Australian Art world.</p> <p>Artist Series: Hear inspired speakers delve into the lives of some of the most interesting Australian Artists represented in the collection (4 talks)</p>	<p>27 tickets sold.</p> <p>70 tickets sold.</p>
Garden Workshops	Throughout the year various garden workshops are held by the gardeners, rose pruning and fruit tree pruning.	47 people attended these workshops.
Annual SA Camellia Show	The Camellia Society of SA hold their annual Camellia Show in the marquee each August.	1,488 attendees over the weekend.
The Bloody Long Walk	A 35km walk starting from Carrick Hill (ending in Glenelg) to raise funds for Mitochondrial Disease.	1100 participants.
Australian Native Flower Show	<p>For the first time Carrick Hill's annual flower show focussed on Australian native flowers and foliage. Amazing Australian blooms throughout the house were expertly crafted by Carrick Hill volunteers, The Petals, along with the Woodville Academy of Floral Design, SA Members of Sogetsu Ikebana, Caroline Wotton from The Flower Room and the Australian Plant Society.</p> <p>12-16 September 2018</p>	636 visitors.
School Holiday Programs	The Children's Book Council of Australia, Splash Theatre and Impro Kids performed school holiday shows for children	460 tickets sold.
Garden Tours	Carrick Hill's gardeners held various tours of the gardens (once a month) from January 2019.	36 attendees.
Christmas Evening	An evening at Carrick Hill for a Christmas visit. The House and	300 tickets sold.

	Grounds opened with a distinctly Christmas theme. People could see the sunset over the city from the terraces or came at dark to see the house light up and to hear some carols.	
A French Affair	In collaboration with Adelaide Festival Centre's Adelaide French Festival, Carrick Hill presented two days of free and low-cost French inspired activity including rare French cars, petanque, French music and guest speakers.	507 visitors into the house and 2,365 visitors to the site.
Cyrano de Bergerac presented by Blue Sky Theatre	Blue Sky Theatre and Open Gardens SA presented Cyrano de Bergerac theatre show set in Carrick Hill Gardens to a sell-out crowd, three nights in a row.	600 tickets sold.

Corporate performance summary

Carrick Hill as at 30 June 2019 had a headcount of 13 and FTE equivalent of 8.7. 100% of the workforce completed Performance Management Reviews with their line manager.

Employment opportunity programs

Program name	Performance
NA	

Agency performance management and development systems

Performance management and development system	Performance
Performance Development Planning reviews were performed six monthly	100% of staff completed the Performance Development Reviews with their line managers every six months. All managers attended Performance Conversation training in March 2019.
DPC ilearn Training.	All staff have completed online training sessions from DPC. Most have completed to 100%.

Work health, safety and return to work programs

Program name	Performance
<p>Claims Early intervention</p>	<p>Strategies have been adopted to minimise the cost impact of work injured employees through early intervention, active case management and claims.</p> <p>DPC has consistently maintained a low rate of significant injury, as benchmarked against the South Australian public sector.</p> <p>The department’s WHS performance measures align with government WHS&IM Performance Measures and have been achieved.</p>
<p>Wellbeing and Engagement</p>	<p>A comprehensive Wellbeing Program has been delivered, based on the concept of Healthy Body/Healthy Mind. The program also aims to help build resilience and a positive culture with a focus on psychological wellbeing.</p> <p>Mental Health First Aid Training was offered to all Designated First Aiders and Health & Safety Representatives across 2018-19 as well as other interested employees in line with provisions of the SA Modern Public Sector Enterprise Agreement – Salaried 2017.</p> <p>DPC has two Employee Assistance Program providers with a wide range of online resources made available to workers and their family in addition to a variety of delivery methods for counselling services.</p>
<p>Body Stressing Audit</p>	<p>Carrick Hill was included in the 2019 Body Stressing audit. Two managers were audited face to face and two workers were audited online. The overall audit result for Carrick Hill was 78%. KPI is 70%. In general, the audit found that awareness and knowledge of policy and procedures need to be improved. DPC will assist lines of business by creating and distributing one-page information sheets on all major policies.</p>

Workplace injury claims	2018-19	2017-18	% Change (+ / -)
Total new workplace injury claims	1	0	+100%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	1	0	+100%

*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	2018-19	2017-18	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	1	-100%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	1	0	+100%

Return to work costs**	2018-19	2017-18	% Change (+ / -)
Total gross workers compensation expenditure (\$)	\$62,704	0	+100%
Income support payments – gross (\$)	\$24,870	0	+100%

**before third party recovery

Data for previous years is available at :
<https://data.sa.gov.au/data/dataset/cf32dd47-157f-4392-8848-5095ed283903>

Executive employment in the agency

Executive classification	Number of executives
NA	0

Data for previous years is available at: <https://statedevelopment.sa.gov.au/datas-a-executive-employment>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2018-19 are attached to this report.

Statement of Comprehensive Income	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Expenses	1,639	2,020	381	1,927
Revenues	423	928	505	764
Net cost of providing services	1,216	1,092	-124	1,163
Net Revenue from SA Government	994	1,181	187	1,168
Net result	-222	89	311	5
Total Comprehensive Result	-222	89	311	5

Statement of Financial Position	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Current assets	744	766	22	757
Non-current assets	48,016	48,257	241	48,055
Total assets	48,760	49,023	263	48,812
Current liabilities	209	290	81	193
Non-current liabilities	144	94	-50	69
Total liabilities	353	384	31	262
Net assets	48,407	48,639	232	48,550
Equity	48,407	48,639	232	48,550

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	0

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
McDougall & Vines	Updated Carrick Hill Conservation Management Plan	\$12,000
	Total	\$12,000

Data for previous years is available at: <https://statedevelopment.sa.gov.au/datas-a-consultants>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$4,061

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Caroline Berlyn Collection	Collection Management	\$12,600
Blanco Horner Pty Ltd	Catering Management Fee	\$25,003
	Total	\$37,603

Data for previous years is available at: <https://statedevelopment.sa.gov.au/datas-a-contractors>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

Other information

Carrick Hill’s Capital Fundraising Campaign had a successful year with the internal house renovation project on track to commence September 2019. Further fundraising towards achieving the Masterplan including a visitor centre continues to gain momentum.

Risk management

Fraud detected in the agency

Category/nature of fraud	Number of instances
NA	0

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

Throughout the 2018-19 financial year policies including *Lost or Stolen Public Money or Public Property Policy*, *Carrick Hill Cash Management Policy* and the *Carrick Hill Policy to Purchase Goods and Services* were circulated amongst all staff. In addition, Board Members completed *Pecuniary Interest Declarations* and *Key Management Personnel Declarations*.

Data for previous years is available at: <https://statedevelopment.sa.gov.au/datas-a-fraud>

Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

Data for previous years is available at: <https://statedevelopment.sa.gov.au/datas-a-whistle-blowers>

Reporting required under any other act or regulation

Act or Regulation	Requirement
NA	

Reporting required under the *Carers' Recognition Act 2005*

Not applicable

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0

Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		Total	0

Additional Metrics	Total
Number of positive feedback comments	73
Number of negative feedback comments	1
Total number of feedback comments	74
% complaints resolved within policy timeframes	100%

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/ac89f83c-915a-437e-9367-aec52ce443d3>

Service improvements for period

Service improvements that responded to customer complaints or feedback

NA

Appendix: Audited financial statements 2019-20

Carrick Hill Trust

Financial Statements

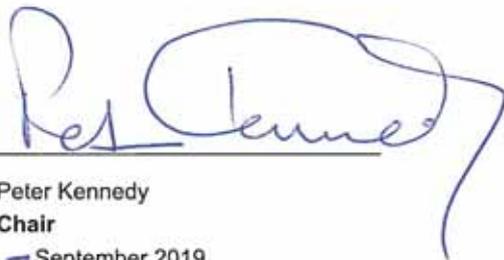
For the year ended 30 June 2019

Carrick Hill Trust
Certification of the Financial Statements
for the year ended 30 June 2019

We certify that the attached general purpose financial statements for the Carrick Hill Trust:

- comply with relevant Treasurer's Instructions issued under section 41 of the *Public Finance and Audit Act 1987*, and relevant Australian Accounting Standards;
- are in accordance with the accounts and records of the Carrick Hill Trust; and
- present a true and fair view of the financial position of the Carrick Hill Trust as at 30 June 2019 and the results of its operations and cash flows for the financial year.

We certify that the internal controls employed by the Carrick Hill Trust for the financial year over its financial reporting and its preparation of the general purpose financial statements have been effective throughout the reporting period.



Peter Kennedy
Chair
27 September 2019



Belinda Causby
Acting Director
27 September 2019

Carrick Hill Trust
Statement of Comprehensive Income
for the year ended 30 June 2019

	Note	2019 \$'000	2018 \$'000
<u>Expenses</u>			
Employee benefits expenses	2.3	1 034	1 002
Supplies and services	3.1	599	509
Accommodation and facilities	3.2	211	241
Depreciation and amortisation	3.3	176	175
Total expenses		2 020	1 927
<u>Income</u>			
Donations		202	219
Resources received free of charge	4.2	204	141
Admissions		144	146
Facilities hire		57	80
Rent		-	46
Sale of goods		44	45
Donations of heritage assets		228	3
Grants		3	-
Sponsorship		8	19
Interest		11	12
Other		27	53
Total income		928	764
Net cost of providing services		1 092	1 163
<u>Revenues from SA Government</u>			
Recurrent operating grant	4.1	1 181	1 168
Total revenues from SA Government		1 181	1 168
Net result		89	5
Total comprehensive result		89	5

The accompanying notes form part of these financial statements. The net result and total comprehensive result are attributable to the SA Government as owner.