

To: Chris Grubb, **President, Board of Directors**; Dr Rebecca Nelson (water regulation specialist); and others on the **Board of Directors, Bush Heritage Australia**, (and to others in related regions)

QUESTIONING COMMENT ON BUSH HERITAGE ANNUAL REPORT (2017-18) AND WORK IMPLEMENTATION (I NOW SUPPORT 363 TREES IN WESTERN AUSTRALIA. WHO IS DOING THE PLANTING AND PROPERTY MAINTENANCE? STAFF, VOLUNTEERS OR SUPPORTERS?)

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The recent Bush Heritage Supporter Survey lead me to the Bush Heritage Annual Report and to question financial and work relationships between the Bush Heritage staff, supporters, volunteers, and members in regard to delivery and accounting for services to the environment. I ask partly as my experience of accounting in Glebe housing is poor.

Are future generations being loaded with personal debt earlier on, through the costs of tertiary education and the difficulties of getting into the labour market in the manner that they have been taught to expect by their teachers and parents? I guess so. Will many older couples get richer through owning property and watch the environment burn and run out of water? As a result of my increased understanding of my global surroundings since 2008, I expect that I will. We used to be a nation of home owners but now we have super as well. These guys, in land, property and construction will never touch the roots of what they do. Bush Heritage the non-profit public company of members and associated funds is addressed later.

As its supporter I nevertheless congratulate Bush Heritage for its continuing clarity and rationality of presentation and leadership so far as I understand them; and include a cheque for \$363 in my response to the **Bush Heritage Australia Supporter Survey**, which I also question later. The cheque is also responding to timely notification I received in the snail mail about **Restoring Eurardy Reserve** in Western Australia from the ground up. The project seems like a great idea. Who wouldn't want to be a part of it? I speak as a person who feels that current policy settings are setting us up for being bigger races of disillusioned cripples.

Speaking naturally as a disillusioned cripple better off than many, I am contributing \$363 to the **Eurardy** venture, wondering where the staff and tree planters and maintainers are. (Is this like living in Glebe under strata title waiting for years for men to come and fix a wall? Taiki Waititi thinks we should be a bit racist and I think we should be a bit sexist or where else will more genuine cultural appreciation ever come from – the US market as usual? I guess so, but like Tanya Plibersek I wouldn't die in a ditch over it. We're too comfortable.

This exciting **Eurardy** venture adds to my normal regular bank contributions as a Bush Heritage supporter which I seek to maintain normally at present. The Bush Heritage and **Eurardy** regional approach to investing in land and community development appears the most rational one I have seen so far as people can define themselves any way they like, as long as they do the work for the environment. On the other hand, there is nothing about the **Certified B Corporation Approach** to what is possibly ethical investing that warms me.

This is discussed in full page advertisements and inserts in the **Sydney Morning Herald** and **Australian Financial Review** which I address later. There is no financial adviser I trust, for very good reason. They are lousy and they don't know what they are doing other than fleecing silly little people for those clients more powerful than themselves. Is it any wonder if silly little people turn on them to become mutely infantilized as so often seems to be the case? (Get into property modestly on your own account. All decent, sensible people do it. On the other hand, you can't just keep on banging out kids as if there is no tomorrow. Is this masochistic behaviour? Gee Baby, I don't know but it certainly isn't helping the rest.)

What is this widow's mite stuff all about, compared with the way huge national and industry funds appear to be increasingly accumulated and pushed into dealing in risk at the global heights, I often wonder – supporter addresses? What is behind **Certified B Corporation**? Who cares? I could try to talk to those close to industry superannuation funds but they would ignore me. Nixon Apple, **Queen's Birthday (2019)** recipient of honours for services to superannuation and trade unions, I'm talking about you and your ex-ACTU mates. I would be grateful if you would urge him, if you know how, to contact me for a free meeting about these matters.

I write this as a supporter discovery exercise in the light of the recent **Bush Heritage Supporter Survey (2019)** discussed later, and my experience of living under comparatively good strata plan 10775 management, or not, as the case may be, in Glebe, Sydney. See related discussion of land, construction, property management, higher education and their continuing relations of production later, attached and on www.Carolodonnell.com.au

The Annual Report (2017-18) states Bush Heritage is one of Australia's largest and most effective conservation organizations, helping to manage **8.86 million hectares** of land across the Bush Heritage **priority landscapes in Reserves; Aboriginal partnerships and Regional Partnerships**. These are clearly depicted on maps. This is an enormous amount of land upon which there are presumably many other competing ventures besides those undertaken by Bush Heritage. I address these relations by learning from the Bush Heritage **Annual Report** discussion to question it about many related links with a view to gaining more understanding about what is required for good management of plots for all involved.

One notes the picture of the **All Staff National Gathering**, held every two to three years in the Annual Report. This is sparse information about the many employed by Bush Heritage. *However, one also notes 33,635 supporters make the work possible and 785 highly skilled volunteers build capacity in the field and in the office.* Bush Heritage **members** are addressed later in their key related associations and fund management structures. Should I assume supporters, volunteers and those paid to do so might all enjoy planting and tending trees together and that the supporters and volunteers could come and go when they wish?

Bush Heritage provides us supporters with a lot of beautiful pictures and descriptions of life on the land which I find clear and accurately backed-up by scientific rigour, plainly spoken. However, I have no confidence in the new technological fix which is increasingly directed to meeting the needs of the richest men and their wives in finance, law, and information technology, let alone the multitudes of trades, professions and retail businesses struggling for a financial cut beneath standards and costs which appear to be rising in every direction. As a relatively disabled 72 years old, I think a new approach to information technology is needed which can recognize the key existing range of forces in the regional land arena, rather than just the stupid scale, which appears increasingly common in higher education.

I note Bush Heritage has a senior management team under the **Chief Executive**. The senior managers are in *Science and Conservation; Corporate and financial services; Marketing and fundraising; South East Region conservation operations and national health, safety and environment program; North Region conservation operations and national fire management and community engagement programs; West Region conservation operations and National Aboriginal Engagement Program*. One wonders how they relate, if at all, to the NSW Department of Planning, Industry and Environment (**DOPIE**). Spoiler alert – a close relative works there but she has no interest in speculating with me about all this as she is with Kindergarten child at a school which I bet is a great commercial success. However, surely Bush Heritage should make proper links quickly with **DOPIE**? Why not? (At least its name sounds right for planning, industry and environment. They can't wriggle out.)

Should I assume that as a Bush Heritage supporter I am overseen by the **Marketing and fundraising group**? I wonder how this group relates to the overall Bush Heritage program of work in the field, which seems the same as on the ground or on site, in property management and construction. I will discuss our Sydney group housing matters later because it is usually so much easier to make money in the cities that most people prefer to work here. Does this affect **Eurardy**? What is the shape of the field accounting process? See a discussion of the problems with the Macquarie Bank **DEFT** system commonly used by Sydney strata agents for strata plans, discussed later. NAB manages my money better so that I know exactly what is coming in and coming out of my accounts at the time

the money is moved. Clear and accurate timeliness is the essence of good accounting for any individual, surely? One wonders why such good principles are not picked up by strata agents (formerly managers) of funds.

I write in strong support of Dr April Reside, ecologist at James Cook University and Yourka Reserve, and others like her, who think:

'We can do all these fancy models and look at climate space moving, but actually retaining habitat and maintaining healthy populations of species is the best chance we've got for their persistence in the future'

I increasingly fear the world is not established on the side of Dr. Reside and us. This has increasingly tainted my attitude to charitable operations as being like family trusts. I find the beauty, high quality and rational language accessibility of all Bush Heritage written product most impressive. However, I bleakly wonder how it turns out. Business as usual?

Bush Heritage Survey on the State of Our Environment (2019)

I turned to read the Bush Heritage Annual Report through being impatient with questionnaires which encourage us to ignorantly pick favourites and think along scales, rather than in regional approaches where other forces may or may not be competing with us. (I attach discussion of another recent example of this produced by Sydney Uni.)

Question 1 in the Bush Heritage Survey on the State of Our Environment, for example, asks whether I think **Bush Heritage is having a positive impact on our environment**. I pick **Unsure** as I don't know what the biggest threats facing the Australian environment are, comparatively speaking. I can only assume the answer depends on analysis of the particular place in broader regional contexts which also rely on surrounding forces. Why ask me to guess when I probably have every reason to be ignorant about these specific estate matters, compared with the questioner in an organization which knows about the data? If you want to know what I would like to see my money spent on, that is a different question. Ask it.

Question 2 asks what I think is the biggest threat facing the environment currently. (Apparently, **I'm not allowed not to know**. There is only a box for **Other**.) Why encourage an ignorant person to guess? This is an essentially stupid approach to management or education. Nevertheless, it appears increasingly encouraged by increasingly rapid operation of US financial and related IT forces. These commercial interests appear to be increasingly driving the lot and as a result my trust in business has substantially been reduced since 2008. Younger people may not realize the i-phone has only been in mass usage since 2007. We now appear dragged rapidly in directions which undermine good fund management and moral responsibility for personal action. This is multiple popularity cults posing as science. It is criminal because citizen science well done is likely to be a supremely powerful force. Think of how rapidly Wikipedia advanced our general reliable knowledge for example.

When asked, **(Q.12)** In which of the following ways do I choose to support charities? I had to confess in the margin that I had come to dislike and distrust many. This is because it seems to me their financial operations appear designed to provide more expensively hidden funds and more unclearly related jobs which appear unable or unwilling to face real opposing interests. The post-war overseas aid charity outcome appears to provide more jobs through voluntary population redistribution, rather than deal seriously with environmental and social problems which often occur as a result of comparative rural overpopulation and desertification. There is historic blindness in African and other aid with a Cold War mentality. I see no reason why Bush Heritage should be exempt from such men's issues and the comparatively ignorant women who usually play along. I didn't vote for Julia Gillard.

Q. How do the Bush Heritage Annual Report financial structures and senior management operations also relate specifically to the employment of people and related accounting practices in any Priority Landscapes; Reserves; Aboriginal partnerships and Regional partnerships addressed earlier?

I note the partnership between Bush Heritage and the **Wunambal Gaambera Healthy Country Plan 2010-2020**. Effective management is hard and made deliberately confusing by proliferation of vested entities and interests. We all live somewhere. I can't think of a more important area in which to understand financial management. Some may find it hard if they hate offending mates. (You must be charming or does that begin the secretive liar's slope?)

From the Annual Report I note *Bush Heritage is a not for profit public company limited by guarantee and that Members are nominated and determined in accordance with the company's Constitution. Bush Heritage does not pay dividends and all surpluses are reinvested in the company to be used for conservation purposes in future financial years.* That seems a very good start if one is able to spend funds well in environmental services.

If the Bush Heritage company is wound up then each member is required to contribute a maximum of \$10 towards meeting any outstanding obligations of the company. This protects the company members. However, in the light of building(s?) and construction industry contractors' concern over unpaid debts which arise as entities they service stop paying their debts or go into bankruptcy in financial crisis, one wonders how accounts and debts to other industry stakeholders are serviced. (I draw your attention to the Conference on Capitalism and the article by Gillian Tett entitled '**Tide turns in crusade for purpose beyond profit**' which discusses changing fashions in US views of whether an organization should have duties to stakeholders or shareholders (Australian Financial Review 13.9.19 Review 4-5). The former may be expected to have social and environmental goals as well as financial goals. A US **Benefit Corporation (B Corp)** makes this happen legally. Oh yeah? Then it won't need any of my money. I am keeping it far away from such monkeys.

My goal in old age is not to lose my modest capital to a bunch of powerful client shysters or idiots in arrangements which appear difficult to get out of without pain as the service goes off. Some may be scared robots will take over their jobs. I worry most that they won't work reliably until after I am dead and that even then, it will be for the blokes who made them. (In this investment context Bush Heritage seems a great bet with a little correction.)

Show me the money?

One notes Bush Heritage has a strong capital base with \$47.1 million in net assets, up from \$43.8 million in March 2017. Bush Heritage apparently has a **controlled entity (Midlands Conservation Fund)**. The consolidated equity of Bush Heritage and its subsidiary, the Midlands Conservation Fund is maintained within four defined equity reserves. These are the ***Bush Heritage General Reserve, the Bush Heritage Restricted Funds Reserve, the Neat Unrealised Gains (Losses) Reserve and the Midlands Conservation Fund Reserve.***

The **Midlands Conservation Fund (MCF)** is a separate public company limited by guarantee, jointly managed by **Bush Heritage and the Tasmanian Land Conservancy**. MCF has its own Board of Directors and constitutional objectives.

Under the **MCF Constitution Bush Heritage has the capacity to control MCF**. The returns to Bush Heritage are **non-financial returns** that arise because MCF's conservation objectives contribute directly to Bush Heritage's conservation objectives. One notes a Bush Heritage **Capital Fund** was established in 2015 with the aim of further enhancing the long-term security of Bush Heritage properties. This is overseen by the Capital Fund Investment Committee of the Bush Heritage Board. (I believe you about the figures. Let others check.)

How is the above organization fulfilling its potential to deliver accounting services to the particular plan and related environment in its **Priority Landscapes; Reserves; Aboriginal partnerships and Regional Partnerships**, located across Australia? How are the **Tasmanian Land Conservancy** and **Eurardy** project lands managed, for my personal information as a supporter, living on a strata plan in one of 18 Glebe townhouses. The City of Sydney Housing Ideas Challenge, about keys to low cost housing is addressed in related terms later. Land, housing and other monetary pursuits should be more honestly and clearly addressed.

The City of Sydney appears to be getting better at serving its regional communities and is certainly the area of government closest to paramount local concerns like development applications, garbage, noise, parking, trees, stored, stolen or abandoned goods and related sorts of public order stuff, along with police and others. State services deal with emergency and related services central to people's need, like water, sewage and electricity matters.

One first asks how top Bush Heritage fund management structures and relationships allow this organization to provide accounting for services to the environment in specified regions. I also ask, as despite working in NSW government and academic jobs for most of my adult life, I find it impossible to understand the latest accounts provided by the new agent to the strata plan on which I live in Glebe, Sydney. It isn't a good sign for the future of those of us at the bottom, is it? At 72 I don't get better. The construction industry and related political discourse ignores ongoing levies for daily maintenance and capital works costs in group housing as it wants to pile them onto new buildings in a continuing way as much as possible.

Financial management is not often well understood or welcomed by many people outside specialist groups who make their living by kindly taking it on for the rest. Surely, we need more financial literacy or follow more unreliable US market routes like those driving the last global financial crisis. Is Bush Heritage becoming too big and too much like the Macquarie Bank to care about the future of the environment? (After having seen the global financial crisis in 2008 and watched management on the strata plan, I often wonder what's next.)

One increasingly fears the main game of any organization may be to manage funds and related bureaucratic proliferations of upper management, financial and legal jobs, as it appears easier than dealing broadly and well in any field which otherwise might be so.

Maintaining the rage? (No worries except about my mental health)

I write as an old woman whose first teaching job was a two-year stint in Kano, Nigeria in 1971-72. Increasing overpopulation and desertification have been the common lot in Africa, South America and many other places since then. This should be clear to anyone who has thought about comparative rural or urban poverty and environmental degradation globally, even a bit. The rich and well managed know if they are going to be able to provide for their children to their increasing top global standard, they need to have a lot fewer. Aid and commerce, however, seem largely based on Christian or tribal principles and thus appear failing for related global reasons, addressed attached. Open government means open, clear accounts whereas the reverse appears to be historically encouraged in market operations.

I agree with Monash University law lecturer, John Gibbs: *'The future prosperity of a country depends not on innovation, but on ownership and control of innovation.* He is quoted as an intellectual property specialist in the article **'Outrage as SME patent system faces the bullet'** in the Australian Financial Review, (AFR 9.9.19 p. 11). Try plant breeder's rights approaches to more research and funding? I learned about these from reading Productivity Commission discussions about IP but they appear a great idea for a lot of land treatment. One wonders if these structures fit into Bush Heritage development plans for the future.

I thought about themes in Bush Heritage Annual Report and other materials in the light of my experience in strata plans which appear designed to prevent effective management other than business for blokes as usual. I am my intellectual property, along with my written product which I will give to anybody I like. There must be lots of old wealthy people in this position so one often wonders how the world is set up that we appear approached only for money. Given half a chance I would be pushing old university staff and others to work for free, as we correctly do on our strata owners' committee, always full of women, as usual, I guess. Women usually see the point of working for free but men hardly ever can? These traditional role expectations must be reversed or recognized better for change. There is no better place to start accounting for oneself than in Bush Heritage, surely?

I am thus generally and broadly inquiring into key relationships between the financial and policy interests represented in the Bush Heritage Annual Report; and how they are translated into accounting practices on the particular ground; compared with an urban entity such as a strata plan, or other group housing design, execution and maintenance, for example. Note the email below on how I can't understand how to read the administrative account details in the Macquarie Bank DEFT balance sheet and statement of accounts provided by our new strata agent. (They have given up managing?) I will take the lot along to a City of Sydney training session on strata management next week for their opinion.

At 72 I am near death, comparatively speaking. Having to manage one's lifetime market assets for the first time in one's life, towards the end of it in many cases, may massively concentrate the active mind on the generational transfer of land and property held in common, as well as on one's own. This is my interest and why I write to ask the question:

How do the Bush Heritage Annual Report and its financial operations ideally and in practice relate to employment of people and their management of budgets and accounts on particular grounds?

Allow me a personal whinge based on long experience of reading books and newspapers; watching TV news and current affairs, following history and now living on a strata plan

I get the strong impression Wall Street is increasingly winning against Main Street in global terms and that small to medium enterprises are increasingly at risk here. But Baby, what would I know? I don't know how they can possibly support themselves in small businesses. For example, I pay North of \$100 per week alone in levies for strata maintenance and capital works at St James Court, where I live in Glebe. This is an ongoing and rising weekly cost one cannot escape, on top of a mortgage if one has one. Yet there is little or no press or building (s?) and construction industry discussion of on-going regular home and business maintenance costs on top of mortgage payments and bank interest rates. Dominating discussion appears in meaninglessly isolated sales pockets posing as other expertise.

Baby, I'm 72 and I'm still a fucking beginner in finance. Why would I ever set up a self-managed superannuation fund which is working for all those people so much richer than me? People without degrees in English speaking universities are now expected to handle all this stuff on mobile phones or hire someone whose goodwill and competence they distrust or not to do it for them while they pay up in ongoing financial relationships if they aren't careful. One in four of us are lonely but I want free personal tech. support since it has disabled me from the competent being that I once took for granted. Even the letters I receive from State Super these days don't make any sense to me. Not that they made any sense to me in the 1990s either. No worries, the money has been regularly put in my account and never stopped for years, which is surely the main thing for my planning.

Today, I can't even read the administrative account balance properly in the new strata agent's quarterly balance sheet and accounts. Baby, why is it so hard? They used to call themselves strata managers but have now given up all pretence of managing and refer to themselves as agents. Our levies and their banking operations with Macquarie Bank are now in the latter's DEFT product hands. (Lie back and think of England? How about you?)

I assume the Chief Executive of Bush Heritage has a conceptual land and environment management role similar to that of the **collective strata manager** in private sector group housing. Both appear expected to manage land and buildings as services to others, and have to keep doing something (God knows what) about **maintenance and capital works**. I have no idea how small to medium enterprises manage the increase in demands made upon them from all quarters. Surely everybody, however, needs a good set of recommended accounting practices on regional grounds. I wonder if the Chief Executive of Bush Heritage sees a related gap? I recommend the accounting practices our old strata managers, Verdun Walsh used to employ for reasons discussed later with the strata committee and attached.

Towards more open and improved relationships in rural and urban practice

My question about the possibility of more broadly linked approaches to treatment of land and buildings above is also relevant to all of us living in Sydney. The City of Sydney Council held a very useful **Alternative Housing Ideas Challenge** open event in a search for solutions to rising home purchase and rental prices in the City. An independent jury selected the entries for new housing models to increase alternative and affordable housing supply across our city and reduce housing stress. The shortlisted entries were whittled down from more than 230 as part of the international challenge, which invited housing ideas in the areas of financing, design, building, ownership and management. Bush Heritage should take a look because work of any kind and housing co-exist to produce threats or improvements on land. Those at the beginning of any construction project often get to spend more of the money.

Ideas from the **Alternative Housing Ideas Challenge** are the most specific I have seen on land and housing concerns in which **Bush Heritage** could have an interest if wishing to carry out or influence any mission not purely financial. For example, the paper **Foundations of Equity: A Metropolitan Land Trust Policy** states *housing and equity are not physical design*

issues; they are land issues. Tackling the impact of overheated land prices on affordability is core to creating equitable futures for our city. A community land trust policy and related design features of proposed land and property construction and purchase or rental are addressed, led by local councils or not, as the case may be, but designed to reduce the cost of being housed. However, **physical design of buildings and on-going property management and maintenance concerns and costs** actually appear **crucial** to achieving any government or private housing maintenance and cost control goals. How do rural and urban treatments of land and property and its ongoing management ideally fit together on ground inhabited by political silos ignoring each other or working together if it suits them? This is addressed in the Open University approach to education services which I designed for my subjects on risk management matters at Sydney Uni. See the World Health Organization development approach at www.Carolodonnell.com.au that I naturally advocate here.

I retired from eleven years of teaching in the Faculty of Health Sciences at Sydney University in 2007 at the age of sixty. Prior to that I worked for over a decade in policy and management positions in the NSW Department of Industrial Relations and Employment and NSW WorkCover Authority. I have lived at this strata address, St James Court, since 1995. As a property owner, I have been on its strata committee since then. It was only after I retired and the global financial crisis immediately came along that I took the concept of managing property more seriously, (as distinct from joining political forces seeking to move levy or other funds around in their interests), which appears to be what normally happens.

At the national heights one now wonders how the Bush Heritage senior management team provides management and accounting systems for particular plans, programs or projects on particular grounds? Very few of us are legal and financial Einsteins, I can certainly tell you that. For example, I can't understand the state of the administrative fund and related planned projects when the accounts come in. With all its faults, Australian state government was comparatively far advanced in my limited opinion, in regard to its financial operations. The closer to the ground one is the more it may help to find sensible solutions.

I refer you to the discussion of strata management at St James Court later and in construction, property management, corruption and higher education attached. I think many people are financially illiterate as we have depended largely on parents or continuing wages or social security benefits all our lives and have never run businesses to the extent necessary to support ourselves fully on our own. Finance often also appears deliberately confusing or confused and with an increasing expectation of trailing commissions. I address Bush Heritage as a comparatively open institution for mutual education purposes. That is the essence of 'citizen science' I guess. (On whom will you spend my money at **Eurardy?**)

I retired in 2007 and felt the effects of the global financial crisis on my Unisuper balance on which I was also drawing to live. Slightly later, we experienced a sharp rise in the tradesmen's costs on our strata, aided by government fiat. This sharpened my interest in

financial matters I previously let specialists dictate as understanding what they were doing was too hard for me. It shouldn't be and I congratulate Bush Heritage Australia for a comparatively clear financial report. One's key question remains, however, about how the large amount of land and related funds being managed are accounted for on particular grounds addressed.

The global financial crisis of 2008 had implications for policy, lending and banking in Australia, where gigantic national and industry superannuation and related funds appear increasingly invested in overseas places, and thus subject to more unknown, uncontrollable risks in future. Related personal and ongoing management concerns, presented to the strata committee as a resident owner and member of strata plan 10775, are addressed in this context. This is also to question key planning, industry, environment and risk management principles regarding Bush Heritage staff and resources. Are strata or other management ideally related as a result of sharing land broadly? Surely, they must be? However, a business and state virtue is commonly made of managing in silos divided by Chinese walls.

The role of the **strata manager or agent**, one fears, is to be driven increasingly by much larger forces of the **Macquarie Bank DEFT** financial product in association with large financial interests driving us residents. In the light of the risk control problems shown in the global financial crisis of 2008, how much does the poor accounting over smaller sums matter? Does it become a drain on larger resources which could be put into effect more easily and better without them, assuming more intelligently informed regulatory controls?

One notes all rounding in the Bush Heritage Annual Report is to \$1000, for example. What is the continuing point, one wonders again, of the widow's mite? Is it mainly to encourage her to keep her interests up in these matters in the lawyers and financiers time-honoured ways, like encouraging proliferation of comparatively pointless insurances which appear impossible to avoid? Are the old professional middle classes being increasingly kept afloat at the expense of more directly useful activity supporting all concerned? (I guess so.)

One seeks below to address Strata Plan 10775 Balance Sheet and accounts on regional, historical and comparative grounds. This is fairly automatic personal and scientific appraisal practice when faced with persons to be treated anywhere. It is often informed and shaped by related professional interests, often starting, perhaps, at the legal, political, medical and surgical tops, followed by other professions. It is also the World Health Organization (WHO) and UNESCO view of life in theory, including in Australia and its regions.

We need to understand more about risk management and strata management is a great place to start this properly, as is the case in any land management or group housing, I guess. Surely the nation chooses to utilize less than half of all its capable resources, when it chooses along political party or related partisan lines which should never be confused with expertise in jobs. (We've all been here before with women, guys. And the boys have the gall

to sit there and wonder why productivity isn't increasing, let alone peace of mind and self-respect. Tell the fat-faced old Victorian ex-ACTU gollywog they've got rocks in their heads. When people are killed in outer space I leap to my feet and I cheer the TV. So, sue me? I'm sorry to see Jane Hutcheon leave One Plus One on ABC TV. I hope she goes somewhere good.

Cheers

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A PERSONAL DISCUSSION OF STRATA PLAN ADMINISTRATIVE FUND MANAGEMENT AND UNCONTROLLABLE COSTS

See discussion of strata housing plan financials below and housing and higher education attached. Strangely, after I wrote about our financials below, ABC TV pointed out the horrible situation faced by building contractors when Walton's stopped paying its bills and went broke in arrangements arrived at with NAB. How could you not fear and hate such financial arrangements with a bitter passion?

I know I would if I were much caught up personally in the business machinery of these people. My loathing for what Macquarie Bank and its DEFT systems stand for to me is outlined below in reference to strata accounting where the most basic social welfare and management expectations at government level appear completely missing in private circle operations marching to totally different sets of drummers.

I have no clue whether what I say is true or not below but why not reveal the particular reasons for one's fear and loathing of apparently typical market relations being followed in building (s?) and construction, so that they may be allayed or confirmed somehow?

I just went to see The Lehman Trilogy at the Dendy and learned a bit more about the origins of the global system. I recommend the movie, although we only get to see one war - the US civil war - to fuel the middle men's balancing both sides of their symbiotic businesses of buying and selling everything produced in the past or to be produced in future. We must understand more about risk management. Strata management is a great place to start to learn to live well.

COMPARISON OF VERDUN WALSH AND WHELAN'S PROPERTY GROUP ACCOUNTING PRACTICES: THE FORMER ARE PREFERRED FOR STRATA PROJECT IDENTIFICATION AND COST CONTROL PURPOSES

This is a consideration of the draft minutes and financials for the 10775 strata plan meeting 26.8. 2019, undertaken in historical and comparative terms. This is necessary for quality management of the place and persons in it.

I only had time to look at the Whelan accounts shortly before the meeting and decided I had a lot of questions, so would look at them properly later.

One seeks to address Strata Plan 10775 Balance Sheet and related accounts on historical, comparative grounds. This is automatic personal and scientific medical practice when faced with the person to be treated somehow. It is also the World Health Organization (WHO) and UNESCO view of life in theory, including in Oz.

One assumes that for quality management, the need for capital works is addressed as a result of experiences in the administrative fund, in many cases, and that strata levies and agent's fees must be in a position to **manage** both funds effectively.

These questioning comments and related advice are given to you and Whelan's Property Group in the light of the **minutes of the meeting (26.8.2019)** below:

2. Financials accepted.

It was noted that the Administrative Fund is in deficit.

It was suggested that the project of the walls be amalgamated under one account code.

I couldn't understand the Administrative Fund when I read it and I still don't know how it is in deficit. (I didn't raise this and voted with the rest, which happens a lot.)

Question (1). If it can't be put more clearly as a matter of course, **I would like to know how to read the *Administrative Fund in the Whelan's Property group Balance Sheet Detailed As at 26.8.19.***

I guess we would be better off without a lot of administrative detail discussed later which seems unclear, unnecessary and confusing.

Would less detail cost less? Are our agent's costs rising rapidly in an uncontrolled manner, compared with Verdun Walsh? It seems likely to me.

We appear to have somewhat lost our former growth in quality financial management direction in our balance sheet and accounts when we changed our **strata managers** (now called simply **agents**), from Verdun Walsh to Whelan's Property Group in March 2019. Since we changed, however, we have built up our funds to **\$132,093** in **26.8.19** compared with **\$112,259** in 30.9.2018. All capital work is still stalled?

Whelan's Property Group (**26.8.2019**) accounts fall behind Verdun Walsh (**30.9.2018**) for quality management purposes. The key dates above are the first indication of this. Whelan's appears managed so that regular quarterly or other comparisons with its own strata practice or with the strata practice of others is made more difficult by the comparatively random treatment of time and the environment surrounding the business. One assumes this may in time affect the timeliness of payments to smaller contractors to the business, as distinct from to bigger players.

We are all persons living in places, so consistent forms of understanding help communication which is also necessary for effective rather than disastrous or reasonably

ordinary advance. Whelan's **Detailed Expenses for the financial year from 1.11.18 to 26.8.2019** provide too much pointless detail. **Payment of creditor; photocopying; postage; issue work order and trades compliance** tell nothing useful about this lot. **Is this in addition to the Standard Management Fees?**

I cannot understand how the agent's fees in these Detailed Expenses relate to anything else. They both appear in comparatively meaningless and inconsistent statements all over the place. I can't understand the extent to which they are rising rapidly after a big hike above the Verdun Walsh rate in 2019, for example.

There is always a danger that the more we proceed the less we know and this appears to be getting worse instead of better in terms of any expected financial program and project management. This is frustrating as Verdun Walsh accounting in 2018 allowed one to follow up work done in particular project areas more easily.

I noted in the meeting minutes for item 4 (26.8.19):

4. We would like a request made to Landlay to provide the committee with a timetable i.e. Key milestones, expected completion dates etc. We are wanting to be advised that it may be possible to fast track the wall at No 18 should there be no need for drilling there.

I hope the clumsy phrase '**we are wanting to be advised**' doesn't mean we are about to insert yet more lawyers between all the many other decision layers that ought to be worked out openly by grown, expert and interested adults left to their own devices. Lawyers, like typists, have point if one writes clearly for others. Richard has done so in regard to the NBN, for example. We are not supposed to be adversaries, we are trying to do the right thing in the open as it is cheaper and better.

I have always thought that the best thing about Verdun Walsh was the quality of their accounts for the purposes of general understanding and follow-up of performance on this place. I could do this with plumbing, for example, to understand and reduce the number of emergencies, when **Rivergum** were servicing St James Court in an uncontrollable way, and people had lots of problems with shit in their laundries.

One notes we used to have a **strata manager** and now we have an **agent** instead. I fear that in the absence of better central management of finances and work we are likely to be driven increasingly by the Macquarie DEFT agenda with another global recession possibly coming up, as we already have the inverted yield curve as notice.

On the other hand, I know and trust the work of Rowan, Matt of Everready Plumbing, John, and Robertson's Painting and Decorating, as we know what they have done with us for years. Plot based familiarity enhances mutual trust and understanding.

I would like to change away from **Sydney Roof and Gutter**, on the other hand because quality management is impossible with them and with others in continuing relationships like them, where we never know who will come out next. The more agents and workers are working on this building, in terms of any particular time and place, the more quality management is made harder and unwanted administrative costs are increased. (Promaster appears the latest government sponsored and unclearly ongoing expense.) Our last service with new gutter clean people was great.

Surely many of these management and quality management practices should have been worked out in the industry long ago, as a matter of course? I speak as a mere beginner in this industry-based reality which appears to avoid good management. What in God's name are the rest of them doing? I get the impression this industry is full of people working to rule to shift costs and perhaps invest our money on their own behalf, instead of cooperating effectively with each other to solve our problems.

(I was speaking to Matt about this yesterday as a result of our plumbing experiences with neighbours with shared internal walls, pipes and wires, but won't go into it here.)

Who pays debt collection fees? Surely the strata should not pay debt collection fees for individuals, especially in any environment where the Macquarie DEFT product is involved. Those on top are really big people who couldn't give a shit about us at the end of the line. I guess it will show up increasingly in the way they do their accounting. What makes business sense to them internationally may screw us here, with any coming recession. In an environment where we are supposedly involved in management according to much bigger boys' financial rules, I am worried. In my view, NAB and I manage my money clearly and others should follow.

I know it is early days in the change of agents but what do others think?

Cheers Carol

4 Attachments