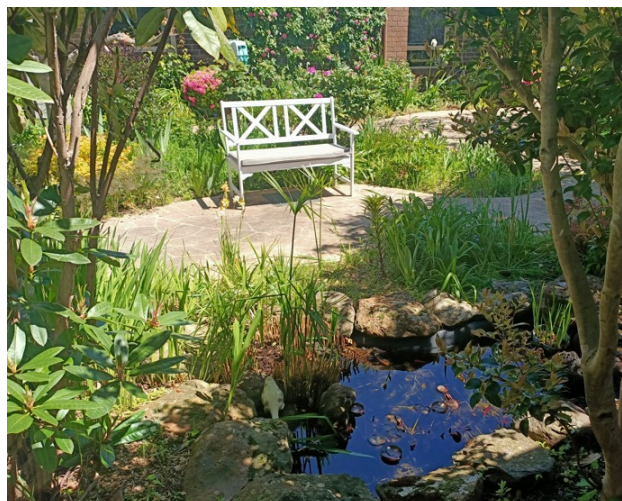




**Annual General Report
For the Year Ended 30 June 2023**



Annual Report 2022

To be presented at the 39th Annual General Meeting, 7.00 pm, 29th November 2023 @ the Pepperberry Room at RACV Goldfields Resort Creswick

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Our Current Life Governors 2022 - 23

Mr	N	Boustead	Life Governor
Mrs	W	Boustead	Life Governor
Mr	Paul	Bowyer	Life Governor
Mrs	Rosmary	Bridges	Life Governor
Mrs	Glenice	Cartledge	Life Governor
Mr	Nicholas	Cartledge	Life Governor
Mrs	Shiela.	Cartledge	Life Governor
Mr	Neville	Cartledge OAM.	Life Governor
Mrs	Norma	Clifton	Life Governor
Mr	Kevin	Clohesy	Life Governor
Ms	Sandra	Dempster	Life Governor
Mr	Ray	Draper	Life Governor
Mr	Alan	Gay	Life Governor
Dr	J	Gray	Life Governor
Mrs	Joan	Hepworth (Joan)	Life Governor
Ms	Yvonne	Hinton	Life Governor
Mr	Allan	Hornsby	Life Governor
Miss	K	Hornsby	Life Governor
Miss	A	Hornsby	Life Governor
Mrs	M	Howard	Life Governor
Mrs	Beth	Huntley	Life Governor
Mr	Ian	Huntley	Life Governor
Mr	L.J	Keen	Life Governor
Mr	S	Kelly	Life Governor
Miss	Katrina	Kelly	Life Governor
Mrs	Helen	Kinnersly	Life Governor
Mr	J	Maddern	Life Governor
Mrs	Val	Mason	Life Governor
Mr	Rudolph	McAndrew	Life Governor
Mr	Merve	McKay	Life Governor
Mrs	Joan	McMillan	Life Governor
Mr	Kieran	Moore	Life Governor
Mrs	Joan	Neil	Life Governor
Mr	Daryl	New	Life Governor
Mrs	Margaret	Orr	Life Governor
Mr	Robert	Orr OAM	Life Governor
Miss	R	Pepper (Hudson)	Life Governor
Mrs	K	Pepper (New)	Life Governor
Mr	David	Poole	Life Governor

Mr	B	Rees	Life Governor
Mrs	Isobel	Robertson	Life Governor
Mr	Ernie	Robinson	Life Governor
Mr	W.A.	Ross	Life Governor
Mr	David	Sewell	Life Governor
Ms	Jenni	Sewell	Life Governor
Mr	Herb	Sprenger	Life Governor
Mr	G	Squires	Life Governor
Mr	Donna	Tiller (Sutton)	Life Governor
Mr	T	Van Meel	Life Governor
Mr	Bill	Vermeend	Life Governor
Mr	C.I.	Ward	Life Governor
Mr	Ian	Willowwhite	Life Governor
Mrs	Rhonda	Willowwhite	Life Governor
Mrs	Dawn	Wright	Life Governor
Mrs	Elaine	Wrigley	Life Governor

Our Board of Directors 2022 – 23

President / Chairperson	Sue Craven (expires 2024)
Snr Vice President	<i>Malcolm Hull</i> (expires 2025)
Jnr Vice president	<i>Alison Trevenen</i> (expires 2024)
Treasurer	<i>Richard Ainio</i> (expires 2025)
	Sandy Campbell (expires 2025)
	Karen Robinson (expires 2024)
	John Edwards (expires 2024)

Secretary *GM – Steven Bruechert*

Auditor *Grant Cooper*
Cooper Auditing and Accounting

Our Board Committees

Quality and Clinical Governance Committee

Chair Sue Craven
Clinical manager
GM - Steven Bruechert
Alison Trevenen
Jeff Unmack

Risk, Finance, Audit committee

Chair - Richard Ainio
Sue Craven
GM- Steven Bruechert
Alison Trevenen
Malcolm Hull

Our Board Committees

Community engagement

*Chair: Sandy Campbell
Representative of Creswick Ward: Julie Moran
Representative of Cameron Ward: Barbara Merrifield
Representative of ILU (Independent Living Units) Lynne Gleeson
Representative for Fund Raising / Other: Phyllis Wright
Representative for Fund Raising / Arts: Loris Button
Plus 2 Staff Representatives:*

Infrastructure and Projects

*Chair- Malcolm Hull
Alison Trevenen
John Edwards
GM- Steven Bruechert
Maintenance Manager – Wade Hughes*

Our Mission

John Curtin Aged Care is a community operated aged care organisation that provides a welcoming environment with a unique, person-centred approach. Our mission is to provide responsive care for the ageing people in Creswick and District in a respectful and compassionate manner.

Vision

John Curtin Aged Care provides innovative, specialised support to members of Creswick and District's ageing community members whilst striving to remain an employer of choice. John Curtin Aged Care aims to remain the premier aged care provider of the region whilst providing our residents with a warm, friendly home.

JCAC provides an environment free from bias and all staff and employees are trained to provide equal treatment to all residents regardless of their individual characteristics. Fairness and equality are key to ensuring our residents live in a comfortable, safe, and happy environment.,

Our Mission and Vision are lived through our values:

Our Values

We have one very important value at John Curtin Aged Care and that is to **be resident focused** in all of our planning and activities. We demonstrate this value through:

Respect, Integrity, Independence, Excellence, Compassion, Fairness

Respect: We respect all of members of our community. Every member of our community will be treated with respect, and it will be given and received between community members in a mutually beneficial manner.

Integrity:

We provide all residents with services based on our strong moral principles, JCAC will provide honest and honourable services to our residents.

Independence:

JCAC provides residents with freedom and support to live as independently as possible within the structure of residential care.

Compassion:

JCAC staff and volunteers have a deep understanding of the physical and emotional needs of residents and their families. JCAC's staff and volunteers all share a passion for alleviating any misfortune or grief suffered by our residents.

Excellence:

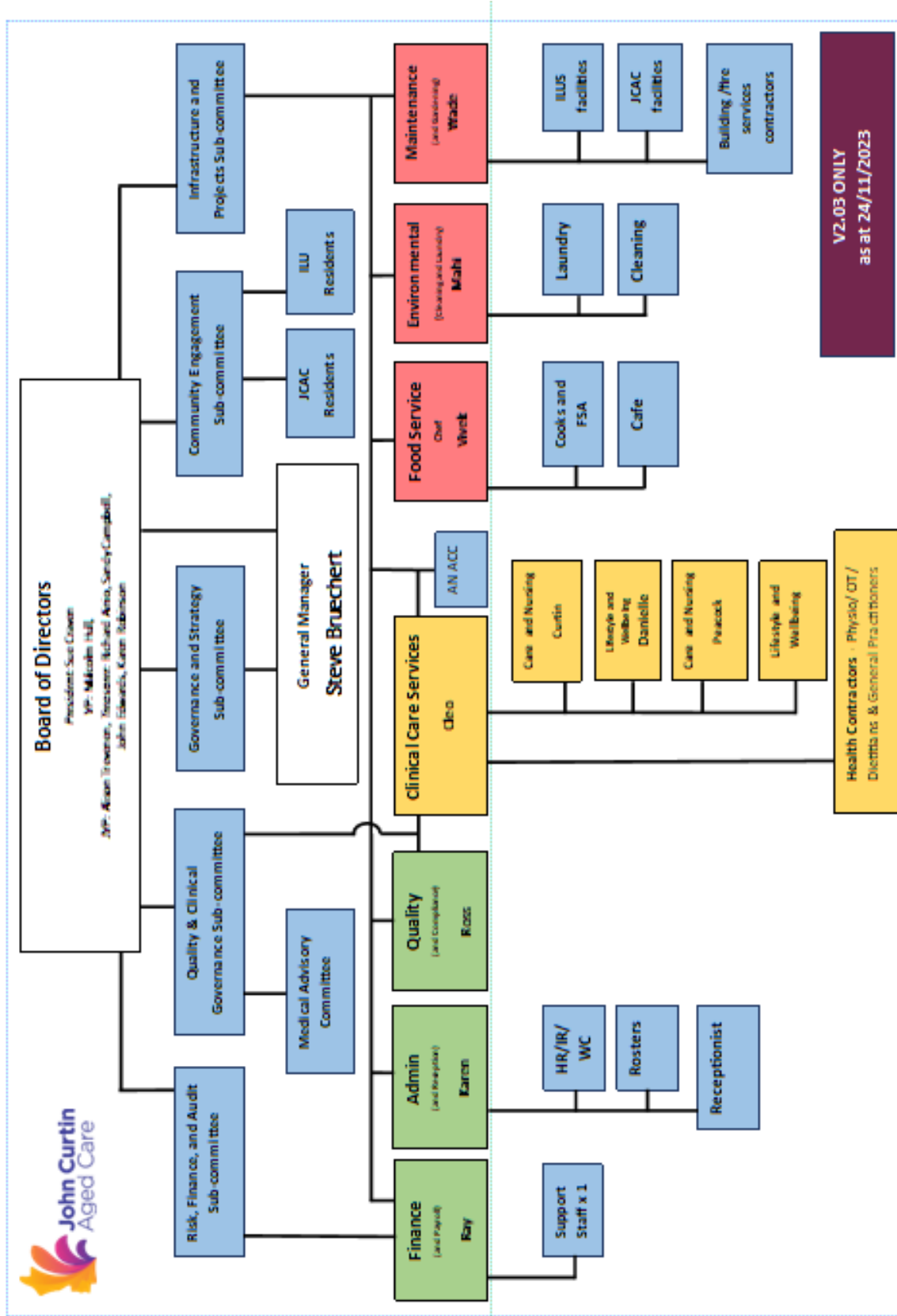
JCAC strives to provide the best possible service to all residents. John Curtin Aged Care staff and volunteers aim to deliver quality, sustainable services to all residents.

Fairness:

JCAC provides an environment free from bias and all staff and employees are trained to provide equal treatment to all residents regardless of their individual characteristics. Fairness and equality are key to ensuring our residents live in a comfortable, safe, and happy environment.

Our Key Personnel 2022-23

General Manager	<i>Steven Bruechert</i>
Administration manager	<i>Karen Farrington</i>
Finance Manager	<i>Ray Hill</i>
Maintenance Manager	<i>Wade Hughes</i>
Clinical Manager	<i>Cleo Chisaka</i>
Clinical coordinator	Kerri Purkis
Environmental Service	<i>Mahi Christoforou</i>
Food Services	<i>Vivek Kumar</i>
<i>Lifestyle Coordinator</i>	<i>Danielle Haberle</i>
<i>Organisational Development & Compliance Manager</i>	<i>Ross Waddington</i>



Our Reports

A Report from the President / Chairperson 2022-23

President's Report 2023

2023 has been a year of challenges and achievements for us all at JCAC. At the end of 2022, we faced a deficit of over \$1million for the financial year ending June 30, 2022. This was a significant challenge. I am very pleased to say that we have met that challenge!

The budget history for John Curtin has not been good. Of the last 20 years, JCAC has made a profit in 4, broke even in 1 and faced a deficit in 15 years. In the 2022/ 2023 financial year drastic action needed to be taken. Every aspect of JCAC was scrutinized and an austerity budget was implemented.

I am happy to say that JCAC has been saved! The deficit for the financial year ending June 30, 2023, shows a significant reduction and we have produced a monthly surplus for each month of the current financial year! I will let our treasurer provide more detail in his report.

This is a great achievement and credit must be given to Steve, Ray, the Finance Manager, all the staff and of course our Treasurer, who have pulled together to turn our financial position around. I should acknowledge here that the new Commonwealth funding model introduced in October 2022 has also made a significant difference to our funding and our ability to continue to provide quality care to our residents.

Along with the new funding model has come increased regulation for both the Service and the Board. In addition to the accreditation process, the Residential Aged Care facility is required to provide quarterly financial reports to the Aged Care Quality and Safety Commission and is subject to random audits of the services provided to residents. This involves a group from the Commission arriving at the door with little if any notice and requiring the production of reports and/or records. Resident interviews, which are conducted regularly, inform the star rating system which was introduced at the beginning of the year. JCAC is currently rated at 4 Stars.

As a Board made up of volunteers, we face a heavy load of regulation. The Board has completed an Annual Review with GovernWithUs and are now all required to register as Directors with ASIC. We are also required to sign a Deed of Confidentiality to protect any confidential or sensitive information we work with as part of our Board Duties. This is in addition to the mandatory Police Check for anyone working in the aged care sector and most recently an NDIS check as we cater for people with a disability. We are in the process of appointing a registered clinician to the Board, which is a new requirement of the Commonwealth legislation.

In March of this year, we faced Accreditation. Without a successful accreditation, JCAC would not be able to continue to provide residential aged care services. I am pleased to report that we were accredited for another 3 years after a rigorous process which involved the accreditation team interviewing 63 of our 65 residents and /or families and spending 4 days carefully examining the quality of all our services. We are now guaranteed ongoing funding for our residential aged care service. Again, our appreciation goes to Steve, Cleo and all the staff for the quality of care provided to our residents for this achievement.

In 2023 JCAC went solar! The capital outlay, with government subsidies has protected JCAC from huge power increases. We are currently investigating the possibility of extending solar power to the ILUs.

Martha Haylett our new State Member of Parliament toured the facility with Steve and myself in April.

COVID has continued to present challenges for JCAC. We have had a small number of outbreaks, despite the continued requirement for all those entering JCAC to take a RAT test. Systems put in place by Steve and his staff have minimized the impact of these outbreaks on residents and staff.

We face challenges with the attraction and retention of staff. This is an industry-wide problem and JCAC is continuing to explore ways to attract and retain staff including the provision of temporary accommodation for staff who want to work at JCAC, but cannot find accommodation in Creswick and surrounds. These are the real-life challenges faced by Steve and the staff every day!

Café Curtin reopened in June following the COVID closure. It is operating Wednesday to Sunday and represents a wonderful option for our residents and family to enjoy a cuppa or a meal. More locals are also finding this little gem!

Our Community Engagement Committee has come into its own this year. Sandy and her team are attempting to not only engage with the community but raise funds for a replacement bus to assist with taking our residents out to various events in and around Creswick. There was the wonderful, very professionally presented Art Show which raised over \$4,000 towards the \$100,000 required to replace the bus. This included a generous donation from the Clunes Tourism and Development Association.

The CEC has also formed a Literature Group which meets bimonthly and is enjoyed by residents from our ILUs and the RAC facility.

Fundraising has not been easy this year with Central Highlands Rural Health seeking to raise over \$150,000 from the Creswick community to finish the multimillion-dollar State Government redevelopment of the Creswick Hospital site.

I would particularly like to mention the activities provided by our Lifestyle Team. What a dynamic team they are! Residents are bussed to the Men's Shed and Senior Citizens for various activities. Special occasions like Mother's Day, Father's Day, Remembrance Day, Anzac Day are celebrated with gusto. With the support of carers, when necessary, residents are also able to attend important local events such as funerals which keep them connected with the Creswick Community. Special Birthdays, the footy season, visits from entertainers like the Creswick Brass Band, JCAC has it all. In 2023, JCAC also participated in the Community Garage Sale and the Garden Lovers Weekend. The Newsletter distributed to all members earlier this month demonstrates just what a vibrant community we have at JCAC. A defibrillator has been installed at JCAC and is also available to the community generally (it is the closest to Calembeen Park).

We have one challenge which has not yet been met. Residents of the ILUs, which are a great asset to our Creswick Community, are required to pay a daily fee to cover the cost of providing a range of services to the Units. We have not been able to reach agreement with the Resident's' Committee on an increase to the Maintenance Fee to cover the increased costs of providing these services. We are now looking to access external mediation to bring this matter to a close.

It must also be acknowledged that despite these issues and the competition we now face from the aged care facility at the Creswick Hospital, JCAC has continued to maintain high levels of occupancy in our residential aged care facility and the 19 ILUs. We must be doing something right!

Congratulations and thanks again to Steve and his staff for successfully meeting the challenges 2023 has presented!

Sue Craven
President

John Curtin was very fortunate to be visited by Ripon MP Martha Haylett in April. Our GM Steve gave Martha a tour of the facility accompanied by Board President Susan Craven.



A Report from Treasurer 2022-23

2022-2023 marks a significant point for John Curtin. Notwithstanding the challenges that still face the industry including COVID, staffing, increased compliance requirements and cost of living pressures, we are happy to have turned the corner from a financial perspective. Whilst the overall financial result for the year reports a loss from ordinary activities of \$591k and an overall loss for the year of \$140k, this represents our best result since before COVID. We fully completed the organisations restructuring in the prior year and also implemented our cost control measures in that year which brought the costs within the entity closer to the levels expected when benchmarked with other entities in the sector. During the current year, we have also now brought our income levels up to a level that reflects the care provided and is both claimed and received consistently. This shift occurred late in calendar year 2022 in line with the shift from ACFI to AN-ACC funding models as highlighted in last year's presentation. As a result, the beneficial impact to our revenues are only partially reflected in this year's result. We should therefore view the result for the year as a data point between the horrible years that we experienced recently and the future trajectory for John Curtin.

Quite significantly, I am very happy to report that of the last 12 consecutive months, we have reported a net profit in 6 months and positive net cash inflows in 9 months. As a result, we are now consistently profitable each month and on track to achieve a budget surplus this financial year in excess of \$800k. Management should be commended for maintaining their controls on costs without adversely impacting the standard of care provided and now optimising revenues so that both sides of the equation are now right sized for the organisation.

We continue to be very happy with the current management team in place and continue to work closely together towards ensuring the long-term future of John Curtin is sustainable. We now have a platform and a realistic pathway to explore appropriate re-development options. Preliminary considerations indicate that a staged redevelopment process is likely to be ideal and enable us to continue operating whilst making improvements.

This is and will continue to be a challenging process but one that is ultimately focussed on ensuring the continuity of quality care for our residents and contribution to the greater Creswick community through consultation, the continued provision of employment and procurement of goods and services for the long term.

Richard Ainio

Treasurer

Report from our General Manager 2022-23

The Board have continued to govern and support us throughout the many challenges we faced this year particularly in insufficient funding, Covid outbreaks recruiting and maintaining staff and some challenging personnel increasing demands on everyone's time and health. Again, I have appreciated our board of directors for their unwavering commitment, expertise, support, and volunteered time. I would like to thank Sue Craven as our Board President, our Senior vice president Malcolm Hull, Alison Trevenen as our junior vice president and Richard Ainio as our Treasurer. I would also like to thank Sandy Campbell and the people she has co-opted to work with the community engagement committee. Sandy has been unstoppable in her commitment to John Curtin Aged Care (JCAC), community engagement and fund raising. I would also like to thank Karen Robinson, John Edwards and Peter Bruenjes (who was with us for a short time) and all volunteers who have given their ongoing and volunteered support to JCAC.

With the support of a productive Board in 22-23 we have made significant inroads in ensuring the sustainability of JCAC to continue to provide quality care.

JCAC has now fully restored its home like atmosphere. We have had a real turnaround in energy and engagement, and this has been confirmed by families and friends. And significantly increasing lifestyle activities including bus trips and the return of more volunteers. Direct family and friends' visits were increased apart from the Covid outbreaks Happy hour on Fridays on Fridays with entertainment has been a real winner. Danielle Heberle coordinated and reintroduced many more fun activities into Lifestyle for most of the year and this has been noted via our Facebook page and the reintroduction of the Curtin Chronicle. Well done and thanks to Danielle and her Team

Building maintenance, in keeping our home well maintained, has a new team headed by Wade Hughes who have worked hard making our buildings and rooms more presentable and compliant with testing and tagging, plumbing, laundry, shedding, storage, chemicals and fire and building management systems. Wade has worked tirelessly, and this can be supported by all residents including ILU residents for his and his small teams prompt response to maintenance requests. Ben Wright our gardener has also been keeping our facility in great presentation and is one of the key selling points of John Curtin in its gardens and surrounds. Ben and Sandy Cambell also volunteered for the Garden lovers' weekend in November. That weekend also allowed for a quiet opening of the Café Curtin that then closed again in December and beyond due to Covid restrictions and outbreak. We continue to see a friendly inviting atmosphere with the entrance garden.

This financial year saw some major changes in the management team with an increase in staff morale. We continued to see a real shift in energy and a positive approach across all teams at John Curtin. We continued to review all roles and introduced a 7-day receptionist role providing intake advice and response for all enquiries. Karen Farrington moved from o accounts to manage what was Corporate Services and HR functions as Administration manager. We recruited Tim Timothy Le Lievre to accounts and payroll assisting Ray Hill as Finance Manager accounting services for Payroll and Finance functions.

All expenses were continually reviewed and minimised, and core rosters developed across all areas. However, our biggest challenge has again been both recruiting and retaining experienced and quality staff in key roles, understanding, and applying complex government systems and revenue streams. COVID-19 has continued to be a challenge, creating lack of people to recruit and for many weeks during covid outbreaks increased expenditure on both agency staff and overtime as staff also came down with covid. We worked with the support of the Grampians Public Health Unit who visited JCAC and undertook PCR tests on residents. We did not have visitors or outings during this time except for end-of-life care. All staff were required wear tier 3 PPE and were RATested on entry outside the airlock and this has continued thought this year with visitors and staff required to wear masks. Our COVID safe plan and system and processes kicked in minimising the further spread of infection. Our team has been committed to providing high quality aged care and services and we have been working on creating a cohesive team approach to customer services across all teams ensuring home like environments are maintained.

We again also had considerable change in the kitchen/food services with both Sammy Singh then Deepesh Bajgain moving on and Vivek Kumar taking on the role of chef where he and his team (who also include some new people) have continued to provide quality tasty and nutritious meals and drinks. Sammy returned to working weekends We again worked with the dietitians from Central Highland Rural Health to ensure our meals were also nutritious and had a balanced menu catering for everyone's needs. We have also spent considerable time and effort to survey meals and improve meal quality and choices. We have commitment to introducing Maggie Beers work and this has been strongly supported by our Organisational Development & Compliance Manager Ross Waddington who is also an experienced and qualified chef.

I thank Mahi and her team in environmental services continues to provide quality housekeeping/cleaning and laundry services, I thank her and Julie who also continued to work and fill in when required even when she moved to Brisbane. We also saw quite a few changes in this team, and we thank those that have moved on and others that have come into the team and continued the quality service they provide.

A significant challenge has continued to be attracting experienced RN's and ENS and PCWS during this year and the Care Team has had many challenges. We were please to recruit to new key people to our care team; Cleo Chisaka who came from New Zealand as Clinical Manager and Kerri Purkis from Ballarat as Clinical Coordinator. Both are key management positions working closely with our EN Care Coordinators and our team of Registered Nurses (one on each shift) and PCW Team Leaders and Personal Care Workers in leading the care, health, and lifestyle programs. Janlyn Fontana retired this year after many years coordinating the Peacock Wing for people living with dementia and we wish her well for her service and commitment to JCAC.

The care team has become stabilised under both Cleo and Kerri's leadership, and we have continued to provide quality care which was substantiated with reaccreditation in meeting the aged care quality standards for another 3 years. This has been a major achievement particularly with the changes in personnel over the previous 2 years and our inability to recruit an experienced quality manager. For this I thank the teams for their commitment to quality and their vigilance in improving documentation and evidence of practice for what we all do daily All our leaders have worked diligently to ensure their care team provides quality care in line with the aged care standards and accountability required to meet accreditation. We also utilised

one of my colleagues Manu Atwell for quality audits and with Ross Waddington's experience in quality and compliance assisted us to ensure our accreditation.

I also thank Karen Farrington for flexibility ongoing commitment in her ability to change roles and ensure all our HR and training needs were well managed and complaint.

We thank all team members who have been professional and flexible in responding to the emerging needs government, the organisation, and our residents and for keeping up to date with rapidly changing regulations and compliance requirements as established for the Royal Commission.

Even with the continued challenges we have faced with nursing and care leadership we have a group of caring committed Personal Care and Lifestyle Workers who assist and support our resident's promoting independence and choice in a person centred in the least restrictive way, catering for individual and special needs. We know that our residents' families are also satisfied that their family member is well cared for at John Curtin Aged Care and this has been supported by surveys and the new star rating system which views our service favourably and this is also supported from our continued high occupancy achieved.

We have significantly reduced our expenditure in most areas. We have increased resident occupancy but until the introduction of the new AN ACC funding in October 22 but continued to have had a significant shortfall in revenue (from Health and Aged Care) ACFI funding from Services Australia. We had again significant expenses on agency care staff, Covid care staff. The Administration and Leadership Team needs to be acknowledged for the hard work and long hours they kept in supporting all staff, residents, and families, meeting our increased corporate obligations, and supporting John Curtin to be a quality service provider. One of the biggest challenges in H/R has been attempting to recruit and maintain quality staff and to ensure quality leadership, care and support for all team areas but this has now been stabilised into a lean mean management machine. I think all the current leadership team for their dedication to JCAC and their support and commitment and loyalty.

Our external partners include Ochre Medical Centre and their excellent GPs who visit regularly and are on call to support our resident's health needs as required, Alex our visiting Podiatrist, Ballarat Allied Health, Medwest, and Creswick Pharmacy. The dietitian from CH Rual Health. We thank them all for their professional support and flexibility.

We thank all the generous donations from local businesses and individuals during the year and their support to a Creswick community service.

COVID is slowing down, new funding models have stabilised and government support to meet the recommendations in the Royal Commission into Aged care are coming to fruition. The biggest challenge we will have in 23-24 the heavily increased demand on compliance and reporting and the significantly increased requirements expected of our board of directors as volunteers.

Steve Bruechert
General manager



Sadly, we have said good-bye to 27 residents who have passed away in 2022-202.

We take time to reflect and remember them and their families and friends at this time.

We become attached to many residents and their families, but we know our resident group is always changing and we acknowledge all those residents and families who are no longer with us and for those families we hope they remain part of the JCAC community.

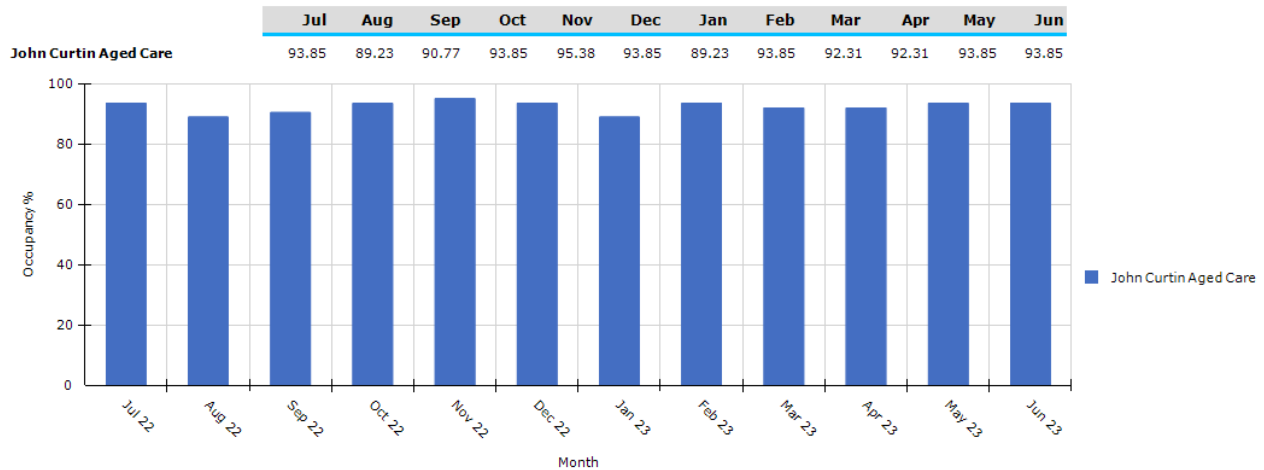
Dorothy (Dot) Easton, Jean- Claude Dengler, Ronald(Ron) Lavery , John Barrett,, Norman(Norm) Baker, Rosemarie Jackson, Eunice Clay, Myrtle (Betty) McNicol, Phillip (Phil) O'Brien, Neil McAuley, Patricia (Pat) Prendergast, Frank Walsh, (Lynnette) Lyn Richardson, Iris Robinson, Margerat (Lucia) Stephens, George Henderson-Drife, Kevin (Bruce)Fowkes, Tom Runnalls, Fay Cameron, Norman (Norm) Shearer, John Sinclair, Beryl Crockett, Allan Card, Edward (john) Wiliams, Jim Treacy., Theresa West, Colline King, Beth Flynn



Our Residents and Our Results

Occupancy (Organisation Summary - Yearly)

01 Jul 2022 - 30 Jun 2023

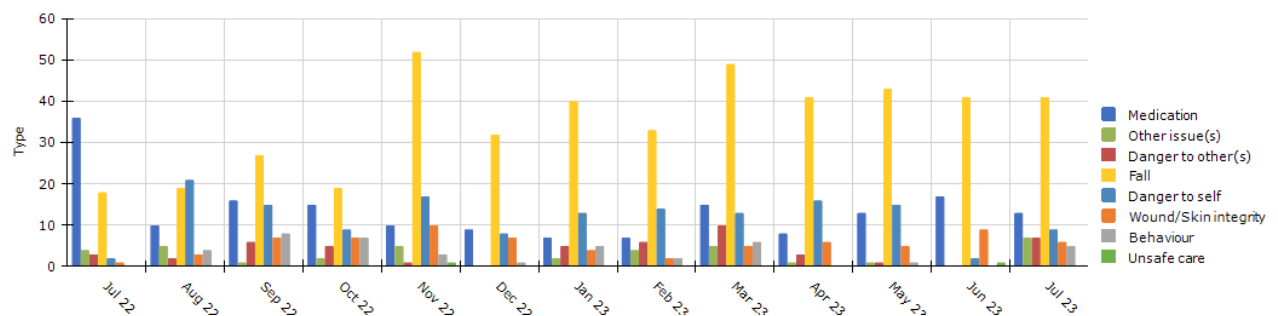


Client Incidents Chart (Incident Type)

Locations: All

Date Range: 01 Jul 2022 - 31 Jul 2023

Type	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Medication	36	10	16	15	10	9	7	7	15	8	13	17	13	176
Other issue(s)	4	5	1	2	5	0	2	4	5	1	1	0	7	37
Danger to other(s)	3	2	6	5	1	0	5	6	10	3	1	0	7	49
Fall	18	19	27	19	52	32	40	33	49	41	43	41	41	455
Danger to self	2	21	15	9	17	8	13	14	13	16	15	2	9	154
Wound/Skin integrity	1	3	7	7	10	7	4	2	5	6	5	9	6	72
Behaviour	0	4	8	7	3	1	5	2	6	0	1	0	5	42
Unsafe care	0	0	0	0	1	0	0	0	0	0	0	1	0	2
Total	64	64	80	64	99	57	76	68	103	75	79	70	88	987



Our Staff 2022-23

Environmental

AGNEW, Jane
CHRISTOFOROU,
Andromachi (Mahi)
CHELATT MAXI, Sebastian
FRANKLIN, Kaitlyn
HENDERSON, Liam
MARTIN, Julie
MARTIN, Paula
SCHEMBRI, Christy-Lee
TOLHURST, Sara
TREVENA, Wendy
WALSH, Wendy

Care

BERCASIO, Krystyanne
BERTHELOT, Tara
BLOOM, Leslie
BOOTH, Taylah
BRAR, Simranjeet (Simmi)
CHISAKA, Cleophas (Cleo)
CHISAKA, Eubertina (Tina)
CHOUL, Nyalam
COLLISSON, Kirileigh
CRILLY, Virginia
CRITTENDEN, Eliza
DAVIS, Leanne
FRANKLIN, Kaitlyn
GALVIN, Sharren
GAUTAM, Hira
GENEBLAZO, Ma (Maria)
GENERAL, Arianne
GEORGE, Merin
GOODWIN, Carol Lee
GREY, Kathryn (Kate)
GURUNG, Sunita
HARTUP, Samantha
KAUR, Gurkirat

KAUR, Jashanpreet
KAUR, Kawalpreet
KAUR, Prabhdeep
KAUR, Ramandeep
LIMBU, Pratima
LOWE, Bradley
LUNDY, Maddison
MALLA, Manjila
MARSHMAN, Madison
MATHEW, Sabu
MCMILLAN, Gemma
MURPHY, Jaslene
NASH, Benjamin (Ben)
NDLOVU, Lynrose
NORMAN, Davina JCAC
NWAKWUO, Chinuwo
(Precious
OKAFOR, Chika (Rita)
OKORO, Mary
PATEL, Dhruv (Drew)
PIDGEON, Joy
POKHREL, Sarina
PURKIS, Kerri
REED, Natalie
RICH, Olivia
SALAZAR, Ernesto
SINGH, Deepinder
STARKEY, Kirsty
STOCKDALE, Chloe
SUBEDI GAUTAM, Mira
TATCHELL, Thalia
THOMAS, Dianne
TIHIM, Anjannette (Anje)
TOLHURST, Sara
TREZISE, Noelene
TULADHAR, Ashana
VILLALBA, Vanessa
VILLALOBOS, Kanari Cleriz
(Kanari)
WILLIAMS, Erin

Lifestyle & NDIS Support

HABERLE, Danielle
CLARKE, Janet
FITZPATRICK, Lorna
FORD, Monique
SHARP, Maree
TOLLIDAY, Melanie
VON BURG, Francois

Administration

COOK, Gael
FARRINGTON, Karen
BRUECHERT, Steve
HILL, Raymond (Ray)
LE LIEVRE, Timothy (Tim)
ORD, Amy

Food Services

BALA, Hiran (Honey)
CHHABRA, Gaurav (Garry)
JOHNSON, Susan
KNIGHTS, Vicki
KUMAR, Vivek
LIANG, Feng (Frank)
MALTZAHN, Nadia
ROWE, Beverley
SINGH, Kulwant
SINGH, Satvir
SINGH, Taranjeet

Maintenance and Gardening

HUGHES, Wade
MACDONALD, Graham
WRIGHT, Benjamin
Kinna Robert

Our Volunteers 22-23

Working directly with residents and lifestyle

*Robert Norman
Gail Farmington
Natalie Baker
Arlene Jeffrey
Graeme Fowles
Lorraine Beaumont*

Working with JCAC working committees and fund raising

*Julie Moran
Margaret Giles
Barbara Merrifield
Lynne Gleeson
Phyllis Wright
Loris Button
Marian Chivers
Lorraine Davis
Rhonda Cotsell
Phyllis Wright
Ken Fenn
Paul Trevenen
Craig Barrett*

We thank all those people that were involved and donated their time to supporting us but were not named in this report.

Our Partners and Contractors

*Anna McIntyre (Clinical Pharmacist) –
Ballarat Allied Health –
Ochre Medical Centre –
Creswick Pharmacy –
Creswick and District Branch, Bank of Bendigo - Medwest –
Central Highlands Health Network*

Sponsors and donors

Donations gratefully received from the following owing during 2022/23

Ballarat Business Hub
Loris Button
Amy Ord
Lorna Fitzpatrick
Danielle Haberle
Monique Ford
Maree Sharp
The Farmers Wife
Davies and Rose Hardware
Creswick Bakery
Creswick Flowers
Lorraine Beaumont
The American hotel
Creswick Woollen Mill
Mel and Brent Tolliday
Les Bloom
Julie Martin
Jan Sparks
Ross Mallows
Enzo Salazar
Le Peche Gourmand
Jean Laing
Karen Farrington
Gall Farrington
Alison and Paul Trevenen
Mars Ballarat
Creswick Pharmacy
Creswick IGA
Glenda Leigh –
Ian Relee Miller
Bendigo Bank

Apologies for anyone not acknowledged.

