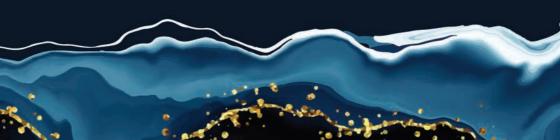


| 2025 | BAPTISTCARE | EXCELLENCE | **AWARDS**

CELEBRATION DINNER 2025

Program

Monday 18 August, 2025







Master of Ceremonies

Sarah Newman Chief Operating Officer - Home Care

Greetings from the Board & Grace

Tim Farren
Board Chair

Entrée

Presentation of Excellence Awards

Charles Moore
Chief Executive Officer

Main Course

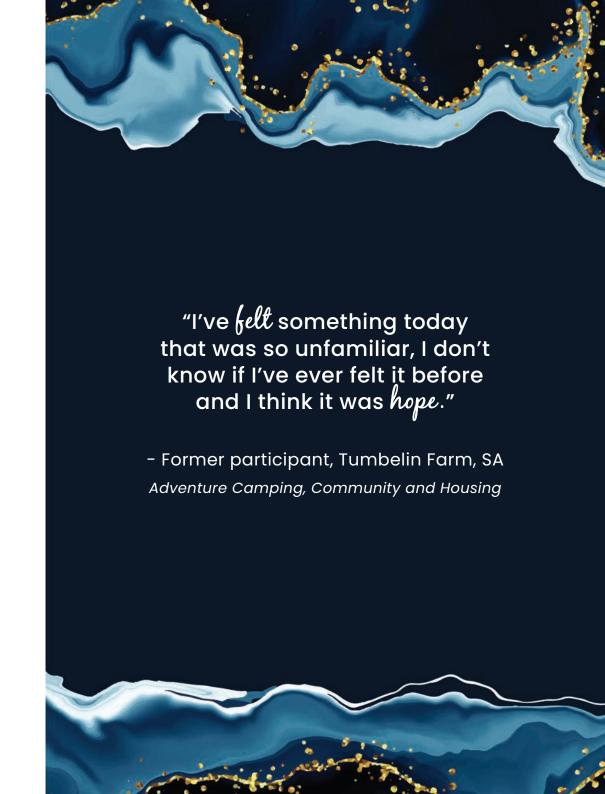
Interview of Excellence Award Recipients

Erin McAllister
Assessment Officer,
Service and Operations, Home Care, VIC

Mary Lefty
Administration Officer/Homelessness Support Worker,
WestCare Centre, Community and Housing, SA

Jessie Neal Case Manager, Wardli-ana, Community and Housing, SA

Dessert



Excellence Award Recipients 2025

Alison Williams

Care Consultant, Service and Operations, Northern Hub, Home Care, VIC

Alison consistently embodies the Baptcare values through her resilient, collaborative and dependable approach. She has become a go-to team member, especially during times of change, providing steady support and guidance to her colleagues.

Alison has managed some of the most challenging client situations with remarkable composure and professionalism. She prioritises positive client outcomes while maintaining a clear understanding of the broader business needs, demonstrating strong alignment with Baptcare's mission and strategic goals.

Always approachable and willing to help, Alison never hesitates to step in where needed. She offers constructive feedback in a respectful and solutions-focused way, contributing positively to team improvement and service delivery.

Her commitment, positive attitude and balanced perspective make her a highly valued team member.

Amanda Williams

Quality Manager, Service and Operations, Mowbray Hub, Community and Housing, TAS

Amanda has been at the forefront of implementing the Reportable Conduct Scheme in Tasmania. She has diligently worked with teams to ensure an understanding of the scheme while promoting a transparent culture and supporting people in challenging situations. Amanda relentlessly advocates for change and the rights of children, standing firm on ethical decision-making processes in the face of adversity.

Amanda's commitment has resulted in improved practices and systems that uphold the rights of the child. The independent regulator has recognised her leading contribution to the new scheme, which has resulted in her assisting in the development of training packages for carers and other organisations.

Thank you, Amanda, for your advocacy for and commitment to keeping children safe and well.

Brenton Cross

Maintenance Officer, Coasthaven Community, Property and Development, VIC

Brenton is a valued member of the property team. As a Maintenance Officer, he keeps Coasthaven in good order for the residents. No job is too much trouble for Brenton! He embodies our Living Well Together philosophy, including the residents in small maintenance jobs like painting, hammering and gardening. They feel appreciated and that they have a purpose.

But the best thing about Brenton is his incredible rapport with the residents, having great chats with them about their past jobs and listening to their interesting tales of adventure and life.

Brenton is truly deserving of this award.

 6

Chris Ackom

Care Service Employee, Griffith, Residential Aged Care, ACT

Chris exemplifies the BaptistCare values through his actions, attitude and his commitment to resident care. He consistently demonstrates a deep understanding of each resident's individual needs and routines, ensuring compassionate and personalised support.

He is always willing to step in during staff shortages, proving his reliability and team spirit. Chris regularly goes above and beyond in his role, assisting with medication rounds and providing invaluable support to the Registered Nurses throughout his shift. He is proactive in escalating his concerns appropriately, ensuring each resident's well-being is prioritised.

Chris is loved and respected by his colleagues, the residents and their families – he is a true gem in our team!

Dharmen Shah

Head of Platform Delivery, Camberwell Hub, Information and Digital, VIC

Dharmen is accepting this award on behalf of the AlayaCare project team. The AlayaCare project team has demonstrated exceptional commitment and strategic foresight in leading the VIC/TAS transition to the AlayaCare platform, a cornerstone of our readiness for the upcoming Support at Home reforms.

Their work has spanned complex systems integration, stakeholder engagement, and operational transformation, all under tight regulatory timelines. From configuring data flows to designing onboarding protocols for care teams and developing comprehensive user manuals, the team has ensured that every facet of the platform is tailored to support staff and customer needs.

Their coordination of cross-functional working groups has been instrumental in harmonising workflows and delivering a seamless user experience.

The team's empathetic approach to change management has fostered trust and resilience across the organisation. Their efforts have enabled VIC/TAS to meet legislative deadlines and laid the foundation for scalable, personcentred care delivery.

Dianne Lorimer

Volunteer, Hunter Hub, Community and Housing, NSW

This is a joint award for Dianne and Robyn Brown, who have made a remarkable impact over the past nine years running an art group for women in the community. Their dedication and passion have created a welcoming space where ladies learn new skills and connect through the joy of art. This group has become a cherished time for many, fostering creativity, friendship and personal growth.

In addition to their work with the art group, Dianne and Robyn also help at the community hub. They are an inseparable dynamic duo, making a positive difference wherever they go. Their combined efforts have not only enriched the lives of the participants but also strengthened the community bonds. Their work is a testament to the power of art and community in bringing people together and inspiring positive change.



Erin McAllister

Assessment Officer, Service and Operations, Camberwell Hub, Home Care, VIC

In just four years, Erin has demonstrated outstanding dedication, resilience and care. Beginning as a Customer Service Consultant, Erin pursued her case management studies and has grown into an exceptional Assessment Officer within the Commonwealth Home Support team.

For much of her time, Erin carried the caseload solo, supporting clients across Victoria for domestic assistance and personal care, all while building strong client relationships and delivering excellent outcomes.

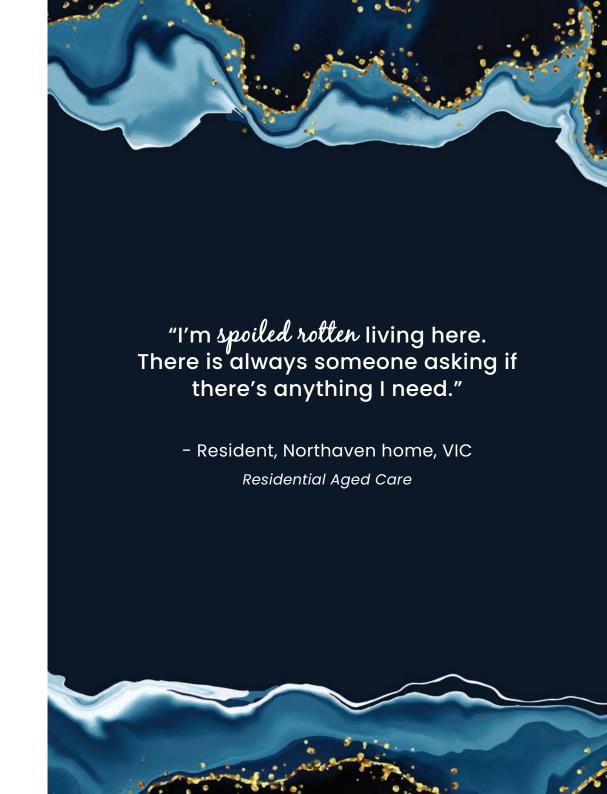
Her advocacy for clients, willingness to step up and support the management team, and her pivotal role in system migrations, My Aged Care portal reopening and driving sign-ups toward targets, have made her indispensable to the team. Erin not only ensures assessments are up to date and processes run smoothly, but she does it all with compassion, professionalism and grace. Erin also participates in the Mission Funding Committee, advocating for clients through this forum.

George Papaemmanouil

Legal Officer, Camberwell Hub, Legal, Risk and Governance, VIC

Since beginning his time at Baptcare, George has consistently demonstrated the organisational values in his approach to his work and interaction with stakeholders. He has diligently worked to develop strong relationships with his colleagues and successfully implemented multiple projects for contracts, client agreements and the merger.

George has a 'can-do' attitude, is highly efficient and consistently receives glowing written and verbal feedback from his colleagues. He is worthy of recognition for his commitment and dedication to his role.



Georgie Crockett

Head of Quality, Service and Operations, Mowbray Hub, Community and Housing, TAS

Throughout the past year, Georgie has displayed an exceptional approach to leadership, collaboration and governance that focuses entirely on achieving the best possible outcomes for the people with whom we work. While undertaking her Head of Quality role, Georgie provided significant organisational support to team members as well as to Support Services and Board members.

Georgie assumed a leadership role during Project Aspire, working across teams and services to help build a picture of the new organisation's standards. She worked collaboratively to help the organisation form a picture of our entity safeguarding and reportable conduct responsibilities.

Alongside these roles, Georgie has been a leader in arranging organisational Reconciliation Action Plan events for staff from different teams and states. She has been a leader in creating a culture where all are welcome and belong, where everyone is celebrated, and where inclusion is strong.

James Simon

Residential Systems Project Coordinator, Service and Operations, Camberwell Hub, Residential Aged Care, VIC

James has made an outstanding contribution to operational excellence, teamwork and team development. He consistently supports operational team members in achieving their goals and has contributed to training and supporting new Office Managers. His assistance has been instrumental in building confidence and capability across our network.

James pays exceptional attention to detail. He ensures data accuracy across systems and maintains clear, timely communication with stakeholders. He has also empowered teams with the tools and resources needed to perform their roles effectively.

James applied his professional approach to several significant projects. His diverse industry knowledge and 'can-do' approach to collaboration made him a stand-out employee during a highly intense period.

Jessica Peach

Clinical Nurse, David Buttfield Centre, Residential Aged Care, WA

Jessica consistently performs all her responsibilities with excellence, going above and beyond in her duties. She approaches her work with positivity and has navigated her change management activities from the recent merger with diligence.

Jessica has demonstrated a commitment to ongoing development and education, transitioning from a Registered Nurse to a Clinical Nurse, reflecting her experience and increased responsibility. She also completed her Post-graduate Certificate in Gerontological Health Care.

She's incredibly passionate about what she does and is to be commended for her service to both the residents and her colleagues.

Jessie Neal

Case Manager, Wardli-ana, Community and Housing, SA

Jessie is an extraordinary team member and the sole caseworker at Wright Street, a women-only crisis accommodation centre in South Australia.

Her compassion, commitment and innovation exemplify the very best in frontline community service. Jessie works with women with complex needs in a high-demand environment. She not only meets their needs but also transforms the experience of those who enter the centre.



She consistently advocates for her clients and goes above and beyond to ensure women feel genuinely cared for during deeply vulnerable moments.

As a solo worker, Jessie wears many hats – casework, crisis support and housing pathways to name a few. Despite this, she has had such an impact on clients that several have returned to the centre to volunteer. Jessie is a quiet achiever, a powerhouse of humanity and a deeply worthy recipient of this award.

Julia Williams

Booking Coordinator, Mylor Adventure Camp and Wirraway Homestead, Community and Housing, SA

Julia's unwavering dedication and professionalism as a Booking Coordinator see her take immense pride in her role, consistently going above and beyond to provide outstanding client service. She fosters meaningful connections with clients, ensuring their unique needs are understood and met with care and efficiency.

Julia's commitment to supporting others achieve successful outcomes, while upholding the highest standards of hospitality, makes her a valued team member. Her warmth, attention to detail and passion for excellence make a lasting impact on everyone with whom she works.

Julia is an exceptional Booking Coordinator and truly deserving of this award.

Karina Nelson

Executive Assistant, Camberwell Hub, People, VIC

Karina is one of those gifted souls who sit in the background, quietly picking up threads and weaving them together to make life smoother and easier for those around her. In the past 12 months, she's supported the Baptcare Executives as they've navigated a challenging period of change, both personally and in their teams.

She's always warm, welcoming and super helpful to team members from other states as they interact with the Baptcare team and learn about the broader business. She approaches her work with a gentle, frank, fair and pragmatic solutions-focused approach to get things done.

Karina, we are so thankful for you and humbled by your service and demonstration of our organisational values as we integrate across the country. Thank you!

Kathryn Bond

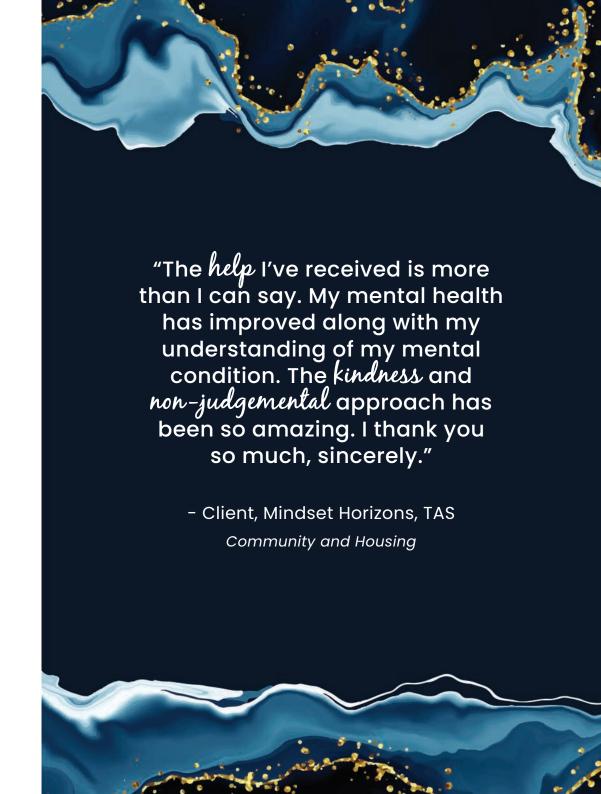
Business Administration Lead, Support Services Norwest, Home Care, NSW

What Kat doesn't know about Home Care probably isn't worth knowing! And what she doesn't know, she magically seems to find out. Be it complicated systems, intricate data, complex funding, multi-faceted processes, or where to get a great almond flat white, Kat is the go-to person.

With endless enthusiasm, diligence, kindness, grace and insight, Kat balances the complexities of keeping the Home Care Senior Leadership Team on track with overseeing and supporting the Administration teams across the country and being everyone's favourite go-to problem-solver.

Kat's wisdom, faithfulness and warmth, combined with an unfailing sense of fun, have endeared her across both home care and the Support Services Norwest teams.

Thanks Kat, we think you're awesome!



Kayleigh Davies

Manager Residential Care, Morrison Gardens, Residential Aged Care, WA

Kayleigh has demonstrated outstanding leadership throughout the WA and NSW/ACT merger, guiding her team through significant system and process changes, including the UKG project and roster reviews. Despite leading a financially-challenged site, she has successfully moved Morrison Gardens out of the bottom five homes over the past six months while improving registered nurse and care minutes to meet compliance requirements.

In the face of significant organisational change, Kayleigh has remained positive, solutions-focused, and unafraid to provide constructive feedback, acting as a valued voice for her colleagues.

She demonstrates courage and integrity by having the difficult but necessary conversations when required, always upholding BaptistCare's values. It has been rewarding to witness Kayleigh's professional growth, leadership and impact over the past six months.

Congratulations Kayleigh!

Kylie Wanganeen

Homeless Practitioner, Wardli-ana, Community and Housing, SA

Kylie is a valued team member at Wardli-ana, working with Aboriginal and Torres Strait Islander people experiencing or at risk of homelessness.

She is willing to jump in and help every team member without a second thought. She is happy to move between offices to assist with program needs and provide valuable guidance to the staff.

Kylie has a strong community connection and presence. She knows how to hold compassion for the clients she works with while ensuring they feel empowered. Her impact on her clients is so great that they seek her out at events to share updates on how their lives have been transformed. Kylie is an integral part of the team, and we are so grateful for her energy, presence and support.

Kylie Frew

Personal Care Worker, Peninsula View Community, Service and Operations, Residential Aged Care, VIC

Kylie demonstrates tremendous accountability in performing her role with excellence, for both her colleagues and the residents for whom she cares. She goes out of her way to promote holistic care for the residents. She is so loved by the residents that they often request her by name when she is not rostered on their section of the home. She always makes time for residents and is committed to assisting them with their daily living activities, like personal care.

Kylie is humble and focused on team excellence rather than individual success. She is happy to assist colleagues with any tasks and displays leadership qualities among her peers. She has taken on the responsibility of orienting new staff and buddying our student placements.

We wish we had a team of Kylies providing care for all our residents!





Ling Chan

Head of Portfolio, Engagement and Architecture, Camberwell Hub, Information and Digital, VIC

Ling consistently demonstrates respect in every aspect of her work and interactions. She is courteous and professional, creating an inclusive environment where all team members feel valued and heard.

What distinguishes Ling is her comprehensive approach to respect in both her interpersonal interactions and the organisational processes and protocols. She thoughtfully considers diverse viewpoints while constructively offering her own perspectives.

Ling is committed to learning and growth, open to new ideas and willing to adapt her views when presented with compelling alternatives. This openness leads to better outcomes for our organisation and, ultimately, our customers.

Her behaviour sets a positive example for others and helps foster a culture of mutual respect and continuous improvement within our team.

Lizette Thomas

Business Partner Corporate, Support Services Norwest, Information and Digital, NSW

Lizette demonstrates exceptional qualities as a national team player, making her a deserving candidate for the Excellence Award. Lizette is committed to collaboration and leadership, actively organising and leading many vital projects and standardising systems and processes as we come together. A clear and effective communicator, she skilfully conveys complex information in a concise and comprehensible manner.

Lizette is always available to support her colleagues and embodies the qualities of a great team player.

Her approachable and supportive nature makes her a valuable team member whom others turn to for guidance and help.

Lorena Weaver

Care Facilitator, Mid North Coast, Home Care, NSW

Lorena is a Care Facilitator with 18 years of experience. She manages Blue Gum Cottage in Taree on the Mid North Coast in NSW and supports clients receiving Home Care packages. Lorena is kind, reliable and always willing to lend a hand to colleagues and customers.

During the recent flooding in Taree, Lorena played a key role in coordinating support on the ground. While managing the impacts of flooding in her own home, she continued to check in on clients, offered face-to-face support where needed, and utilised Blue Gum Cottage as a safe space for clients during the emergency.

Lorena's care and dedication makes a real difference to those around her.

Magda Simor

Care Facilitator, South East Sydney/Inner West, Home Care, NSW

Magda joined BaptistCare as part of the Presbyterian Aged Care acquisition and excelled throughout the transition, demonstrating the exemplary care and case management for which we are known. Her ability to stay organised and prioritise her clients ensured they were not adversely affected by the transition, earning her considerable praise from them.

Moreover, Magda has displayed outstanding case management skills, maturity and adeptness in navigating complex situations, leading to favourable outcomes for both our clients and the organisation. Her positive attitude and willingness to tackle challenges head-on, often assisting others when needed, have made her an invaluable team member.

Magda genuinely represents our organisation's values and professionalism, making her a true asset.

Mary Lefty

Administration Officer/Homelessness Support Worker, WestCare Centre, Community and Housing, SA

Mary's job-share role at Reception at WestCare is incredibly complex and challenging. As the first person the community meets at the centre, she triages people who may be facing a wide range of barriers and challenges into the appropriate services. Mary and her colleague Sharon recently supported several highly successful events and programs, including the Adelaide Symphony Orchestra event, Reconciliation Week and the onboarding of new partners.

Mary is the organisational face for our supporters who regularly drop off goods each week. She is preparing for the Christmas Toy Appeal, which will see thousands of toys donated to the centre to support kids in the community.

She is amazing and she makes WestCare better.

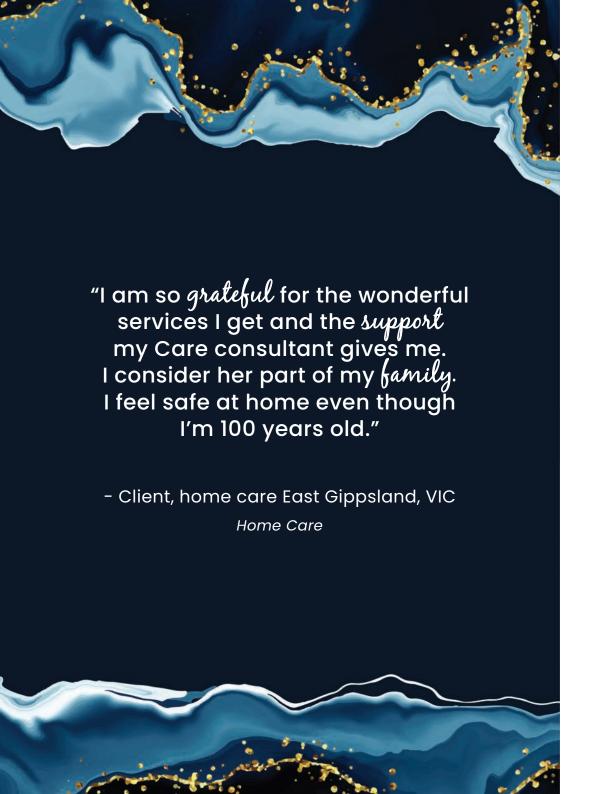
Matthew Berry

Quality and Improvement Consultant, Support Services Norwest, Residential Aged Care, NSW

Matt is a fountain of knowledge across so many areas of our organisation. Having previously worked as a Residential Manager, he truly understands the needs of his colleagues in our homes.

He makes himself available at any time, supporting staff with issues big and small. When asked to assist, he sees past the initial instruction to the full impact and provides all the information and support required. He is willing to travel at a moment's notice if any of the homes require assistance.

When a Commission visit occurs, Matt anticipates what is necessary and prints off reports with a minimum of fuss. He is willing to go above and beyond to ensure managers have information in a time frame that meets their needs.



Matt is friendly, calm, courteous and finely attuned to the needs of those he supports and residents describe him as 'that lovely young man'.

Michele Buxton

Residential Manager, Orana, on secondment as the Residential Operations Support Consultant, Residential Aged Care, NSW

Kularoo, situated on the Mid North Coast of NSW, is a large home with over 220 staff that has faced considerable challenges. In a testament to her commitment and leadership, Michele volunteered to leave her own residential home on NSW's Central Coast and travel over 2.5 hours to lead Kularoo through this critical period.

Her leadership culminated in Kularoo achieving full compliance and securing reaccreditation for another three years. Michele has since taken on another significant challenge: supporting the Minnamurra home in Sydney's inner west, one of the Presbyterian Aged Care acquisitions, as it integrates into the BaptistCare family.

Michele's leadership, humility and adaptability make her an outstanding role model across the organisation.

Pam Amos

Volunteer, Kularoo, Residential Aged Care, NSW

Pam recently celebrated her 10-year anniversary of volunteering at Kularoo. She volunteers twice a week and is instrumental in running the kiosk, providing residents with the opportunity to shop within their own home.

Pam also runs the knitting group and has developed strong relationships with many of the home's residents, taking time to visit them regularly.

We're so grateful for all Pam does at Kularoo!

Paul Baker

Head of Financial Planning and Analysis, Finance, NSW

Paul demonstrated exceptional leadership in delivering the Financial Year 2026 budget for the newly-merged organisation. Despite differences in systems and budgeting models, Paul successfully led and guided a team of finance professionals spread across all the states and territories.

Paul brought a calm and methodical approach, fostered collaboration, and ensured everyone felt supported. His steady leadership has built confidence across the team and kept the process on track through significant complexity and tight timelines.

Rachel Hales

Carer Support Services Manager, Service and Operations, Moonah Hub, Community and Housing, TAS

Rachel joined the Families and Community Services Tasmania Customer Relationship Management project at a pivotal time, making a significant contribution to the Foster Care component of the build.

The dedication and time Rachel was able to commit to the project, while simultaneously managing the Foster Care program, was truly outstanding. Throughout the project, her positive attitude and effective communication with the Foster Care team were evident. She ensured the team remained well-informed and engaged despite considerable time and resource demands.

Rachel demonstrated exceptional commitment to extensive testing from an end-user perspective, a critical component of this project. She worked closely with the project team and vendor, making herself available and thoroughly testing every variation, providing prompt, clear, and concise feedback. Her efforts were integral to the final outcome, and Rachel deserves significant credit for the successful delivery of the Foster Care program as a whole.



Robyn Brown

Volunteer, Hunter Hub, Community and Housing, NSW

This is a joint award for Robyn and Dianne Lorimer who have made a remarkable impact over the past nine years running an art group for women in the community. Their dedication and passion have created a welcoming space where ladies learn new skills and connect through the joy of art.

This group has become a cherished time for many, fostering creativity, friendship and personal growth. In addition to their work with the art group, Di and Robyn also help at the community centre. They are an inseparable dynamic duo, making a positive difference wherever they go. Their combined efforts have not only enriched the lives of the participants but also strengthened the community bonds.

Their work is a testament to the power of art and community in bringing people together and inspiring positive change.

Roy Edwards

Volunteer, George Forbes House, Residential Aged Care, ACT

Roy is a dedicated volunteer at George Forbes House, where he provides invaluable music therapy sessions to residents. His consistent presence creates a comforting and engaging atmosphere.

He has developed strong, meaningful connections with many residents, often tailoring his music to their preferences and memories. His sessions are highly anticipated, as one resident shared, 'I like his music, he always entertains. We have a good time and enjoy him coming here.'

Despite managing significant health challenges, Roy's commitment never fails. Residents frequently praise his talent, saying, 'he is very good and plays great music.'

Sharon-Lyn Becker

Administration Officer, Warena, Residential Aged Care, NSW

Sharon-Lyn is truly exceptional and consistently goes above and beyond in her role, embodying the BaptistCare values in everything she does.

She is well-liked by everyone and always takes the extra time, often an additional five minutes, to genuinely listen to residents, making them feel important and valued. Her role is administrative, however, she goes out of her way to connect with residents on a personal level, which is admirable.

In addition to her kindness and dedication, Sharon-Lyn is highly organised and diligent. She follows up promptly on outstanding finances and manages her responsibilities with great intelligence and efficiency. We're so grateful to have her as part of the Warena team!



Shayne Perry

Sales Hub Manager Retirement Living, Support Services Norwest, Strategy and Customer Experience, NSW

Shayne has demonstrated outstanding leadership in establishing our new Sales Hub function from the ground up. In Retirement Living, the Sales Hub plays a critical role as our lead management engine, responsible for qualifying enquiries, nurturing prospective residents, maintaining database hygiene and providing accurate reporting.

Shayne has built this function from scratch, designing clear processes and building a high-performing team that connects with every new lead, sets appointments for Sales Managers, and ensures ongoing engagement throughout the customer journey. Her team has become the crucial first touchpoint for many of our future residents, setting the tone for an exceptional customer experience.

Shayne's leadership has not only created a streamlined, customer-centric operation, but also significantly improved visibility and accountability across the top of the Retirement Living sales funnel.

Teresa Wren

Care Service Employee, Northern Sydney, Home Care, NSW

We are so excited that Teresa will celebrate 20 years of service with BaptistCare in October 2025. She is one of the most experienced and highly professional Care Service Employees in Northern Sydney. Teresa is very reliable and supports new employees during orientation and onboarding.

Client feedback about Teresa is always positive. She goes above and beyond for her clients, placing them at the heart of all she does. She ensures vulnerable clients feel safe and respected and treats them with patience, care and understanding. Teresa takes our clients with high-needs

in her stride and is even requested by them! Teresa's dedication, reliability and positive attitude make her a stand-out team member and a worthy recipient of this award.

Tracy Lambert

Administration Assistant, Moonya, Residential Aged Care, WA

Tracy is the heart of Moonya in Manjimup in WA, greeting everyone with warmth from the moment they open the front door, and making staff, residents and visitors feel instantly at home. From administration to our health and safety representative, Tracy's commitment to the well-being of the residents and staff at Moonya is commendable.

Tracy goes above and beyond, even adjusting her leave to ensure smooth transitions during change management processes. She truly lives out BaptistCare's values, knowing every resident personally, a quality that was recently recognised by the Aged Care Quality and Safety Commission during a site visit.

Tracy's dedication, care, and leadership make her a deserving recipient of this award.

Victoria Williams

Area Manager, Far North Coast, Home Care, NSW

Victoria has demonstrated outstanding leadership as Area Manager for Home Care in the Far North Coast. Under her guidance, the region has seen growth in both clients and staff numbers, reflecting her commitment to quality care.

When severe flooding recently impacted the area, Victoria went above and beyond, personally checking on vulnerable clients, coordinating emergency responses, and ensuring the safety and well-being of both staff and those we support.

Her hands-on approach and tireless dedication exemplify the values of compassion, resilience and leadership.

Wa Tun

Care Team Manager, Shalom, Residential Aged Care, NSW

Wa has been a dedicated Registered Nurse at Shalom for over 10 years, primarily working in the Memory Support Unit. He is highly respected by both residents and their families, who often praise his compassionate care and professionalism.

Wa truly embodies the values of BaptistCare. He shows genuine love and care for our residents, treats everyone with respect, and consistently proves himself to be a reliable and valued team member. He is committed to personal and professional growth, always striving for excellence.

Recently, Wa took on the acting Care Manager role during the Care Team Manager's maternity leave. During this time, he continued to support residents, staff and management with dedication and a positive attitude.

Wa is a role model for our team and a shining example of service excellence in aged care.

Yam (Siriphorn) Khachatphai

Service Partner Supervisor, David Buttfield Centre, Aurum Catering, WA

Yam has been a dedicated employee for over seven years and is an instrumental part of the Aurum hospitality team.

She diligently ensures each resident has their needs met and is often seen sitting and chatting with the residents, discussing their needs and understanding how each one is a very special person.

Yam actively trains all the Aurum and BaptistCare staff and strives to make sure that every mealtime is a memorable experience.

Thank you, Yam, for your commitment to ensuring our residents enjoy their food!

