

Excellence Award Recipients 2026

Andrew Selmes - Care Team Supervisor, Home Care, ACT

For 17 years, Andrew has consistently enriched the lives of older people and colleagues across BaptistCare through his compassion, positivity, and commitment to exceptional care. Andrew is so highly regarded that many clients specifically ask for him to provide their care, reflecting the trust, confidence and genuine connection he builds with those he supports. Most recently, as Care Team Supervisor, he has brought that same commitment to mentoring and empowering our home care teams, acting as a role model and generously sharing his knowledge and skills. Andrew leads with kindness, humility, and excellence every day, making him a truly deserving recipient of this award.

Anne Parker - Hub Operations Lead, Community Services, NSW

Anne is an outstanding employee at the Hunter Hub who consistently goes above and beyond in her role. She leads the low-cost grocery shop and warehouse with excellence, while also managing the financial responsibilities that underpin these services. Anne brings a rare combination of strong operational leadership and genuine compassion. Her heart and passion are evident in everything she does, ensuring that every person who walks through our doors feels welcomed, respected, and supported. She works tirelessly - rain, hail or shine - to meet the needs of the community and support her team in delivering high-quality, consistent services. Her leadership creates a positive, inclusive environment for both clients and employees, and her commitment to our I ACT values is clear in her daily actions. Anne's dedication, reliability and drive to make a difference make her a highly deserving candidate for this award.

Carolyn Bourke - Chaplaincy Manager, Chaplaincy and Spiritual Care, NSW

Carolyn consistently demonstrates excellence through her dedication, leadership and unwavering support across Chaplaincy and Spiritual Care. She works tirelessly behind the scenes to ensure effective operations and high-quality care outcomes.

In 2026, Carolyn project-managed the ReConnectTo pilot program while also fulfilling her Chaplaincy Management role. This program empowers residents in aged care and retirement living to have agency over their spiritual connections and represents Carolyn's continued commitment to self-directed spiritual care for BaptistCare customers.

Carolyn embodies BaptistCare's values in action. Her consistent leadership has made a significant and lasting impact, making her highly deserving of this Excellence Award.

Catherine Chibwe - Registered Nurse, Morrison Gardens, Residential Services, WA

Catherine has been a valued member of the BaptistCare team since 2021 and has become one of the standout clinicians and leaders at Morrison Gardens. She consistently demonstrates our I ACT values through both her actions and her approach to care. Catherine is always willing to step in and support others and leads by example, fostering a positive and collaborative team culture.

Catherine's leadership extends beyond her clinical responsibilities. She sets the standard for those around her and creates a culture where residents receive exceptional care and team members feel supported to perform at their best.

What sets Catherine apart is the genuine compassion she shows to residents, families and colleagues. She takes the time to build meaningful relationships and her calm, professional manner helps residents and families feel supported and valued.

Catherine's dedication to her residents, her colleagues and BaptistCare's values makes her highly deserving of this award.

Chere McLoy - Volunteer/Gardener, Kalkarni, Residential Services, WA

Chere is an exceptional gardener. In addition to tending the gardens at Kalkarni, Chere volunteers for many hours a week in the home, attending every event organised by the Lifestyle team. She assists the Lifestyle Coordinator with activities like cooking, painting, art projects and gardening projects, all of which engage our residents in meaningful and enjoyable activities.

Recently, the Karni Gardening Group prepared plants for sale at the Mother's Day stall, helping raise over \$1,300 (a phenomenal achievement!). These funds will go towards purchasing a water feature chosen by the residents and other resident activities.

Chere used her local knowledge to secure free farming equipment, which is now proudly on display outside Kalkarni, helping our home embrace the country feel of the WA wheatbelt.

Thank you, Chere, for your dedication and commitment to helping the Kalkarni residents live vibrant and fulfilling lives.

Debbie Fawcett - Personal Care Worker, Coasthaven, Residential Services, VIC

Debbie demonstrates an outstanding commitment to BaptistCare, the residents, and her colleagues. She truly embodies our I ACT values in everything she does. Debbie collaborates with colleagues and residents, bringing people together and fostering a strong sense of belonging in our home. Her willingness to support others and actively encourage participation reflects her genuine commitment to teamwork.

Debbie has transformed Coasthaven with her remarkable Christmas displays, creating a warm, welcoming, and inclusive space for all. She wholeheartedly embraces special events and celebrations, often dressing up and motivating others to join in.

Debbie recently demonstrated her commitment to creating person-centred experiences by meticulously planning a mock wedding for residents. She thoughtfully coordinated every detail to ensure the event was meaningful and brought connection.

Debbie's passion, dedication and willingness to go above and beyond make her an invaluable team member and truly deserving of recognition.



“I had a wonderful day out doing my shopping. My carer was excellent during the shopping service, helping pack the trolley, check prices and choose the best options...three gold stars!!!”

Home Care client,
Great Southern region, WA

Eleanor Doyle - Scheduling Optimisation Manager, Home Care, NSW

Eleanor leads one of the most critical functions in Home Care, and approaches every challenge with dedication, curiosity and professionalism. Alongside her demanding day job, she has made significant contributions to major strategic systems projects and IT initiatives, often working outside normal hours and stepping in to support employee communications and change activities well beyond her formal responsibilities. Despite workforce shortages, team vacancies and ongoing operational pressures, Eleanor remains positive, dependable and deeply committed to both our clients and our people, making a real difference every single day.

Emily Wray - Business Support Lead, Community Services and Housing, National

Emily is an exceptional operator, generously and consistently delivering customer service that sets a benchmark for excellence. As the first point of contact, Emily brings warmth, professionalism, and clarity to every interaction. She is always willing to assist, no matter how complex the enquiry, to ensure every person feels supported and respected. Her ability to listen deeply, respond thoughtfully, and navigate challenging situations reflects her unwavering commitment to the wellbeing of the communities BaptistCare serves.

Emily is the irreplaceable backbone of the division. She is steady, reliable, and unwavering in her support of both clients and colleagues. Her problem-solving ability is second to none, approaching challenges with calm logic, initiative, and a solutions-focused mindset. Emily brings structure, insight, and stability to the team.

Emily embodies BaptistCare's mission with integrity, heart, and unwavering commitment, consistently going above and beyond in service to others.

Euca Jepetling - Case Manager, Wardli-ana, Community Services, SA

Euca embodies the very heart of BaptistCare and lives the I ACT values in a way that is genuine, consistent and deeply felt by both the people she supports and everyone she works with.

Euca works with her clients in a culturally safe, respectful and relational way, taking the time to build trust. She listens deeply and honours each person's identity, culture, strengths and story, ensuring clients feel seen, heard and valued.

Euca is an exceptional employee because she does far more than perform her role well. She brings humanity, cultural humility, courage and care into spaces where they are urgently needed. She creates community around people who often don't have someone in their corner. She helps the people we support begin to feel safe again, so they can move toward their full potential.

Frances Schuster - Lifestyle Coordinator, Residential Services, ACT

Frances exemplifies BaptistCare's values every day through her professionalism, compassion and dedication. As part of our Leisure and Lifestyle team, her leadership and commitment improve the lives of residents and support teams across the organisation. Frances displays significant attention to detail and strong organisational skills. She also has a deep understanding of the importance of person-centred care and meaningful lifestyle support for older people.

Frances leads from the front, playing a key role in developing and implementing a new lifestyle assessment that is practical, meaningful, human-centred and supportive for both residents and employees.

Frances has a genuine desire to improve the lives of older people and she is truly deserving of this award.

Jane Worthington - Team Leader, Home Start Bendigo, Community Services, VIC

Jane is an exceptional, deeply respected leader whose passion, knowledge and genuine care have made a lasting impact on families, volunteers, colleagues and community partners in Bendigo. Through her 18-year commitment to Home-Start and Communities for Children, Jane has consistently demonstrated strong leadership, compassion and advocacy, supporting vulnerable families with dignity while empowering others through her mentoring, guidance and sector expertise.

Numerous colleagues, volunteers and community members have given feedback on Jane, all highlighting her exceptional commitment to service. Colleagues say she is warm, professional, calm, communicates clearly and has the ability to make people feel valued, supported and never alone. Jane's dedication, wisdom and authentic commitment to improving outcomes for children and families make her a highly deserving recipient of this award.

Kate McClusky - Strategy and Innovation Consultant, Home Care, NSW

Kate has been a primary contributor to the success of our aged care reform work, with an impact that extends well beyond her role. She is a versatile and highly trusted team member who brings deep expertise, diligence and thoughtful judgement to everything she undertakes. She balances strategic thinking with practical implementation. From supporting implementation of the new Aged Care Act and translating regulatory requirements into practice, to contributing to sector advocacy, policy development, consumer engagement and government training initiatives, Kate's expertise and commitment have made a significant impact both within our organisation and across the broader home care sector.

Kellie Orchard - Senior Nurse Consultant, Home Care, NSW

Kellie is highly respected by her colleagues and clients for her strong clinical knowledge, effective management of clinical risks, and commitment to achieving positive outcomes. She is a dedicated client advocate who works collaboratively with the multidisciplinary team to deliver holistic, high-quality care, particularly supporting clients and families through end-of-life care with dignity and compassion. Kellie has played a significant role in the successful integration of the Mid North Coast nursing team following the Sunrise merger, fostering collaboration, cohesion, and a shared commitment to excellence. These strengths have been recognised in her recent appointment as a Senior Nurse Consultant.



“I cannot thank BaptistCare enough for the incredible service they provide my son and me. Our lives have finally found peace in a safe, secure environment. We are forever grateful to BaptistCare for providing us with a home. **THANK YOU.**”

Client,
Newcastle Community Housing, NSW

Kerry Stahlhut-Lentern - Residential Sales Lead, Glendale Lodge, Strategy and Customer Experience, NSW

Kerry has been instrumental in filling the beds at Glendale Lodge. She has been relentless in her efforts to bring people together, getting them on site and into care. Her persistence has been a driving force behind the project's traction.

Beyond the results, it is the way Kerry works that stands out. She is highly regarded by residents, families and colleagues, trusted for her warmth, follow-through and genuine care for people. As a state lead for RAC Sales, she has built a team that reflects those same values.

Kerry has also navigated a significant transition into a new leadership structure, demonstrating resilience and grace. Through a period of change, she has kept her team steady, focused and motivated, continuing to deliver strong results while adapting to new ways of working. Her composure under pressure and her commitment to her people make her a deserving recipient of this recognition.

Lauren Brown - Care Consultant, Barwon Region, Home Care, VIC

Lauren is a skilled and diligent Care Coordinator from the Barwon Region and a strong advocate for her clients. Most recently, Lauren commenced managing the care of a vulnerable bed-bound client with multiple health needs and a history of frequent hospital admissions. Lauren's responsive and diligent approach has been transformative for this client, ensuring the right combination of team members and specialists are in place, obtaining the appropriate assistive equipment and optimising available funding to meet the complex needs. Together with her Area Manager, Lauren has given the client confidence in their ability to remain living independently at home and assurance that BaptistCare will be there to coordinate the care they need.

Michelle Duncan - Regional Coordinator, Parkland Villas, Retirement Living, WA

Michelle exemplifies compassion in her everyday interactions, always taking the time to understand the needs of both clients and colleagues. She approaches her work with genuine care and empathy, ensuring those she supports feel heard, respected, and valued. Her strong sense of respect is evident in the way she treats everyone with dignity, embraces diversity and creates an environment where people feel safe and supported.

Michelle operates with the highest level of integrity and professionalism. She is reliable and trusted, consistently following through on commitments and upholding BaptistCare's standards. Michelle goes above and beyond to deliver quality outcomes, always seeking ways to enhance service delivery and positively impact those in her care. Michelle embodies teamwork and empowerment, supporting her colleagues and fostering a collaborative, encouraging workplace culture. She willingly shares her knowledge and uplifts others, helping the team succeed together. Michelle is a highly deserving recipient of this award.

Mirian Commissi - Care Supervisor, The Gracewood, Residential Services, NSW

Mirian consistently shows kindness, compassion, and a genuine commitment to person-centred care in everything she does. She supported a resident who recently moved from their home into The Gracewood, helping her settle in during what can be a very challenging transition.

Through her calm, caring and patient approach, Mirian made the resident feel safe, comfortable, and respected in her new environment. Her efforts really made a difference - not only to the resident but also to her family. The resident's daughter shared positive feedback and expressed appreciation for the care and support Mirian provided her mother, reflecting the trust and reassurance Mirian brings to families. Mirian truly lives the BaptistCare I ACT values through her compassion, dedication and her commitment to putting residents at the centre of care.

Nancy Ghazaleh - Housing Manager, Gimbawali Place, Community Housing, NSW

Nancy embodies the very best of BaptistCare's I ACT values in everything she does. She approaches her role with professionalism, warmth and a genuine commitment to ensuring every resident feels safe, respected, and supported. Nancy creates an environment where people from all backgrounds feel welcome and connected. She builds culturally aware relationships, communicates with clarity and respect, and advocates strongly for tenants who face barriers or discrimination. Her integrity and accountability are evident in the way she manages complex tenancy matters with fairness and transparency. Compassion is at the heart of her work; she listens without judgement, supports tenants through crises, links tenants with wrap-around services, and celebrates their achievements, strengthening the community as a whole.

Gimbawali Place thrives because Nancy leads with collaboration, encourages open communication, shared responsibility and a positive workplace culture. Nancy is more than a Tenancy Manager, she is the steady, compassionate, and inclusive heart of Gimbawali Place.

Nancy Shi - Care Facilitator, South East Sydney/Inner West, Home Care, NSW

Nancy is the kind of Care Facilitator every older person hopes for. She builds strong relationships and is always focused on helping people achieve the best possible outcomes. She is an outstanding advocate for her clients, navigating challenges with compassion and determination. The exceptional feedback she consistently receives reflects the trust she builds with clients and families. Through her warmth and commitment to quality service, she has also helped drive strong growth across the Inner West/Sydney area.

Narelle Rooke - Sales and Admissions Coordinator, Glendale Lodge, Strategy and Customer Experience, NSW

Narelle has been instrumental in filling the beds at Glendale Lodge. She has taken a genuinely creative approach to connecting with the target market, including leveraging relationships with local real estate agents, and in doing so has expanded the pool of referrals well beyond the usual channels.

It is Narelle's deep local knowledge that sets her apart. In a market where competitors have decades of exposure, her understanding of the community and its people has been an effective counterbalance, giving the team the local insight it needs to compete and win. She sees opportunities others miss and turns local relationships into real referrals and outcomes.

Narelle's resourcefulness, initiative and commitment to Glendale have made a tangible difference to the project's success. She is a valued member of RAC Sales team and a clear example of the impact that local knowledge, creativity and hard work can have when brought together.

Pooja Rani - Residential Manager, Warena, Residential Services, NSW

Pooja is an inclusive manager who lives out our I ACT values on a day-to-day basis, from resident and employee satisfaction through to excelling in financial accountability. She makes you feel as if you are the most important person in the home and shows compassion and empathy. Her commitment to respecting each resident was recently demonstrated when Pooja and her team arranged a beautiful memorial service for a resident in the care of the Public Trustee and Guardian.

Pooja is a resilient manager, courageous in her leadership approach, with a positive 'can-do' attitude. She sees mentorship as a great opportunity and has consistently demonstrated her ability to act on feedback, positively impacting team communication and wellbeing.

Pooja is part of our business succession plan and actively seeks to improve her leadership skills. This will stand her in good stead on her journey as one of our future leaders.

Rachel Binger - Foster Care Practitioner, Launceston, Community Services, TAS

Rachel's calm and measured approach to leadership results in strong and steady support for her carers and team. She is highly accountable, both for her work and her practice, which is demonstrated through her considered critical analysis of situations with evidence-based decision making. Rachel takes on feedback and works collaboratively to create out-of-the-box solutions for clients. Her carers speak highly of her and the support she provides – they feel heard, understood and supported. She is a wonderful team player and always looking to help her team and colleagues.



**“I would like to thank
BaptistCare for the exceptional
service provided to my mum...
Nothing was too much trouble
and you went out of your way to
make sure mum had everything
she needed to live at home
comfortably and safely.”**

Family member of Home Care client,
North Western Metro, VIC

Renu Ann Chacko - Nurse Unit Manager, Karingal, Residential Services, TAS

Renu Anne consistently demonstrates our I ACT values. She fosters a respectful and supportive environment where team members feel heard and valued, even during periods of significant operational strain. While managing extended gaps in leadership coverage, she remained approachable and inclusive in her communication, ensuring her team felt safe to raise concerns and contribute to solutions. Her reliability and consistency have ensured continuity of safe care.

Renu consistently approaches residents, families and team members with kindness, empathy and professionalism. She manages difficult situations, including complex family interactions, with a calm, positive manner. Her ability to remain composed and respectful, even under pressure, has supported both resident wellbeing and employee confidence.

Renu's willingness to take on responsibility, her positive approach and her unwavering commitment to residents and team members exemplify our I ACT values. Renu is a highly deserving award recipient.

Richard Woodall - Head of Financial Planning & Analysis, Finance, National

Richard is accepting this team award on behalf of the Financial Planning and Analysis (FP&A) team. The FP&A team has done an excellent job with reporting, bringing together information from different systems to provide clear and reliable insights. Despite the challenges created by the merger, the team successfully developed and delivered a strong budgeting process, showing both skill and flexibility. Throughout FY26, the team has shown resilience, patience, and professionalism in everything they did. The Board has recognised this on several occasions and has praised the quality, detail, and clarity of the team's financial reports. The team is led by Richard Woodall, whose leadership has helped the team achieve these strong results.

Rohan Basnet - Administration Coordinator, Glendale Lodge, Residential Services, NSW

Rohan embodies BaptistCare's values through his dedication, compassion, and willingness to go above and beyond to support both residents and colleagues. He has helped with marketing tours, events, cleaning, and so much more. It's efforts like his that help Glendale run smoothly and make our workplace better.

Rohan consistently demonstrates strong leadership by responding promptly to enquiries and arranging tours at short notice. He ensures prospective residents and families feel welcomed and supported throughout their decision-making journey. He builds positive relationships with families through his approachable manner, professionalism, and genuine commitment to helping them find the best outcome for their loved ones.

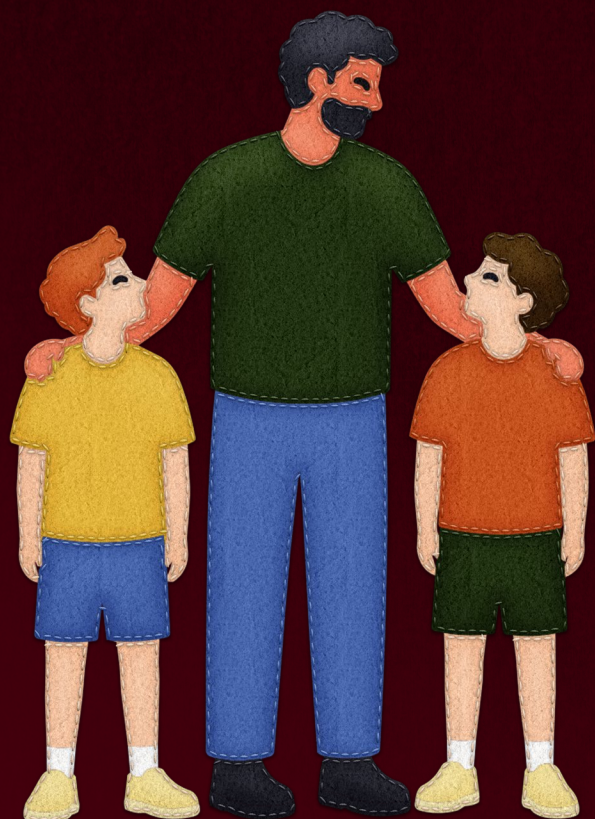
Feedback from a resident's family member encapsulates Rohan's heart for caring for the Glendale community. She said, "The world needs more of Rohan! He seriously went beyond his role in making us feel Mum won't be just a number - she'll be part of a new family!"

Rohini Thiyagarajan - Clinical Outcomes Partner, Wattle Grove, Residential Services, VIC

Rohini demonstrated exceptional dedication when she stepped into the Acting Residential Care and Services Manager role at Wattle Grove. She showed willingness to learn and a deep sense of ownership for both resident outcomes and team performance. Rohini consistently models accountability to her team by providing support, remaining present, and ensuring follow-through on key priorities, specifically in clinical care. Her positive attitude enables her to navigate challenging situations with resilience, while her natural compassion as a nurse strengthens her ability to connect with and motivate those around her. Rohini leads with integrity and purpose, maintaining a clear focus on delivering quality care. Her commitment and genuine care for others make her a deserving award recipient.

Ruby Cumming - Customer Service Support – IHC, Bendigo, Home Care, VIC

Over the last four years, Ruby has consistently gone above and beyond to support her peers and Care Consultants, ensuring they understand the new systems. Ruby works across various teams, supporting regions beyond her own. Ruby consistently volunteers to take on additional responsibilities, most recently as a power user for the transition to AlayaCare and Support at Home. She previously took on work as a subject matter expert for both the transition from Carelink to Salesforce and from Salesforce to AlayaCare. She has been an excellent member of the Customer Service Support team, and her ongoing support has been highly valued by people across Victoria.



“Thank you, BaptistCare, for helping me. When you help me, it means I can help my family, and that’s important to me. If I can do it, anyone can.”

Client of Paya’adlu, Homeless Services,
Community Services, SA

Sarah Taylor - Area Manager, Gippsland, Home Care, VIC

Sarah leads a team of Care Managers and supporting administration staff in regional Gippsland. From her commencement as a Care Consultant, then as a team leader, and now as an Area Manager, Sarah has always demonstrated compassion, wisdom and understanding. She has led her team to deliver outstanding, often life-changing outcomes for clients, demonstrating empathy and a genuine heart. Sarah is both a role model for her team and passionate about the organisation. She has worked enthusiastically to establish a strong presence for BaptistCare in the Gippsland region. We are delighted to celebrate Sarah's contribution.

Sue Wise - Residential Services Manager, Bethel, Residential Services, WA

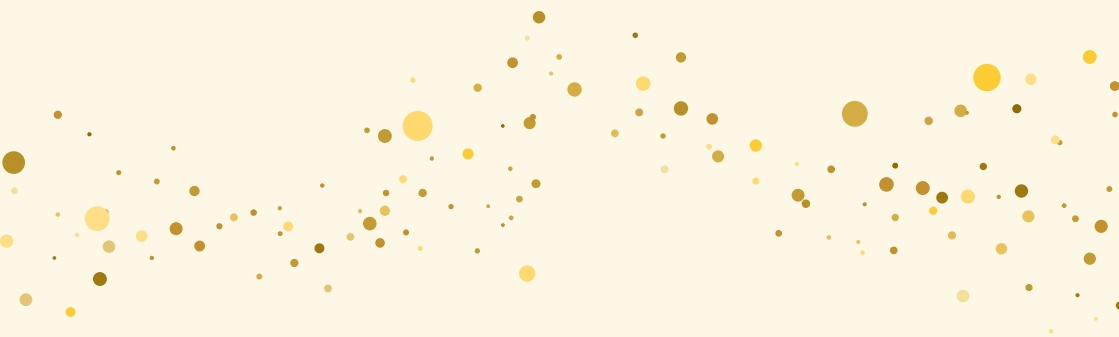
Sue consistently demonstrates strong leadership and a dedication to ensuring Bethel operates smoothly, always striving for the best outcomes for both the residents and her team. Over time, Sue has navigated challenges onsite with resilience and determination, working alongside her team to achieve meaningful improvements. Her leadership has played a key role in turning performance around, fostering a positive, stable and supportive environment.

Sue is extremely proud to be the Bethel manager. During the recent national rebranding launch, branding resources were delayed, however Sue went above and beyond to ensure her team and residents did not miss out. She personally created professional-quality decorations in the new brand colours, putting everything together and setting up the function room ready for the big reveal.

Sue's initiative, creativity and unwavering commitment reflect BaptistCare's values in action. She is highly deserving of recognition for her leadership and the positive impact she continues to make at Bethel.

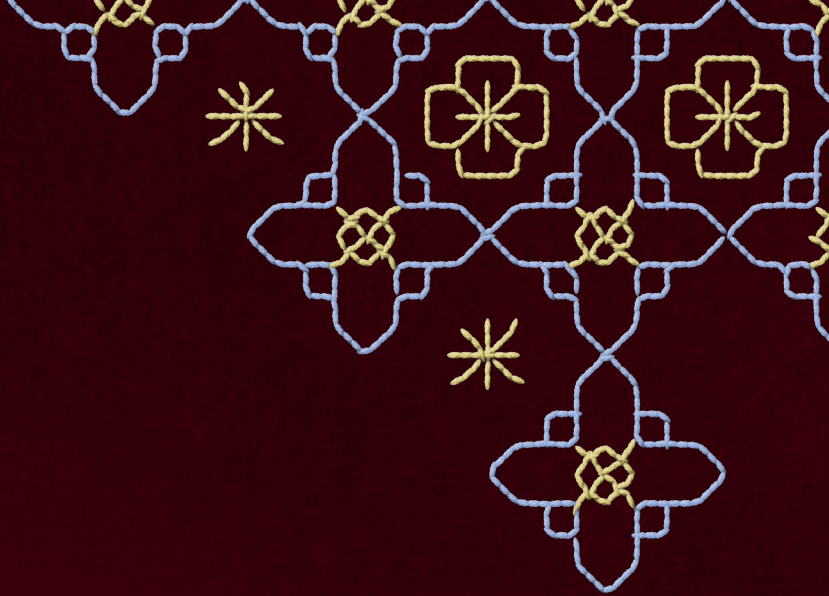
Tara Robinson - HR Services Lead, Norwest, People, NSW

Tara has stepped into an enormous development curve, intensified by the merger, with professionalism, compassion and grit. Long before teamwork and inclusivity were formalised as values, she was living them - bringing interstate colleagues into the work, communicating proactively and staying composed under intense, sustained pressure (who doesn't know how difficult our HR systems are?!). Tara is the person peers and senior leaders seek out for a straight answer, a quick solution, or the detail needed to move forward. As a new leader, she has shown accountability even when it was not hers to own, balancing projects, mergers and acquisitions, regulatory reform, customer service, systems work and external reporting far beyond the role she signed on for - all with pragmatism, professionalism and not a whisper of complaint.



Yuka Okomoto - Personal Care Worker, Peninsula View, Residential Services, VIC

Yuka is a perfect example of the kind of person we strive to have in our team. She demonstrates excellent communication skills and freely communicates changes about resident needs or concerns. She makes practical suggestions for improvement in managing their care. Her commitment and dedication to all our residents is faultless and reflected in the frequency with which the residents request assistance from her. When her name comes up within the team, it is always met with the same overwhelmingly positive response from all who work with her.



Thank you

**for creating communities
where everyone can live
to their full potential.**