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CHRISTIE CENTRE INC.

54th ANNUAL GENERAL MEETING

Thursday, 24th September 2009 – 7 pm

AGENDA

Welcome by Client Committee Representative- Sarah Davis
and Chairman, President John Fleming

APOLOGIES

53rd Annual General Meeting
Thursday, 11th September 2008

ELECTION OF AUDITORS AUDITOR'S REPORT ELECTION OF COMMITTEE FOR 2009/2010

We hope you enjoy reading the following reports:

- President
- Client Committee
- Executive Officer
- Business Manager
- Employment Services Manager
- Life Skills on Pine Manager
- Support Services Manager
- Quality Manager
- Communication Co-ordinator
- Learning & Development Officer
- Let's Go Out Co-ordinator
- Work Placement Officer
- Arts Co-ordinator
- Tri State Games Co-ordinator
- Finance

GENERAL BUSINESS

- Police & Fireman's Golf Day Presentation
- Introducing "Mildura Chocolate Company"- Krister Jonsson
- A glimpse of "Black Light Theatre".
- Sunny Street Singers

SUPPER

MISSION STATEMENT

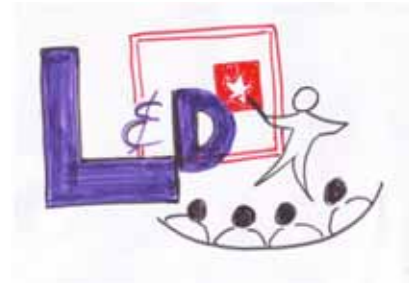
The Christie Centre supports people to have better lives.



VISION

To provide personal planning and support to achieve individual lifestyles by:

- *Promoting community inclusion*
- *Sourcing employment in the community*
- *Providing appropriate buildings and equipment*
- *Providing the best and highly skilled staff*
- *Having the money we need to change our service*



VALUES

We are committed to:

- *Open and honest communication*
- *Maintaining and enhancing relationships with our service users, their families, other services and the community*
- *Team work and collaboration, encouraging excellence and continuous improvement*

COMMITTEE OF MANAGEMENT

as at 30th June 2009

PRESIDENT	Mr. John Fleming
VICE – PRESIDENT	Mrs. Debi Glasson
SECRETARY	Mrs. Lyn Wynne
TREASURER	Mr. Simon Rule



GENERAL COMMITTEE MEMBERS	Mrs. Ann Bowen Mr. Bruce Bower Ms. Catherine Burke Ms. Georgine Buckwell (Client Committee Representative) Mrs. Glenda Hiskins Mrs. Sue Elliott
PATRON	Mr. Stan Alves

RECRUITMENT OF COMMITTEE MEMBERS

Committee of Management members are recruited by other members according to their interests and skills or following a register of interest by the individual.

The President, Executive Officer, Business Manager or other committee members, gives potential members information regarding the Centre and committee. The potential member is invited to attend a meeting as a visitor. Following the meeting he/she is invited to join the committee and accepts or declines the invitation. The member is proposed and seconded at the next meeting. An induction follows.

Current Members:

John Fleming – President joined the committee in 1983. John has served as an ordinary member, Treasurer and has been President since 1990. Interests are in policy, finance and employment.

Debi Glasson – Vice President joined the committee in May 2003. Debi has a personal interest in programs and future opportunities for people with disabilities; her daughter currently attends LSOP 4 days a week.

Simon Rule – Treasurer joined the committee in 2008. Simon works as the finance manager at Wentworth Shire Council. Simon has lived in Mildura for over 2 years and in his spare time he likes doing triathlons which involves a training schedule with lots of swimming, cycling and running during the week and on weekends. Simon's Uncle, Matthew Englefield, is a client of the Christie Centre.

Bruce Bower joined the committee in 1992 and has served as an ordinary member. Bruce joined because his daughter attended the Centre and has a personal interest in the Centre's activities.

Ann Bowen joined the committee in 2005. Anne's involvement with the Christie Centre commenced when she rode in the Murray-to-Moyne Bicycle relay in 1994. Many rides later Ann continued to be impressed by the staff; the programs and opportunities provided for the clients; and 'ideals' that are represented of 'The Centre.'

Catherine Burke joined the committee in 2007. She currently teaches at St Joseph's College Mildura and works in the Student Management and Pastoral Care Area, as well as teaching Health & PE subjects. Catherine has been working in education for 19 years and has a passion for assisting/educating young people. Catherine's personal interests are sporting focused and she especially enjoys cycling, triathlons and generally keeping fit and active. Catherine's family were very community focused and she was encouraged to be involved in clubs and organisation committees on a voluntary basis, hence her interest in the Christie Centre and her decision to join our committee of management.

LIFE MEMBERS OF THE CHRISTIE CENTRE

Cr W.J.Christie
F.A. Holcombe BEM
P. Saunders
G. Lee
A. Anderson
J.A. (Gus) Fleming OAM
Bill Holcombe
D.C. Stone
Mrs. D Stone MBE
J. Doudney
Mrs. B Whitley
W.D. Keir
J.R. Jones
D.A. Augustine
Mrs. M Cupper
Mrs. L. Augustine
L.M. McGrath
J.M. Fleming
R. G. Lake
P. Bishop
L. Cameron

STAFF MEMBERS

as at 30th June 2008

MANAGERS

Glenda Hiskins	(Executive Officer)
Lyn Wynne	(Business Manager)
Krister Jonsson	(Employment Services Manager)
Sheryl Pettinau	(Manager Life Skills on Pine)
Cindy Howard	(Support Services Manager & Communication Co-ordinator)
Liz Sage	(Quality Assurance Manager)

PROGRAM STAFF

Lyndell Allison	Jan Erskine (Work Placement Officer)
Norelle Bate	Andrewina Fisher
Sandra Boulton	Lee Hanby
Melissa Castleman	Cathy McPhee
Bernadette Chaplin (Work Placement Officer)	Sheridan Marr
Suzie Christensen	Helen Parmenter
Carol Cramp	Danielle Pearce
Kathy Dubois (Music Specialist)	Mark Pettet (Arts Co-ordinator)
David Duffield	Matthew Teasdale
Susan Elliot	Vicki Tregenza
Ken Gunn	

EMPLOYMENT SERVICES STAFF

Ron Campbell
Chris Elmitt
John Fox
John Romeo
Joy Teasdale

ADMINISTRATION / TRANSPORT/CLEANING

Pina Baker	(Office Administrator) until 30 th April 2009
Don Crothers	(Transport)
Kim Fullager	
Allie Harrison	until 16 th March 2009
Kirsty Hyder	
Dot Leech	}
Ron Leech	} (Cleaning Staff)
Toni Romeo	}

PRESIDENT'S REPORT



Welcome to the 54th Annual General Meeting of the Christie Centre Incorporated.

It always pleases me to deliver an annual report such as this one at our Annual General Meeting.

This opportunity allows us to reflect on the wonderful achievements that have been made during the year. I ask you all to take a copy of the annual report and read it at your leisure as it is difficult to absorb all the information on the evening. Should you have any questions, the committee is always available to answer all of your queries.

The Christie Centre is an organisation that we should all be extremely proud to be associated with. The progression towards our modern service delivery is testament to the dedication of the entire Christie Centre staff.

As an organisation we have met every government standard required of us. We as an organisation have always strived to provide the best possible service we can deliver. It is my opinion that we have met and exceeded these standards.

The services we deliver and support at Twelfth Street, Life Skills on Pine, ArtRageUs and Aroundagain are amazing. Each one of these sites provides individualized services to our clients.

AROUNDAGAIN

Aroundagain continues to amaze me with the progress that is made each year. Once again Aroundagain exceeded our budget expectations over the past financial year. Our partnership with the Mildura Rural City Council is an achievement on its own, let alone the worthwhile employment opportunities that have been created for our workers.

Paid employment is a wonderful opportunity and wages to our workers have increased by \$50,000. This alone is a pleasing and a wonderful achievement for our workers. It would be remiss not to mention our band of volunteers that work tirelessly for very little reward. Their generosity in donating their time to assist in the running of the sales and recovery yard is invaluable and we cannot thank them enough.

The vision continues at Aroundagain, the progress is attributed to a number of people in continuing to drive this part of the business. I say business, as I sincerely mean that. Aroundagain must continue to be run as a business to survive these days and we are happy to report that turnover for the last financial year was our best ever.

CHRISTIE CENTRE AS A BUSINESS

The Centre's total asset base has now been revalued and we are very pleased that our investment choices are working well for us even in this poor economic climate. Our treasurer Simon Rule will be able to assist with any of your financial questions.

I can assure you that the Centre is extremely viable and in a sound business position.

Our accountants and auditors attest to this strong financial position. The introduction of the new state funding arrangements has caused some additional accounting procedures to calculate the delivery costs of all of our services. However, we are confident that we will continue to deliver the best possible services to our clients even with these changes.

POLICE & FIREMAN'S GOLF DAY

Our long standing loyal supporters the Police & Fireman have once again raised a substantial amount of money from the Police & Fireman's Charity Golf Day.

It is a pleasure to assist with this wonderful fundraising day, many thanks to all that assisted. I must thank Tony Carrazza for once again cooking the pasta luncheon and the Lions Club for looking after the BBQ tea. The golf scores were very close with the Police getting across the line by a slender margin.

LYN WYNNE

During the year Lyn Wynn indicated that she wished to cease employment and move to Adelaide. Lyn was responsible for many of our financial accounting improvements and implemented several new costing procedures.

THANK YOU

The Centre celebrated two milestones this year - Glenda and Andrewina have both been with the Christie Centre for twenty five years. On behalf of all, we thank you for your longstanding dedication and professionalism.

On a personal note, to the staff, families and friends of the Centre, please accept this as my sincere thanks for your support, encouragement and dedicated commitment during the last twelve months.

We have a vibrant committee and I would like to thank, Bruce Bower, Debi Glasson, Catherine Burke, Ann Bowen, Simon Rule and Glenda Hiskins for their valued expertise.

Thank you once again for attending this evening and help share the success of the Christie Centre. We look forward to your continued support in the following twelve months.

John Fleming
President

CLIENT COMMITTEE'S REPORT

Members for 2009:

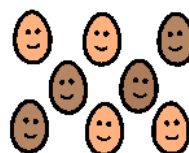
Gerorgine Buckwell, Bev Downing, Emma Gerber, Claire Layfield, Simon Mahlstedt, Anne Ruddock, Nancy Panuccio, Tanya Riley, Hannah Hunt, Trudy Wright and Thora Bennett

The committee has grown.
It has 11 members.

Meetings are Thursday afternoon.

We talk about our ideas, projects and issues.

Th 



These are the things we discussed and helped with this year:

- Greeted our new support staff; Mark and Danielle
- Talked about " Summer" Slip, Slop, Slap & Slurp
- The group wrote a letter to Lyn about ideas to cool the blue bus eg: Curtains, tint windows (**has been done**)
- Write a sympathy card for Ben Olden
- Discussed Advocacy **What does it mean?** Used the hand book Speaking up for yourself and others.
- Suggested shade sail in courtyard, (**new shade installed**)
- Wrote a letter to Mildura council about the bad footpath.
- Discussed with Mark about new ceiling fans to be installed at ArtRageUs studio (**Have been installed**)
- Talked about the Idea of a Spring ball " fashions on the field"
- Suggested to have a **Outdoor Movie night** to help fundraise for the **Bushfire victims (It was held at Sheryl's, great night)**
- Helped to drop off flyers for the " Black Balloon", ArtRageus having exhibition and Choir performing for Mildura Wentworth Arts festival
- Began to review the 5 sign posts and 16 life areas.
- Georgine rang the Band **the Blackouts** to invite them to perform at the Spring Ball on Friday 4th Sept.
- Client's spoke on local radio with Mark Eckel to promote the Spring Ball also visited local companies for door prizes.
- Client Committee agreed and then helped book and organize a beauty day on Friday before the ball. (**Great response**)
- A Monash medical student asked the Client Committee questions about the Christie Centre.



Beauty day for Spring Ball

Comments on why people enjoy time in Client Committee:

- It's fun.
- Making plans and organizing events.
- Great socializing with the group.
- Discussing problems and ways to fix them.
- Feeling important and valued.



Great work by the committee

EXECUTIVE OFFICER'S REPORT



March this year marked my 25th year at the Christie Centre. After so many years, I still find working here rewarding, exciting, interesting and challenging; never boring! The number of people attending our service has doubled in that time, many were here when I started and continue either at Aroundagain, Life Skills On Pine or at the original site in 12th Street. Our service has grown and changed markedly over the years; and now we are preparing for another change, the introduction of individualised funding.

The Business Manager has put in a lot of work in preparation for tracking individuals funding and costs for each of our sites. It is anticipated that there will not be a great change in numbers of people attending group programs. Their individual funds will combine so that they can continue to attend the number of days they choose.

STRATEGIC DIRECTIONS

Progress towards achieving many of our goals have been achieved through applying for grants. We were successful in the following;

Equipment:

- rear operated electric wheel chair (OH&S)
- another air chair as respite from individuals wheel chair
- aqua wheel chair
- garden shed for storage of extra wheel chairs
- replacement over head hoist control

After Hours support:

Let's Go Out - on top of our regular funding for this very popular respite program we received funding to run a Christmas holiday program. This was based on feedback from families who were looking for respite over this long break from regular activities.

Arts Development- to train staff in use of the new lighting equipment and for staff support in after hours productions (choir performances)



Community Connections- this funding will provide 3 days of staff support to assist with connecting people in the community. It will extend the work placement program and provide more time in locating and matching volunteers to be a community buddy for people who are looking for that something extra.

Business Sustainability Grant- will go towards a much needed revamp of our web site and promotional activities.

Assistance With Planning: in partnership with Peter Harcourt Disability Services, Bendigo, we received funding for a State-wide pilot project. The projects focus is on planning with individuals, establishing their life goals and planning supports for them. The target group for the Northern part of our region is 14 people. Sheryl Pettinau was selected to implement this project and was given an allocation of hours in addition to her regular role. The project commenced in July 2009.



Respite house: in response to feedback from many families we spent quite a lot of time planning and setting up a house that the Christie Centre owns in Boyden Street to be used for respite. Unfortunately, the funding allocated to potential users is not flexible and we were unable to get sufficient commitment to cover the expense. The house has returned to the rental market and will be reviewed in 2010.



Trips away:

The calendar of events offered by Christie Centre staff is very broad.

2008

- ✚ August - 1:1 trip to Darwin
- ✚ September - Pacific cruise, 4 ladies with 2 staff
- ✚ October- Horsham Awakenings Festival- "The Sunnies" Drama Group- 9 +2 staff, choir 5 + 2 staff
- ✚ SA Riverland- 4 + 2 staff

2009

- ✚ April- round robin cricket tournament in Ararat- 10 + 2 staff
- ✚ May - SA Riverland- 2+ 2 staff
- ✚ Choir visit to Tutti Ensemble in Adelaide- 5 + 2 staff
- ✚ June- Arts access tour, Melbourne- 6 + 2 staff
- ✚ August- Grampians retreat- 6 + 2 staff

Further trips planned for 2009 are; Horsham for the Awakenings Festival, an art trip to Broken Hill and after 2 years at home; Tri State Games in Stawell. A busy program!

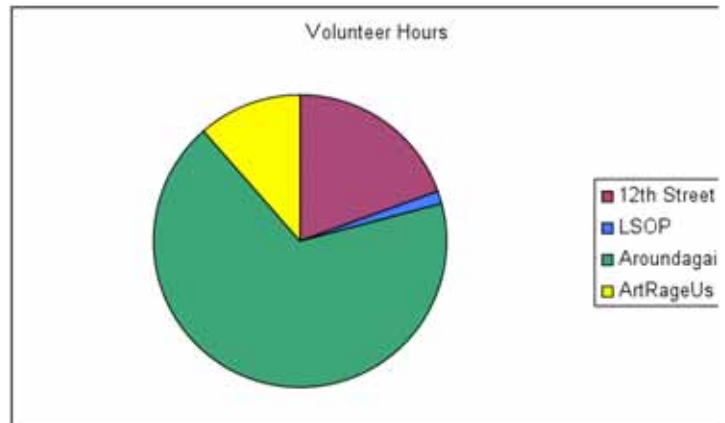
Fundraising and Volunteers:

Each year we are indebted to our volunteers who donate thousands of hours of support to the Christie Centre.



On behalf of us all, a big thank you for your time at:

- Aroundagain sales yard- 2,890hrs, George W, George M, Merv, Keith, Tony, Brian, Dennis, Toby, Ray, Bob, Joy, Geoff, Jim, Bronwyn, Loretta, Joy F & Ruth Penny.
- 12th street- 830 hours, Lorraine, Coralie, Robert, Jodie, Lyndell, Robyn, Yolanda, Karen, Aaron & Alison.
- LSOP- 60 hours, Yolanda, Coralie, Christine, Ray, Alison, Lyndell and the many local businesses who support our work placements.
- ArtRageUs studio- 480 hours, Jan, Cliff, Don, Kevin and Kim.



Police & Fireman's annual Golf Day- 2008 raised \$7,500
Mildura Show Spinning Wheel- 2008 raised \$5,375



Christie Centre staff for the many hours of time donated to such events as the Tri State Games, trips away, the Annual Ball and other after hours functions.

SSES

Krister and his team are to be congratulated for the on going development of the entire Aroundagain site. Many groups take the opportunity of a tour and are always amazed at the range of work that goes on. Last year on International Day of disAbilities they hosted an "open day" with help from Mildura Lions who cooked pancakes and later BBQ, Pronto served hot coffees and there were exhibitions of work from local artists and guided tours of the work stations. We anticipate this will be an annual event. This year with involvement from the ArtRageUs studio artists.



Watch this space next year when our new business; Mildura Chocolate Co. will be in production.

Theme days at 12th street have been popular, in particular special events like Mothers and Fathers days. It is wonderful to see families visiting with their son/daughter/brother/sister to enjoy morning tea with us. Both sites support cancer research and hold fund raiser morning teas. This is another great opportunity for families to visit.



Staff Changes

Cindy Howard took on a new role of Support Services Manager last October following Jude Burrows resignation. Cindy has taken on this role with typical enthusiasm and professionalism. I have received very positive feedback from staff about the support she provides them.

Our business manager, Lyn Wynne resigned and her replacement, Daryl Brown will commence on October 5th.

Vale;

Jan Marie-Bower 2/8/1963- 25/5/2009



We were all saddened by the loss of Jan-Marie. We have many fond memories and photos to remember her by, as well as a garden bench her family donated in dedication of her memory.

We also mourn the death of long time Mothers Club stalwart, Clarice Wilson and wish Julie Ann the very best in her new home in Horsham.

In closing, I want to thank President John and the Committee of Management for their on going support and interest in ensuring our service maintains its quality. We have a great team of dedicated support workers and Managers who constantly strive to make sure the people we support have better lives. Thank you everyone for your support.

Finally, well done to Kim and Kirsty who have taken on quite a lot with the resignations of Allie and Pina and more recently Lyn. Our mantra is going to be:

Together
Everyone
Achieves
More

Glenda Hiskins
Executive Officer

BUSINESS MANAGER'S REPORT



2008/2009 has been a challenging year within the area of business management at the Christie Centre.

Two staff in the administration department have resigned and moved on to pursue other activities with family and travel. Due to the introduction of new and cost saving measures we have been able to reallocate the duties, with the business manager taking a more 'hands-on' role.

Many thanks to Kirsty Hyder and Kim Fullager who have also taken on other duties and are managing their new roles extremely efficiently.

The audit process this year has also benefited from the introduction of these cost saving processes.

As evidenced in the table below our profit at the end of June 2009 is \$156,969 less than the June 2008.

INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2009

	2009	2008	Variance
Revenue from Operating Activities	\$2,236,479	\$2,135,640	\$100,839
Revenue from Non Operating Activities	\$203,206	\$214,351	-\$11,145
Total Income	\$2,439,685	\$2,349,991	\$89,694
Employee Benefits Expense	-\$1,774,870	-\$1,527,343	-\$247,527
Depreciation, amortisation and impairments	-\$153,200	-\$136,100	-\$17,100
Borrowing Costs	-\$20,144	-\$16,275	-\$3,869
Bad Debts	-\$198	-\$60	-\$138
Other Operating Expenses	-\$411,912	-\$433,883	\$21,971
Total Expenditure	-\$2,360,324	-\$2,113,661	-\$246,663
Profit	\$79,361	\$236,330	-\$156,969

The increase in costs is due to the increase in staffing costs and the worker's costs at Aroundagain.

On a positive note, it is wonderful to see that the workers have progressed to such a level that they are capable of higher duties – this is the desired goal.

Aroundagain has performed extremely well, despite the economic downturn. Thanks to the continued enthusiasm of Krister and his staff the saleyard is looking better every day.

Also, I must mention the volunteers at Aroundagain. If we had to employ staff in these roles the business would struggle to survive – their contribution is invaluable!

You may not be aware, but I have moved to Adelaide to be with family. I have enjoyed the challenge of the Christie Centre and the staff have been wonderful to me – much appreciated.

Thanks to everyone for their efforts during the year and I am confident the Christie Centre will continue to provide a superior service in the future due to the dedication and enthusiasm of it's staff.

Lyn Wynne
Business Manager

EMPLOYMENT SERVICES MANAGER'S REPORT



This has been a very productive, successful and satisfying year at Aroundagain.

Income from the shed, yard and Good Room increased by \$68,000 (21%), which is excellent. The place now looks exceptional and we are receiving plenty of positive feedback from our customers.

Our workers continue to enjoy working at Aroundagain and we have a stable and happy workforce. This was particularly evident at the recent QA audit, when it was noted that there had been a significant and positive culture change.

On the downside, income from recycling was down significantly due to the global downturn.

However, putting everything into perspective, Aroundagain is a great place to work for everyone involved!

WORKERS

The workforce appears to be very satisfied as all their needs at work are met. We continue to provide varied and meaningful work, while at the same time having a lot of fun while we are doing it. Subsequently, productivity has increased significantly

The comments from the Quality Assurance audit in early July were particularly pleasing, when the positive change in culture at Aroundagain was noted.

Eight workers were assessed by CRS for their tri-annual wage assessments. As a result of the increased confidence, job rotation and training provided, the combined annual increase in wages ended up being over \$40,000. We certainly weren't expecting it to be such a large amount, and it severely affected the budget. However, it is equally satisfying knowing that making the workers more productive employees is paying dividends and as such, we are more than happy to pay this extra amount as it is well deserved.

Two workers have left our service, Julie Wilson and Rob Pearson, and we have a new worker in Luke Parker.



STAFF

Staff continue to work extremely hard and efficiently, contributing immensely to the success of Aroundagain and the positive atmosphere on site.

We have managed to get some very good flow of goods and work and we are now "on top of things" and don't have to chase our tails. This allows us to deal with issues as they arise, which is extremely satisfying and much more efficient.

VOLUNTEERS

The volunteer workforce continue to work extremely hard and their contribution to the success at Aroundagain is immeasurable.

We have lost a couple of volunteers, but also gained a few, allowing us to continue expanding and improving Aroundagain

SALES YARD

The shop and yard now look fantastic and we are receiving praise almost daily from customers. This is due to the fact that we employed staff last financial year to work closely with the volunteers to make their work easier and more satisfying. This allows the volunteers to focus on selling, while staff and workers take care of the flow of goods and the appearance of the shop.

Our customer service has also improved and lots of customers come back as they enjoy the positive interaction between themselves, staff, workers and volunteers.

A result of being “on top of things” we are now better able to monitor pricing allowing us to get better returns on some special items. This contributes significantly to our increased sales

GOOD ROOM

This continues to be successful and is enjoyed and appreciated by our customers. A lot of goods now flow from the Good Room into the sales shed, greatly improving the general look of Aroundagain.



DOCUMENT DESTRUCTION - IPR

This business has been steady during the year, although we have not experienced the growth from the previous year. However, it still continues to attract new customers on a regular basis.

Our improved shredding area and more efficient workers now ensures that we are able to shred more paper in a shorter time.



WOODEN PEGS

This business was steady during the year, but started to increase substantially towards the end of the financial year.

As we are painting the pegs in the Receivable Station, we are able to easily divert the work force to whatever tasks are required.



HARVESTER ROD BENDING

Since completing the annual requirement of rods in three months early February, we have not been required to do any more rod bending.

We moved our equipment to the premises of the manufacturer and they installed a second machine. This allowed us to do twice as much with the same worker in the same time. It also freed up some valuable space in shed 4 at Aroundagain.

RECYCLABLE MATERIALS

This started off well early in the financial year with lots of goods at good prices, but at the end of October, the market plummeted due the global economic crisis.

We accumulated as many recyclable materials as possible during the year and sent these to recycling at the end of the financial year when prices had improved.



Despite this we were down significantly on our budget.

Krister Jonsson
Employment Services Manager

LIFE SKILLS ON PINE MANAGER'S REPORT



Life Skills on Pine is now eight years old this September. During that time we have seen a shift into work placement and work contracts. New people coming are attracted by the prospect of having opportunity to work and earn money and to gain those necessary skills for independent living.



- This year four new people commenced at LSOP bringing the total amount currently attending to thirty five with eleven part time support staff. Another four people now only attend our Arts Studio in Magnolia Avenue.
- With the introduction of ISP (Individual Support Plans), LSOP has assisted SRS with the transfer of Cohorts one to ten from FFYA (Futures for Young Adults) funding into ISPs. Approximately 15 plans have been completed and from now on after three years all “futures” people will transfer into ISPs.

- This year we welcomed new staff Danielle Pearce, Suzie Christensen, Lyndell Allison and Sandra Boulton. As well Sue Elliott came to LSOP from 12th street for a day, as does Bernie Chaplin and Melissa Castleman.



- New staff have brought some great new talents to LSOP. Sandra is a fabulous seamstress and artist and people are producing wonderful work in Enviro Art and Sewing. Lyndell has sound computer skills and has developed very popular numeracy literacy resources together with Danielle. They have infused some fun and games into learning. The two Sue’s (Suzie and Sue) have extended Friends Unite day program into loads of energy and motivation with their entertaining and extraverted personalities.



- With new staff we have enjoyed some social days getting to know one another. The Riverqueen Houseboat cruise one lazy Sunday afternoon proved very popular. So much so, that Glenda booked the houseboat that very day for our Christmas Party for November 27 this year.



- Volunteers are playing an increasingly important role in the smooth operation of LSOP. This is an area we must continue to grow in as we are becoming increasingly reliant on volunteer support to assist one to one with computers and to “buddy” clients for social outings. We have a new initiative and role coming up shortly that will be dedicated to this end - enlisting volunteers and buddies and looking for pathways for inclusion into the community.

- Holidays and trips away remain important to everyone. Our reputation at being able to support people in this area has become greater than our capacity to continue to financially subsidize. Our regular fundraising (like our Annual Ball) assists build our Trips Away coffers which as a result



enables many who otherwise would not go on trips to Awakenings and Tri State in particular. Going away on a trip with friends is probably the most important thing to people – that along with “working”.

- Work placement and contract work continues to be very important to everyone. Jan and Bernie continue to find work placements for people which are so valued and appreciated by recipients. We have had a huge amount of contract work this year. People have been getting excellent pays. We received an “outside” contract this year with Sunbeam foods at RedCliffs. Everyone loved that - working in the factory with the regular packers.



- Numeracy Literacy program going great guns. Currently assessing clients with a Diagnostic Reading Test. Very popular program whilst maintaining and hopefully building on literacy levels.

- Matt Teasdale along with David Duffield have formed and developed a LSOP Cricket Team that now has become part of the Settlers Cricket Club. They have been going away competing with other services and now meet every Monday during Cricket season. Stemming from the Men’s Group it has developed now to include the ladies – increasing in popularity.



- Students on Placement: Quite a bit of time has gone into students on placement and volunteers, both of which we have had quite a few this year. They have been of considerable help and hopefully have learnt much about supporting people with a disability.

- The Arts. LSOP is becoming very “Arts” focused with not only our visual arts at ArtRageUs, but increasingly with our performances in both our Sunny Street Singers Choir and the newly formed Community Choir that meet first Wednesday of the month at our Arts Studio.



- Visual, Performing and Dramatic Arts are integral to the operations of LSOP whilst offering a happy balance to work and skill building.



- It is a great team of disability professionals at LSOP of which I am truly proud to head up a happy cohesive team of Mel, Danielle, Jan, Lyndell, Matt, Mark, Bernie, Suzie, Sandra and Sue.

Sheryl M. Pettinau
Life Skills on Pine Manager

SUPPORT SERVICES MANAGER'S REPORT

I began my role as Support Services Manager early October 2008 which meant I had to say goodbye to LSOP, my much loved home since 2002.

My role encompasses

- assisting in the recruitment, interview, selection and induction of support staff, volunteers and work placement students who will be providing active support
- to manage the development, implementation and evaluation of Person-Centred Plans for people receiving services
- to be responsible for the instruction, supervision and co-operation of support staff and volunteers at 12th Street.



PCP REVIEWS (Person Centred Planning)



- Staff have been working hard on their core group's 'All about me' books in preparation for the number of plans that have been completed this year.
- 14 person centred reviews have been completed since the beginning of 2009.



TAFE STUDENTS



- Robyn and Lyndell were valuable trainees last year, who supported us throughout the Tri-state games and within program delivery. Robyn has since picked up casual work with us and Lyndell works Wednesday and Thursdays at LSOP
- Kim and Sue have completed their 6 week placement with us.
- This year's placement started earlier; usually the placement wouldn't start till November.
- Kim and Sue were well received by all staff and while they were with us contributed greatly to our service.



FUNDRAISING FOR CANCER



- People involved in Theme Day have been focusing on different themes over the year. The group also have hosted and promoted the Biggest Morning Tea, Daffodil Day, Breast Cancer – wear pink to work and Jeans for Gene's day.

Thank you to all the families who have supported these days and joined us in celebrating them.



COMMUNITY INCLUSION

Men in Shed

- Helen, Stephen (features in the photo digging a hole for the trees), Domenic, Neil, Stefano have planted trees at Jennings Bridge (Kings Billabong) and have since maintained watering them.
- They also took the opportunity to meet some of Footballs great players, Doug Hawkins and Kouta



Sunraysia Ten Pin Bowling

- Every week a group go to Sunraysia Ten Pin Bowling. Ian, Matt, John, Stephen, Kim, Pauline, Jimmy, Jeremy, Dom, David, Danielle and Dan enjoy taking in turns to bowl and score.



Mildura Wave Pool

- Four days a week we have groups walk over to the Wave Pool who enjoy swimming laps, physio, walking in the water and practising to swim. We purchased swimming floatation devices that aid in physio programs.



Federation Cup Tennis stars

- When returning from a bike riding morning the group stumbled across some tennis stars.



Mildura Mardi Gras

- The Art and Drama groups from Artrageus got involved again this year in the Mardi Gras. The theme was Circus. A great effort by all involved to have such a colourful display.



HOLIDAYS



Riverland trip

- Rebecca, Susan, Aileen, Cathy and Carol spent 3 days in the Renmark / Berri areas. While there the ladies took the opportunity to visit the Museum, the Chocolate Factory, take a ferry ride, scenic river walks, cruise on a paddle steamer and go shopping at Big W.



Ladies Grampian holiday

- Noella, Gwen, Aileen, Leah, Pauline, Sheridan and Andrewina enjoyed a quiet and relaxing time away at the Grampians and Hall's Gap area doing



a number of passive activities such as picnics, drives and walks to surrounding parklands to enjoy the countryside and wildlife.

ALL ABOUT ME BOOKS

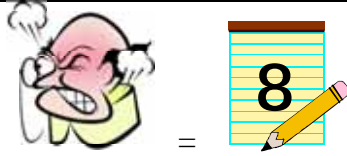


- There has been continued focus around the information in the books. We welcome families and carers to supply photos and information. This information has provided Futures For Young Adults (FFYA) with majority of the information found in their transition plans from FFYA to Individual Support Packages (ISP's)



Cindy Howard
Support Services Manager

QUALITY REPORT

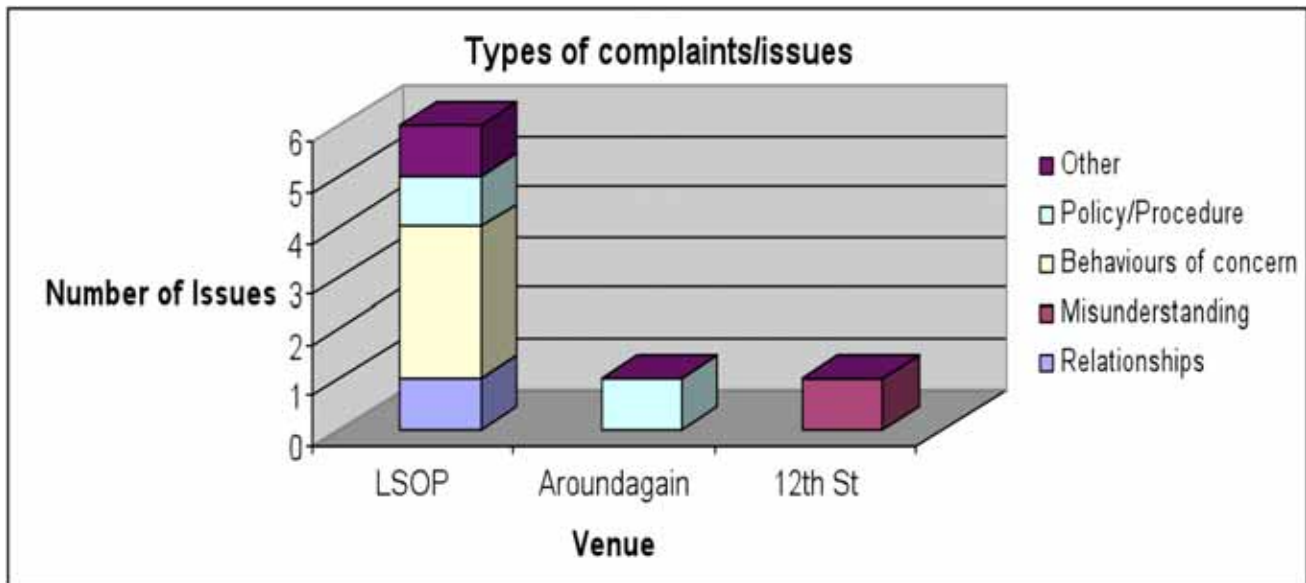


Number of Complaints/Suggestions

The Complaints Register has been easy to keep up to date this year with the data being collated on the DHS template Register. From the data in this Register the annual report of issues and complaints about the service was sent in to DHS on time, in the format they prefer.

Most forms received were from clients using the system effectively to ask for assistance to change something they did not like, often behaviours from other people. Managers and staff were quick to respond and utilise communications support and meetings to reinforce desired behaviours and practices.

Note: Aroundagain has the advantage of regular tool box meetings where issues can be raised and discussed instead of the complaints form. Likewise, the few staffing issues that tend to be raised seem to have been effectively addressed during staff meetings. All formats to discuss and resolve issues are acceptable.



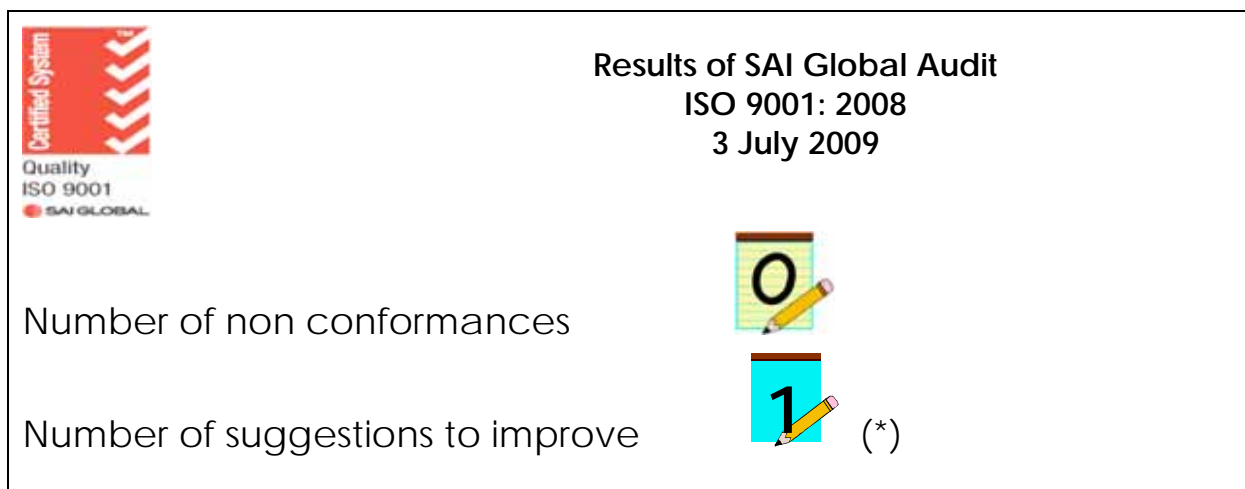
Accreditation

It is with ongoing pride in the good work done by all the Christie Centre staff that I congratulate everyone for maintaining an excellent standard of quality planning and practice in this organisation. The annual external audit by SAI Global of the systems that underpin the way in which the Christie Centre manages the business, the clients and workers has again demonstrated an ongoing commitment to best practice.

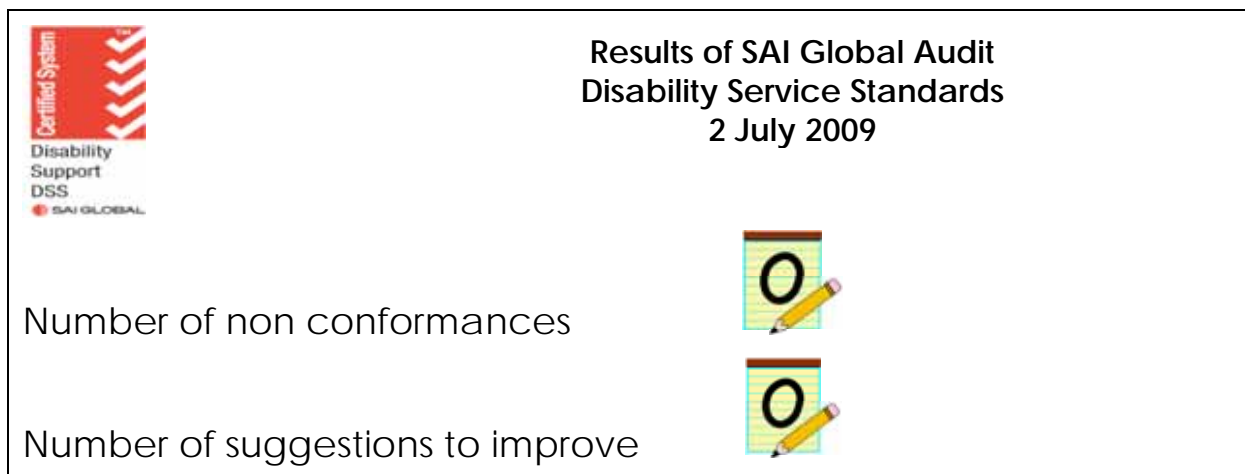
- The triennial certificate for compliance to the ISO 9001 Standard has been renewed for another three years.
- The annual surveillance audit for the federal Disability Standards (Aroundagain) has recommended we retain our certification to the Standard

SAI Global has introduced the latest version of the ISO 9001 Standard – **ISO9001-2008**. There are no significant changes that impact on the Christie Centre business or systems so we have been automatically ungraded to certification against his new ISO9001-2008 Standard.

Likewise the new SAI Global logo for the commonwealth DisAbility Service Standard has been released so it shall be used in place of the old one as appropriate.



(*) The suggested opportunity for improvement was to include an action plan with minutes to prompt discussion and follow up on specific projects/issues raised previously.



The auditors, Kim and Sue Jaeger, were very impressed with the communication strategies in place such as the way staff and management meetings work, and the excellent use of the pictorial Strategic Plan to share the vision and the objectives of the Plan with our people with a disability.

This type of approach should position the Christie Centre very well as we transition to the Quality Framework System, which fortunately aligns well with the ISO 9001 standards that we currently apply. The Quality Framework System focuses on:

- 6 Industry Standards (best practice by the organisation), and
- 5 Outcome Standards (quality outcomes based on a defined set of 16 “life areas” for people with a disability).

Again I extend many thanks to all staff and management who contribute to the ongoing work of providing quality services to people with a disability, as well as to each other.

Liz Sage
Quality Manager

COMMUNICATION CO-ORDINATOR'S REPORT



HOP (Hanging Out Program)

- Sheridan Marr has been working 3 hrs per week on the HOP.
- The HOP focuses on 1:1 intensive interaction for approximately 10mins.
- Part of Sheridan's role in supporting people in the HOP is meaningfully engaging them. The engagement must be meaningful to the person.
- For Sheridan to work out what is meaningful to the person she has to trial things and assesses how it went and makes suggestions for future sessions.



Notes / Letters / LGO invites

- We now have communication friendly invites, notes and letters.
- Staff use Google to translate our newsletters into Italian and Greek for families.



Skype

- Skype was installed in one of our rooms to provide a family who moved to America the ability to see and speak with their son.



Weekly routines

- By putting the weekly routine together it enables you to show someone any changes clearly.



Support

- Worked closely with Elizabeth Gayle and Amber Baird from Sunraysia Community Health Services.
- Regional support from Barbara Solarsh the Regional Communication Advisor.



Welcome Board

- The Welcome board at our 12th street site has been updated with pictures of all of our sites, support staff, regular volunteers, bus staff, admin staff, managers, client committee and committee of management.



Cindy Howard
Communication Co-ordinator

LEARNING & DEVELOPMENT REPORT



New staff and staff moving into new roles, have been the main recipients of the L & D budget for 2009.

Computer training and First Aid remain popular choices. Refresher Level 2 First Aid was attained for four staff. More staff wanted to do this than is required under OH& S- in that each site has to have at least one Level 2. John Engledow from MADEC visited and gave group refresher to all staff on CPR and choking. Whilst these were unaccredited, staff found his instruction to be informative and of benefit.



Two of our managers attended a 5 day Occupational Health & Safety course.

We have had two staff training days based on the newly introduced Quality Framework and the 16 Life Areas we need to evidence the support we give. Staff shared ideas on how to gather evidence to meet the newly introduced Outcome Standards.



One staff member (Susan Elliott) completed a Certificate IV in Disability Work CHC40302 whilst two other staff (Suzie Christensen and John Romeo) are currently completing their Certificate IV in Disability Studies.

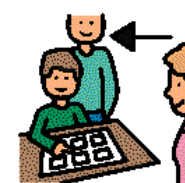


Permanent and relief hours have been given to students on placement who are continuing to complete Diploma in Community Services through Sunraysia Institute of TAFE.



Other areas of training include:

- Managing Challenging Behaviour- 4 12th Street staff recently attended an evening session at the Mildura Settlers Club.
- Gary Radler Training Session in April 2009- 4 staff attended an all day training session which looked at potential for meaningful engagement through trying new things and promoting people's engagement. He reiterated that the core of our practice is HAPPINESS and bringing meaning into people's lives. We studied Five Signposts to happiness. Participation, Relationships, Choice and Control, Dignity and Respect, using our Abilities.
- Communication training- 2 staff have been involved in the Regional Communication Co-ordinators Network Meetings with Barbara Solarsh, the Complex Communication Needs Project Facilitator for the Northern Loddon Mallee.
- Level Consulting Services offered a two day workshop "Enabling Ability" to which two new staff members attended. It was open to individuals who have recently entered the disability sector- offering an overview and insight into disability.



- National Disability Services (NDS) offered a one day conference in Moorabbin titled “Strengthening Quality in Disability Services” and Disability Professionals Victoria offered a two day conference in South Melbourne. These were attended by site managers and offered methods for quality improvement and development.
- The 8th Annual Australasian Society for the Study of Intellectual Disability (ASSID) disability support worker Conference was attended by two support staff who travelled to Melbourne. This is supported by the DHS and aimed at direct support staff. The Christie Centre sends two support staff each year to this conference- which is well received.
- Autism/Aspergers Syndrome remain of high interest to staff. Recently a “Teaching Strategies and Behaviour Support” all day Workshop was held at the Settlers Mildura which two staff attended and presented to staff meetings.
- A Sensory Processing Workshop was delivered to all Christie Centre staff presented by Kelly Powell. The objectives being that participants would understand what is meant by sensory processing and understand the sensory systems and the impact it has on their own and others lives.
- Training in Person Centred Planning remains of high interest to staff. The Christie Centre engaged in joint training with Sunraysia Residential Services, Mallee Accommodation Services and Annecto in attending Person Centred Supervision, Person Centred Thinking and Planning- which was held over a three day period at SRS.
- Unfortunately, L & D in relation to Grant applications, Funding Bodies and Funding issues did not happen due to unavailability of the presenter we wanted. Quite a few staff are keen to learn to do this and to understand the process a lot better. Hopefully we can address that this financial year.
- Workshop on Supervision by Helen Sanderson Associates- all management staff attended and learnt about planned meeting time that supervisors spend with the people they support enabling them to do their job well.
- Committee of Management did Governance training.
- Melbourne Art Trip- information gathering for 3 staff members and 6 clients.
- Inductions for 4 staff completed and Volunteers.
- OHS- 5 day course for 2 staff members.



VICTORIA



Sheryl Pettinau
Learning & Development Officer

LET'S GO OUT REPORT



As many of you are aware Let's Go Out is an after hours program run by Christie Centre Inc. for clients who live at home with their parents or families.

The funding is received through Carer Support Services and all activities are professionally supported by Christie Centre staff. We have been fortunate to receive more funding from Carer Support Services in July 2009 to continue to offer social opportunities and respite to nearly 35 clients and families over a 12 month period.



All the activities and outings that have been attended seemed to be thoroughly enjoyed by all Let's Go Out participants.

There has been a diverse variety of programs offered from Mardi Gras, Speedway, Ballet, Perry Sandhill's concert, live theatre including "Gangshow", "Shoemaker and the Elves", "Westside Story", "Electric Light Theatre" and Piano recital at the Arts Centre.



Sarah Davis
"Shoemaker & The

performs in

Elves

Other favourites are Live bands like *Impact* at Coomealla Club, Ten Pin Bowling, Mini Golf, Laser Force Games and Movie and pizza night at LSOP and ArtRageUs as fundraiser nights for trips away.



We look forward to being able to offer a quality service to all families and participants involved in "Lets Go Out" and hope that the future outings offered will continue to be enjoyed by all.



Mark Pettet
Let's Go Out Co-ordinator

WORK PLACEMENT REPORT



Connecting with our Community

“Life Skills on Pine” Work Placement Program



“This position has been great for Larry. It gives him something else to speak about. He looks forward to going to work each week.”

June, Larry’s mum

“Mandy is a delight to have here. She does an excellent job. We look forward to her cheerful face each week.”

Carly, SMGT

“We love having Trudy at work. We love her cheeky nature and she works really well.”

Margaux, Mildura Mobility

“We are enjoying having Nancy at work. She is doing a variety of office tasks.”

Marion, Murray Valley Citrus Board

“We get great pleasure from having Don paper shredding here. He asks for help when needed, chats about his upcoming holiday and generally cheers everyone up.”

Larry, Jacan Design

“Anne is going very well. She really enjoys her time here. She works independently.”

Helen, MRCC

“Hannah once again very useful today. She stamped all the envelopes & put the accounts into them, as well as dusting, vacuuming & tidying up the kitchen.”

Robyn, David Carson Electronics

‘Life Skills on Pine’ acknowledges the generous and on-going support of our community-based Work Placement Program by the following businesses:

**David Carson Electronics
St. John Ambulance, Mildura Base Hospital
Access Mildura
Mildura Mobility
Jacan Design
Allstate Conveyancing
Vinnies , Mildura
Sthn. Cross Business Advisers
Hollis Accounting**

**Mildura Base Hospital Cafeteria
Prestige Staffing Personnel
Regional Building Consultants
ResCom Mildura
Cheryl Reberger, Collie & Tierney
Murray Valley Citrus Board
S.M.G.T.
Mildura Weekly
Subway City**

Jan Erskine & Bernie Chaplin
Work Placement Officers

ART CO-ORDINATOR'S REPORT



Another year gone! How time fly's when you're having fun!

The Arts Co-ordinator role has been an active one in the past year. The ArtRageUs Studio continues to be a hive of activity.

In February we had the opportunity, through the Mildura Wentworth Arts Festival, to create another float for the Mardi Gras. This project was embraced by all the participants. This year the theme was "*Circus*". We painted backdrops and decided to make clown costumes, strong men and acrobats, all being bright and vibrant characters. When we marched the joy and sense of pride reflected by all involved was inspirational.



During the festival we were given the chance to exhibit our Art work at the showing of the film "*The Black Balloon*". We sold lots of work and it was great public exposure for ArtRageUs.

Through the generosity of Pronto's Caffe on Tenth Street, we have been able to display Art work to the general public which has been well received.

In March, I was asked as the Arts Coordinator to give a talk and presentation about ArtRageUs to the Burgundy Ladies Association. They were all very impressed with our Studio and later generously donated \$1000 to ArtRageUs. We used this money to purchase a fantastic new wood heater. We have also had new overhead fans installed to help circulate the heat to create a more comfortable environment for those who utilise the studio.

The Community Choir has continued to gather at the studio and sing up a storm. We have been able to hire the facility out several times this year.



On 4th June, ArtRageUs instructors took 6 artists on a trip to Melbourne to see how other Art Studios operate. It was a very informative and motivational trip, giving us new ideas and inspiration towards further developing ArtRageUs.

In June auditions for Mildura Theatre company were posted and our own Sarah Davis attended; winning the role of *Mrs Snoot Bottom* in the production of "*The Shoemaker and the Elves*". This involved lots of rehearsals, but according to Sarah was well worth it. Sarah was captivating and an inspiration to all her peers.



We have been very fortunate with the public support of our art studio. Recently Seasons Restaurant gave Bev Downing the opportunity to exhibit her work during the Winter Sun Festival. It was a proud moment for Bev who sold 2 paintings straight away.

Annual General Report – 2008/2009

Recently I worked on the 2009 Spring Ball promotions and along with the Client Committee approached several businesses for donations in kind as well as items for auction. The generosity of local businesses was overwhelming.



Our Drama group has been preparing for The Awakenings Festival coming up in November. We have been creating props for “Black Light Theatre” and our new Drama group with Melissa Castlemaine are preparing a puppet show. The Sunny Street Singers have been rehearsing for there musical tribute to *The Supremes*.

I look forward to the future growth of ArtRageUs and thank you all for your ongoing support of the project.



Mark Pettet
Arts Co-ordinator

TRI STATE GAMES REPORT



November 2008 saw the Annual Tri State Games take place in Mildura for the second year running. Following the success of the ‘Sunraysia Tri State Games’ in 2007, the TSG committee found it a lot easier to plan for the next games and with all of the suggested improvements taken on board. We knew the 2008 games would be a fantastic event for both the Christie Centre and Clients as well the wider community.



The Host Committee:

Games Coordinator	Sheridan Marr
Volunteers	Jan Erskine and Ann Bowen
Sports	David Duffield and Matthew Teasdale
Committee members	Glenda Hiskins; Mark Pettet; Andrewina Howard; Lyn Wynne; Sue Elliott; Don Crothers and Cindy Howard.
Mildura Team Managers	Norelle Bate, Matthew Teasdale and Krister Jonsson.



Since the beginning of 2008, the Tri State Games preparations had been in full swing and we had most of the arrangements from the previous year’s games still in place, as everything worked so well. We had nearly 300 Athletes competing in the games this year, from 31 different disability services organisations around the 3 states. At the Gala Presentation Dinner we had 500 Athletes, Support Staff and Guests at the Irymple Leisure Centre and that set the scene for a wonderful trophy presentation and the official closing ceremony, where we passed off the Tri State Games to the new hosts for 2009/2010 Stawell Intertwine Services.



Local businesses once again supported us and we received sponsorship from the following organisations:

RESCOM	\$3000	
Mildura Rural City Council	\$3897	
Mildura and Ouyen Harness Racing	\$1000	
Mildura Powder Coating	\$500	+ \$500 in kind donations
Seasons Restaurant	\$500	}
RESCOM Mildura	\$500	} Donations paid for the
Charles and Partners	\$500	} Fundraising night at
Pizza Café	\$500	} Trentham Estate
Sunraysia Auto Group	\$500	} November 9 th , 2008



We also received In Kind Donations and support from:

- ✚ Mildura Basketball Stadium
- ✚ Nangiloc-Colignan Primary School
- ✚ Royal Flying Doctors Service Ladies
- ✚ Aroundagain
- ✚ Alan Lay Catering
- ✚ Mildura Party Hire
- ✚ The Vines Lifestyle Village
- ✚ Mildura Rural City Council
- ✚ Davidson Ford
- ✚ Telstra
- ✚ Victoria Police
- ✚ Mildura Little Athletics Club
- ✚ Mildura Workingman’s Club
- ✚ And over 100 local volunteers.



Our 2008 TSG Team

Everyone was very pleased with the success of the Sunraysia Tri State Games, thanks to all the hard work of staff and volunteers.

Currently our team is getting very excited to be heading off in November to the Grampians Tri State Games in Stawell.

Sheridan Marr
Tri-State Games Co-ordinator



Neil- A proud competitor

SPONSORS AND DONATIONS 2008/2009

MAJOR SPONSORS

Englefield, Leo & Eileen	1,400.00
Richards, Keith & Jan	1,000.00
Saunders, N.J. & L.J.	1,000.00
Tasco Inland	1,000.00
Herriman, Peter & Valerie	1,000.00

GOLD SPONSORS

Walker, D & W	360.00
WHK Business Services	360.00
Excel Business Solutions	360.00
J & G Hiskins	360.00
S Jones & Associates	360.00
Dr B. Murphy	360.00
D & W Walker	360.00
GJ Baker	360.00
Cameron Tilley, Tilley's Furniture	360.00
John Merks	360.00

SILVER SPONSORS

Maude Crang	240.00
Mildura Safety & Hip Pocket Workwear	240.00

BRONZE SPONSORS

Ideal Fabrications	120.00
Mitchell's Trucks	120.00
Halls Caravans	120.00
Lee Cubit	120.00
Neale O'Connor	120.00
Don & Glenys Crothers	120.00
Andpak (Aust) Pty Ltd	120.00

DONATIONS

Seasons Mildura	500.00
Godwin Ekhayeme	70.00
Nancy Clift	200.00
Don Wright	100.00
Fishers Stores (Community Benefits Scheme)	380.78
Jude Burrows	50.00
F W McCormick	100.00
Police & Fireman's Golf Day	7,500.00

DONATIONS FOR TRISTATE GAMES

Glasson Family	300.00
Commonwealth Bank of Australia	250.00

DONATIONS MEN IN SHEDS

Mildura RSL	100.00
Lions Club- Red Cliffs	500.00
Dahlsens	470.00
Lions Club- Irymple	2,000.00
Garden Landscape Supplies	50.00
Mrs J. Robbins	100.00
VA & CA Knight	100.00
Rotary Club of Merbein	250.00
Sunassist Volunteer Helpers	250.00
Fishers Stores (Community Benefits Scheme)	66.78
Aroundagain	718.18
Mildura Rural City Council	330.00
Cash Donations	1,009.60

CHRISTIE CENTRE VOLUNTEERS



AROUNDAGAIN

Ron Campbell
James Doecke
Tony Fabbeni
Keith Glen
Toby Howard
George Malic
Ray McIntosh
Brian Parker
Ruth Penny
Merv Renton
Geoff Syme
Joy Teasdale
Dennis Tregenza
George Wilkinson
James Wilton
Cliff Young



12TH STREET & LIFE SKILLS ON PINE

Coralie Jackson
Lorraine Keil
Sil Manente
Rosa Mitting
Enid Pain
Yolanda Prowse
Yojitza ("Jo") Gerden

POLICE & FIREMAN GOLF DAY

Members of the Fire Brigade
Members of the Police Force
Max Alexander
Peter Bishop
Lou Cameron
Tim Cameron
Donata Carrazza
Tony Carrazza
Glenda Hiskins
John Hiskins
John Fleming
Mark McDonald
Alan Smith



SHOW SPINNING WHEEL

Lyndell Allison
Norelle Bate
Derek Birkby
Tony Bobbins
Ann Bowen
Jude Burrows
Tony Carrazza
May Carmody
Melissa Castleman
Bernie Chaplin
Barb Clarke
Heather Crawley
Don Crothers
Susan Elliot
John Fleming
Debi Glasson
Keith Glen
Marj Glen
Lee Hanby
Peter Herriman
Glenda Hiskins
John Hiskins
Cathy Holtham

Alistair Howard
Cindy Howard
Toby Howard
Raylene Kolpin
Sammy Johnson
Jill Jones
Steve McPhee
Russ Mason
Ruth Mason
Joel Milne
Rosa Mitting
Margo Oliver
Helen Parmenter
Jean Plant
Yolanda Prowse
Liz Sage
Denis Tregenza
Vicki Tregenza
Maureen Williams
Tammy Wishart

