



**Annual Report
2024-2025**

Latrobe Valley Village Inc

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Table of contents

OUR ORGANISATION	4	ORGANISATIONAL STRUCTURE	12
Mission	4	DIRECTOR RESIDENT CARE HIGHLIGHTS	14
Vision	4	CLINICAL CARE COORDINATOR HIGHLIGHTS	16
Values	5	ENVIRONMENTAL SERVICES	16
Looking ahead	5	QUALITY SERVICES	16
MESSAGE FROM THE PRESIDENT	6	FOOD SERVICES	17
MESSAGE FROM THE CEO	9	COMMUNITY RELATIONS	18
CEO Annual Report	9	FINANCE AND ADMINISTRATION	20
Investing in Our People	9	FINANCIAL SNAPSHOT	21
Upgrading Living and Working Spaces	9	SERVICE DELIVERY	22
Supporting Mental Health and Digital Safety	9	STAFF AND VOLUNTEERS	23
Strengthening Governance and Readiness	9	WHAT PEOPLE SAY ABOUT LVV	24
Embracing Technology	9	ACKNOWLEDGEMENT AND THANK YOU	28
Community Engagement and Philanthropy	9	CONTACT US	Back Cover
Looking Ahead	9		
BOARD OF GOVERNANCE	10		





Our Organisation

At Latrobe Valley Village (LVV), we celebrate the beauty of aging. As a trusted residential aged care and retirement community, our goal is to create a welcoming environment where residents can embrace their third age with dignity, respect, and a renewed sense of purpose. Our mission is to deliver exceptional care, personalised services, and foster a nurturing community that embraces and empowers everyone.

MISSION

We will continue to provide quality care and services in a safe, homelike environment to the Latrobe Valley community that respects each resident's values and allows for individual lifestyles.

VISION

Our vision is to provide a range of high-quality, aged care services to enable lifestyle choices to older residents of our community to maximise their health, wellbeing and enjoyment of life as they age'.

Providing specialised aged care services to the Latrobe Valley community for over 50 years



VALUES

- Integrity** — *we are honest to ourselves and adhere to the organisation's values*
- Respect** — *we treat each other with respect*
- Excellence** — *we strive to do our best*
- Trust** — *we do what we say*
- Partnership** — *we work together as a team*
- Empathy** — *we care with warmth and kindness*

LOOKING AHEAD

We remain optimistic about the future and confident that, with the commitment of our staff, volunteers, and supporters, we will continue to make a positive impact on the lives of those we care for. Guided by our mission and values, we strive to lead with compassion, innovate thoughtfully, and grow sustainably to ensure lasting benefits for our community.

Message from the President



DR LEONARD CAIRNS
President

For the financial year 2024-2025, the Board of Governance of Latrobe Valley Village Inc (LVV) continued to guide the organisation through a period of rapid change in the Aged Care sector.

Over many years, LVV has demonstrated flexibility and adaptability in responding to the challenges and opportunities brought by these changes.

The implementation of the Federal Government's new Strengthened Aged Care Standards was deferred to 1 November 2025. In preparation, our Board undertook detailed analysis to ensure LVV is well positioned to meet the requirements. The Board and the leadership team actively progressed a range of projects and upgrades across our facilities and services. Among the many wonderful achievements this year are:

CEDAR Workstay Key Worker Accommodation

Our Regional Worker Accommodation Fund grant from Regional Development Victoria enabled the refurbishment of seven apartments with shared facilities. Completion is set for October 2025, marking the first Statewide project to finish. This initiative will deliver housing for key workers for years to come.

International Workforce Expansion

We are responding to the care economy workforce shortage in a range of ways that includes an investment in international workforce recruitment.

Governance and New Standards

Ahead of the 1 November 2025 Strengthened Aged Care Standards, we proactively enhanced governance to ensure full compliance with the Aged Care Act 2024, including Board member professional development activities.

Enterprise Bargaining Agreement (EBA) Negotiations

EBA negotiations concluded successfully in July 2025, with union and staff approval – delivering a fair outcome for all.

Investment Strategy

We implemented a new investment strategy for our Refundable Accommodation Deposits (RADs) with the engagement of JB Were Investment House.

This approach aims to optimise returns while maintaining security and compliance.

Retirement Village Renovations

Ongoing upgrades include innovative one-room conversions of bed-sitter units, creating modern, spacious living environments for our retirement village residents.

Board Clinical Governance Appointment

A new Clinical Governance Board member was appointed to fill a casual vacancy in May 2025, and further appointments are planned to strengthen oversight and accountability.

Acknowledgements

The Board of Governance acknowledges the outstanding contributions of our leadership team, working alongside our CEO, Alison Skeldon, and the exceptional care delivered by our dedicated staff and volunteers – care for which we are renowned across the region. LVV continues to be a source of community pride and is respectfully recognised within the Aged Care sector.

In conclusion, I would like to sincerely thank our hardworking Board members, all of whom generously volunteer their time, dedication and commitment to LVV. Their efforts ensure that our community-focused, not-for-profit aged care facility continues to shine!



**“...the exceptional
care delivered by
our dedicated staff
and volunteers –
continues to be a
source of community
pride”**

Orchid
Johnstone

Lois
Lalor

Colin
Sechary

M. HALL

RITA W.

June
Yarker



MESSAGE FROM THE CEO



ALISON SKELDON
Chief Executive Officer

This year has been one of real momentum—where planning met action, and our values were reflected in the work we delivered. I'm incredibly proud of what we've achieved together, and grateful to our team, residents, families, and partners for their ongoing support. From strengthening our workforce to upgrading spaces and contributing to national reform, we've continued to grow with purpose and care.

Investing in our People

We finalised a new enterprise agreement after a thorough and inclusive bargaining process. It sets us up for the next four years and includes a generous and forward-thinking parental leave scheme—something we're really proud of. We enacted our Workforce Plan and made a significant investment in international recruitment. Seven care staff from the Philippines were recruited, with five arriving and starting in March 2025.

Upgrading Living and Working Spaces

Through the Regional Development Victoria RAAF grant, we are successfully remodelling the old Cedar Wing into key worker accommodation in partnership with Leitner Builders—a great outcome for staff housing. We continued upgrading studio apartments in our Retirement Village. One was completed and two more are underway, improving comfort and independence for our residents.

Supporting Mental Health and Digital Safety

We wrapped up our Australia Post Community Grant project with a wonderful moment—two of our residents featured on national

television helping launch Australia Post's talking post boxes. This achievement was an inspiring experience for everyone involved and drew kind words of support from Senator Lisa Darmanin. In addition, we also secured a two-year Cyber Secure Seniors grant from the Department of Home Affairs. This project helps older people feel safer and more confident online.

Strengthening Governance and Readiness

We've done considerable work to strengthen our governance this year. Highlights include:

- Developing a Diversity, Equity and Inclusion (DEI) policy
- Updating our risk management systems
- Appointing new auditors
- Creating a workforce planning policy
- Drafting a crisis communications plan, with media training to follow.

We've also been preparing for the new Aged Care Act and strengthened standards, ensuring we're ready for the next phase of reform.

Embracing Technology

We made the decision to migrate to MS Office 365 to improve functionality and collaboration across the organisation. It's a step forward in modernising how we work.

Community Engagement and Philanthropy

We were honoured to receive a generous donation from the family of Ian Finlay, and we're exploring ideas for a memorial garden to celebrate his legacy.

We also hosted visits from MPs Dr Renee Heath and Harriet Shing, giving us the opportunity to showcase our work and strengthen relationships with key stakeholders.

Looking Ahead

We continue to actively seek grants to improve infrastructure—because better spaces mean better care for residents and better support for staff.

It's been a productive year where we took bold, new steps, and I'm incredibly grateful to our capable team, skilled Board, partners, and community for their ongoing support and commitment.

BOARD OF GOVERNANCE



Dr Leonard Cairns
President



Judith Redman (RN)
Vice President



Jenine Smith
Hon Treasurer



Julian Yeatman
Hon Treasurer

The LVV Board comprises a dedicated group of volunteers who passionately uphold our mission and vision. Serving in a non-executive capacity, each member contributes a wealth of expertise in areas such as health and community service, education, management, business, and aged care. Together, they provide strategic leadership and governance to ensure LVV continues to deliver the highest standard of living for our residents.

We extend our sincere gratitude to Julian Yeatman, Raye Beeching (Retired RN), and Brendan Jenkins for their valuable contributions during their tenure on the Board. Their commitment and insights helped shape LVV's ongoing success.

Following a successful recruitment campaign, we were delighted to welcome Michelle Denman (RN) to the Board in May 2025, filling a casual vacancy. Michelle brings extensive

professional experience in clinical care, with a special interest in dementia. Her deep commitment to the aged care sector will be an asset to LVV, and we look forward to her contributions.

All Board members play a vital governance role, actively participating in full Board duties, serving on various Board committees, and engaging with employees and residents through various events. Their collective efforts ensure LVV remains a trusted and progressive leader in aged care.

Our Board meets Provider Operations requirements, having a majority of independent non-executive members and a minimum of one member with clinical experience.

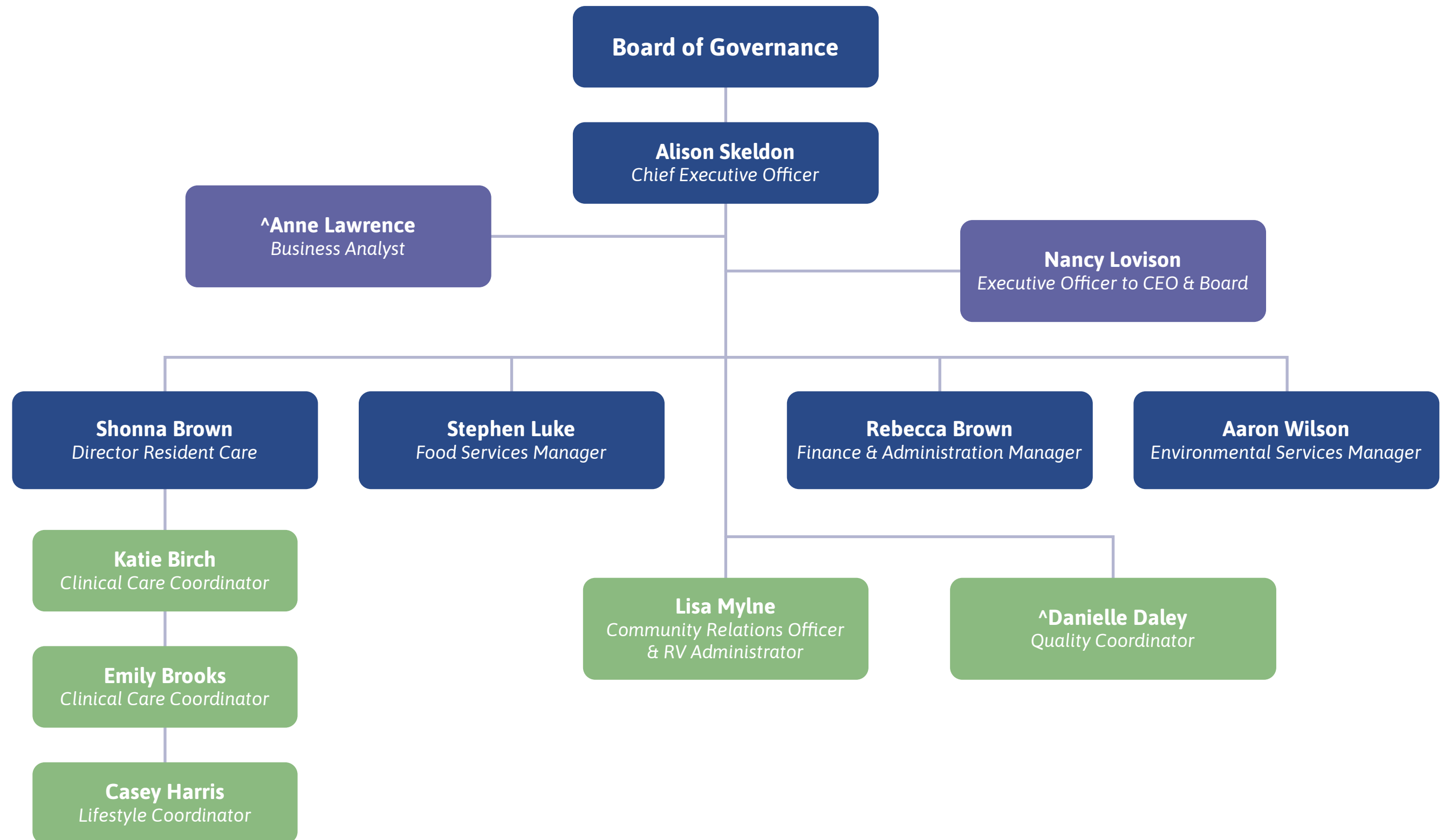
For more information about Board Members visit our **Website**.



Name	Position	Committee Membership				Dates Acted
		Clinical Governance	Finance	Executive Governance (formerly HR)	Quality, Risk and Compliance	
Dr Leonard Cairns	President	✓	✓	✓	✓	May 2024 - Present
Judith Redman	Vice President	Chair		✓		
Julian Yeatman	Treasurer (hon)		✓		✓	Resigned Oct 2024
Jenine Smith	Treasurer (hon)		✓	✓	✓	Oct 2023 - Present
Jennifer Blain	Board Member		Chair	✓		
Brendan Jenkins	Board Member		✓	✓		Resigned June 2024
Diane Wilkinson	Board Member	✓	✓		Chair	
Anne Gribbin	Board Member			Chair	✓	
Raye Beeching	Board Member	✓			✓	Resigned Oct 2024
Michelle Denman	Casual Vacancy	✓				Appointed May 2025 - Present
Alison Skeldon	Board Secretary					2022 - Present



Organisation Structure



[^] Resigned August 2025



HIGHLIGHTS

DIRECTOR RESIDENT CARE



SHONNA BROWN
Director Resident Care

The past year has been a period of transformation and achievement, driven by the dedication of our senior care leadership team and frontline care staff. Under my leadership, the organisation has proactively prepared for upcoming reforms, embraced innovation, and reinforced its commitment to quality and compliance. Key achievements include readiness for the strengthened Aged Care Quality Standards and the new Aged Care Act, successful implementation of workforce programs to address sector challenges, and the introduction of technology-driven solutions to enhance clinical safety and efficiency.

These efforts have ensured compliance and improved care outcomes and further positioned LVV as a trusted provider within the community. This is reflected by consistently high occupancy rates and streamlined admission processes. The year's accomplishments underscore a forward-thinking approach that balances regulatory preparedness with resident-centred care, setting a strong foundation for continued success in the evolving aged care landscape.

STRENGTHENED AGED CARE QUALITY STANDARDS AND THE UPCOMING AGED CARE ACT REFORMS

Throughout the year, we dedicated significant effort to aligning our care practices with the revised Aged Care Quality Standards and

preparing for the legislative changes under the new Aged Care Act. This involved comprehensive policy reviews, staff training programs, and system updates to ensure compliance and readiness. The proactive approach positions us to meet regulatory expectations while continuing to deliver safe, person-centred care. The changed implementation date of the reforms to November 2025 provided opportunity to build on work already well underway.

INTERNATIONAL WORKFORCE PROGRAM TO SUPPORT WORKFORCE SUSTAINABILITY

Recognising the ongoing workforce challenges in aged care, I led the implementation of our International Workforce Program. This included establishing sponsorship pathways and onboarding processes for overseas recruits. This initiative has strengthened workforce resilience, ensuring continuity of care and reducing reliance on temporary staffing solutions.

WORKFORCE PLANNING – POST COVID PARTNERSHIPS

We renewed partnerships with local schools to provide work experience placements, fostering early interest in aged care careers and supporting long-term workforce development.

OCCUPANCY AND REDUCED EMPTY BED DAYS

Occupancy levels remained consistently strong with a notable reduction in empty bed days. This achievement reflects the community's trust in our services and the quality of care provided. Strategic admission processes in partnership with our Environmental Services team and enhanced resident engagement, contributed to this success.

NEW ADMISSIONS NURSE ROLE

We introduced a new Admissions Nurse position to improve the resident onboarding experience and support high occupancy rates. This role ensures timely assessments, smooth transitions, and personalised care planning from the outset, enhancing both operational efficiency and resident satisfaction.

IMPLEMENTATION OF ENMRC

We successfully implemented the electronic National Medication Record (eNMRC) system, including electronic prescribing capabilities. This grant-funded project has improved medication safety, streamlined documentation, and enhanced compliance with best-practice standards, reinforcing our commitment to clinical excellence.

CLINICAL GOVERNANCE OVERSIGHT

Since early 2024, the organisation established a Quality Care Advisory Committee (QCAC) as an independent committee to support enhanced consumer engagement and clinical governance oversight. The QCAC provides a formal mechanism for resident and family representation, together with an independent chairperson, and continues to contribute to the review of care outcomes, consumer feedback, and quality improvement activities, further strengthening accountability and person-centred care across the organisation. We thank Linda McCrorey for her voluntary service as the independent chairperson.

The Clinical Governance Committee (CGC) and the Medical Advisory Committee (MAC) meet regularly in accordance with the organisation's Clinical Governance Framework. Through these forums, the organisation maintains strong oversight of clinical quality, safety, and risk, supporting safe, effective care and continuous improvement for residents and consumers.

LIFESTYLE & ACTIVITIES

The past year has been one of transition, renewal, and exciting growth within our Lifestyle and Activities Program. Following the retirement of Carol Johnstone, our long-serving Activities Coordinator in September 2024, the team was ably supported by Casey Harris, while we undertook external recruitment for the role. Casey was formally appointed as Lifestyle Coordinator in January 2025 bringing fresh energy and a renewed focus on meaningful engagement for all residents.

Casey has introduced a vibrant and tailored approach to lifestyle programming and her commitment to understanding each resident's preferences and abilities has led to a diverse schedule that enriches daily life in our home.

KEY ACHIEVEMENTS

- **OmiVista Interactive Projector:** the installation of the OmiVista Aged Care Suite has transformed activity sessions. This interactive projector engages residents through dynamic games, sensory stimulation, and cognitive challenges, supporting both group and individual engagement.
- **Improved Indoor Comfort:** new café umbrellas were installed in our courtyards, allowing residents to enjoy the warmer months in comfort and safety.
- **Community Connections Strengthened:** residents have enjoyed renewed links with the Moe RSL, attending morning melodies and social events. A highly anticipated visit to the GPAC in Traralgon for a musical concert was a highlight, bringing joy and excitement.
- **Re-Enablement Activities:** our re-enablement approach continues to encourage residents to participate in activities they have always loved – cooking, jamming, gardening, and helping the team prepare and tidy. These meaningful tasks support independence, confidence and a strong sense of identity.
- **Cultural Enrichment:** a rich cultural stream of activities including armchair travel, cultural celebrations, exploring culture through food and sharing life stories. These experiences allow residents to celebrate their backgrounds and learn from one another.

LOOKING AHEAD – 2026 PRIORITIES

In 2026, we will continue to build on this positive momentum. Key priorities include:

- **Strengthening Community Connections:** create more opportunities for residents to engage with the wider community through regular outings, events, and partnerships. Community involvement remains central to enhancing social engagement and overall quality of life.
- **Intergenerational Program:** a major initiative for the coming year is the development of an intergenerational program, bringing young people and aged care residents together to build friendships, share experiences, and enjoy joint activities. This program promises to inject new energy into the home, while fostering understanding, joy, and mutual respect across generations.

ENVIRONMENTAL SERVICES

AARON WILSON

Environmental Services Manager



Environmental Services Team

This year brought unexpected challenges for our Environment Services team. Early in 2025, our Environmental Services Manager, Aaron Wilson was involved in a severe road accident. We are pleased to share that Aaron's recovery is progressing well, and he is expected to return to work in late 2025.

We were fortunate to engage two new maintenance team members in October 2024. We dedicated one maintenance officer to the Retirement Village for the first time, and this has been well received by our residents. The second appointment was our succession plan for the retirement of long-standing Maintenance Worker Eric Veldmann in 2025.

We have seen an improvement in the quality and timeliness of maintenance repairs and overall facility upkeep with the injection of extra staffing.

The absence of COVID activity has allowed our Cleaning team to return their focus to routine maintenance of furniture and floor coverings, and the aged care residence has an even greater sparkle.

Both Eric Veldmann and the Community Relations Officer, Lisa Mylne have assumed responsibility for this management unit in Aaron's absence. Refer to the Community Relations Officer report for further detail.

Looking ahead, we will continue to focus on preventative maintenance and strengthening connections between staff and residents. We are deeply grateful for the dedication and teamwork that have carried us through this challenging year.

QUALITY SERVICES

DANIELLE DALEY

Quality Coordinator



Highlights and Accomplishments

This year, we strengthened quality systems and improved operational efficiency across the aged care facility and retirement village, focusing on compliance, continuous improvement, and innovative support for staff and residents.

Audit Processes

We continued our work on implementing refined internal audits across clinical and non clinical functions with measurable corrective actions, maintaining high care and service standards.

Continuous Quality Improvement (CQI)

We drove initiatives to enhance resident satisfaction and staff workforce, embedding a culture of measurable, ongoing improvement that streamlined processes and improved communication.

Policy and Procedure Updates

Using Centro Assist, policies and procedures were reviewed and updated to align with legislation and best practices, simplifying access for staff and supporting consistent care delivery.

Technology Support

During the year, Valley Computer Solutions was acquired by Chris Humphrey Office National. We have welcomed this transition and are pleased the VCS founder joined their team, allowing us to maintain a strong and trusted working relationship.

Our team supported the uptake of Wi-Fi access by residents, troubleshooting for CCTV and monitored call bell systems to further reduce response times and improve safety.

Preparing for Aged Care Reforms

We encountered some staffing gaps while preparing for the 2025 aged care reforms. Despite these challenges, we implemented robust strategies and are confident in meeting the reforms and maintaining highest standards of care.

FOOD SERVICES

STEPHEN LUKE

Food Services Manager



Highlights

This year we focused on delivering fresh, nutritious meals while working toward meeting strengthened Aged Care Quality Standards. We improved compliance, built stronger partnerships, and advanced our kitchen refurbishment.

Food Services

Thousands of meals were prepared for residents and the Moe and District Meals on Wheels Service clients using fresh, locally sourced ingredients. This approach supports health and wellbeing and ensures high satisfaction. We are proud the fresh food component of our meals continues to exceed the national benchmark for aged care. This means our food is less than 10% externally prepared or 'ready-to-eat'.

Standard 6 Preparations

In readiness for Standard 6, we enhanced resident engagement and choice in meal services. Menus were enhanced to offer greater variety and flexibility, ensuring choice for residents as a precursor to the introduction of seasonal menus and additional choice in 2026.

Menu planning was guided by dietitian-led assessments, which ensured nutritional adequacy and alignment with clinical requirements. We also expanded texture-modified meal options to cater to residents with swallowing difficulties and introduced snacks available at any time, promoting autonomy and improving overall satisfaction.

Dietitian Collaboration

Dietitians completed quarterly audits and care plans for residents at risk of malnutrition. They supported fortified meals and dietary adjustments, while staff training reinforced safe practices.

COMMUNITY RELATIONS

LISA MYLNE

Community Relations Officer | RV Administrator



Occupancy and Admissions

This year has been a standout for LVV, with occupancy consistently sitting at just under 100%. Our streamlined admissions process has significantly improved, allowing for more efficient administration and ensuring prospective residents are 'LVV-ready' sooner, especially in the last 6 months. With such strong demand, the need for marketing has been minimal—additional promotion would risk overpromising and underdelivering.

A major achievement has been the transformation of our room turnover process. What previously took 2–3 weeks to complete can now be done overnight. This improvement ensures that our two spare rooms are consistently ready for immediate occupancy, allowing seamless transitions for incoming residents and supporting our high occupancy rates. This is the result of a collaborative partnership between cleaning, maintenance and care teams to ensure tasks are coordinated with admissions to ensure a seamless experience for incoming residents.

Community Engagement and Events

We've continued to strengthen our community connections through active sponsorship and participation in local events. A highlight is our presence at Latrobe City volunteer expos.

Social Media and Resident Activities

Our social media presence has grown substantially, now boasting over 1,200 followers. Engaging content featuring resident activities, success stories, and community events has driven strong interest and interaction, showcasing the vibrant life at LVV.

Increased Interest in Residence Tours

There has been a noticeable increase in residence tour bookings, reflecting growing interest in our community. These tours have provided prospective residents and their families with a firsthand look at our high-quality care and welcoming environment, contributing to our strong occupancy rates.

Retirement Village Occupancy and Maintenance

We achieved a fantastic result with new occupancy of 10 units in the period, further enhancing our already thriving retirement village community. The latest renovation was occupied as soon as it was ready, underscoring the demand for our studio to 1-bedroom converted units. Our maintenance team will continue renovations while successfully managing refurbishments and reinstatements across the Village.

Implementing structured maintenance schedules and comprehensive assessments for all units—alongside the introduction of our dedicated RV Maintenance Officer—we've seen a significant decrease in emergency callouts and general maintenance requests. This proactive approach has improved efficiency, reduced corrective workloads, and enhanced the overall resident experience.

Environmental Services and Facilities Management

In the role of Acting Environmental Services Manager, we've implemented regular maintenance scheduling and increased site-wide awareness, significantly reducing urgent requests and callouts. Our Maintenance team has been instrumental in this proactive approach, ensuring smoother operations, leaner processes, and improved responsiveness.

We are currently updating procedures and policies to reflect these operational changes and to ensure continued compliance with regulatory standards. These updates are helping to embed a culture of efficiency, accountability, and continuous improvement across the service.





Finance and Administration



REBECCA BROWN
Finance & Administration Manager

This year has been one of significant progress and transformation for the Finance and Administration team. Our focus has been on strengthening systems, improving operational efficiency, and supporting staff development, all while ensuring cost-effectiveness and compliance with evolving standards.

The Team has delivered a year of strong performance, innovation, and collaboration. These achievements position us well for continued success in 2026 and beyond, as we remain committed to operational excellence, staff development, and resident satisfaction.

IT Systems Integration and New ICT Role

We successfully assumed responsibility for the organisation's IT systems, including call-bells and DECT phones for the care team. This transition was managed in close consultation with our external IT providers to ensure seamless operations. Additionally, we created a new ICT position to enhance internal support and future-proof our technology needs.

The migration to Microsoft 365 is well underway, with completion expected by late 2025. This initiative includes the development of a new

SharePoint-based intranet, which will improve collaboration, document management, and communication across the organisation.

Training Initiatives

We rolled out additional training programs for all staff, focusing on the new Aged Care Standards and cybersecurity awareness. These initiatives strengthen compliance and safeguard our systems against emerging threats.

Administration Staff

Our administration team continues to be a cornerstone of our operations, demonstrating professionalism, adaptability, and a strong commitment to supporting both residents and visitors. Two team members are on track to complete their professional development courses by mid-2026, further strengthening our capability.

Beyond their core responsibilities, the team played an integral role in organising and celebrating National Volunteers Day, showcasing their dedication to fostering community spirit. Their positive acumen and

proactive approach ensure that residents, families, and visitors experience a welcoming and efficient environment every day.

Enterprise Bargaining Agreement (EBA) Success

We contributed to the successful negotiation of the new Enterprise Agreement and ensured all pay increase tranches were completed on time. Transparent communication throughout the process has led to improved staff engagement and satisfaction, demonstrating the value of openness and collaboration.

Workplace Safety and Wellbeing

We achieved a reduction in WorkCover claims and absenteeism through proactive risk management and enhances workplace safety initiatives.

Our WH&S Committee continues to meet throughout the year driving continuous improvements and fostering a culture where safety and wellbeing remain a major priority.

Paperless Office and Sustainability Projects

Significant strides were made toward creating a paperless office, including archiving processes and waste reduction initiatives. Recycling projects have been implemented to support sustainability while maintaining cost-effectiveness.

Inhouse Laundry Services

The in-house laundry project has delivered outstanding results, generating substantial savings, creating new jobs, and receiving positive feedback from residents. This initiative exemplifies our commitment to innovation and resident satisfaction.

FINANCIAL SNAPSHOT YE2025

2.24M

SURPLUS

16.26M

REVENUE

41.2M

TOTAL ASSETS

18.4M

CASH & INVESTMENTS

21.5M

NET ASSETS (EQUITY)

3.17M

OPERATING CASH FLOW

Our strong financial position and liquidity ensure readiness for aged care reforms commencing 1 November 2025

FINANCIAL STATEMENTS YE2025

LVV Audited Financial Statements for YE2025 are located on our **WEBSITE**



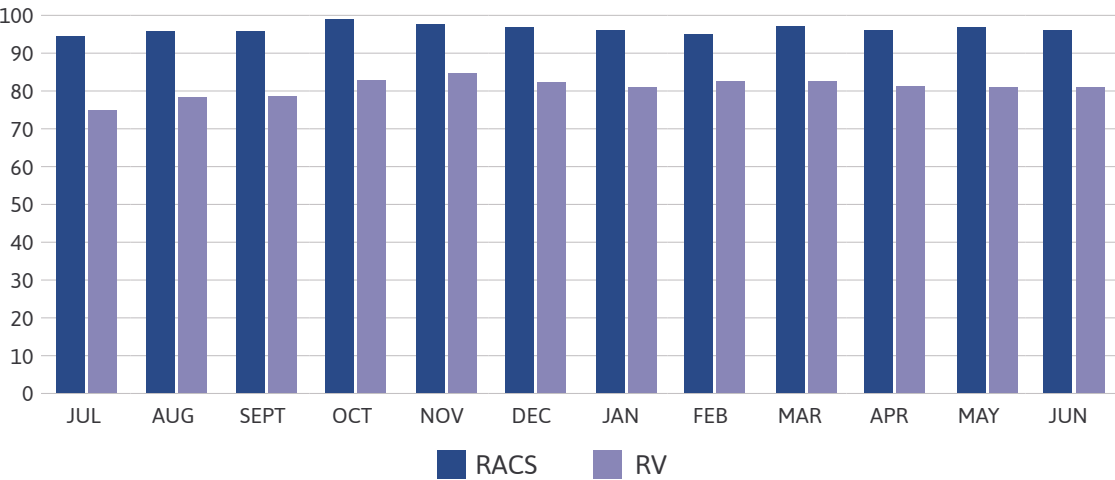


Service Delivery

Resident experience rating - My Aged Care*

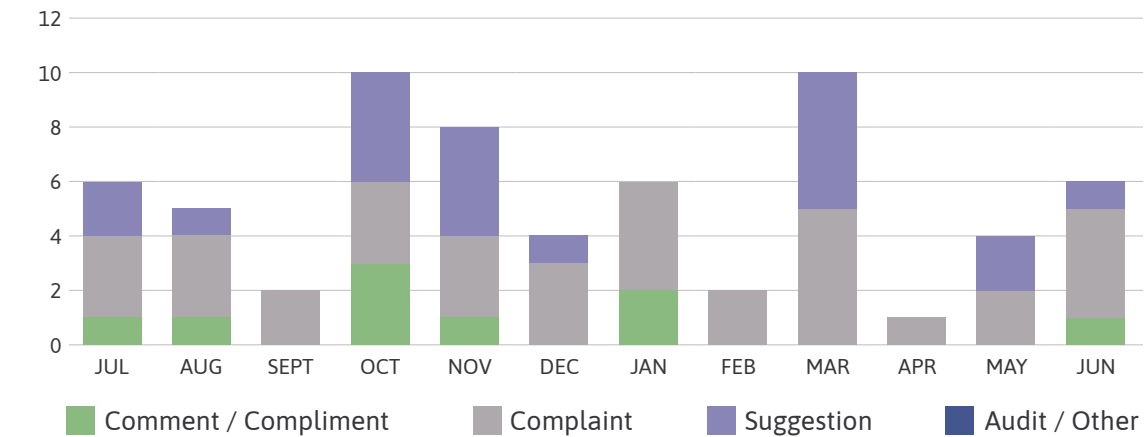


Occupancy % RACS and RV 2024-25



Maintenance	826 jobs logged for the aged care residence and retirement village with an average of 89% of all jobs cleared within the month reported. 114 via Snap Send Solve with 89% cleared.
Fresh food as a total of all food	92% across the year compared with benchmark of 83%.

Feedback by type



* Resident experience rating correct at time of writing. For full Star Rating visit: Latrobe Valley Village Hostel | Find a Provider | My Aged Care

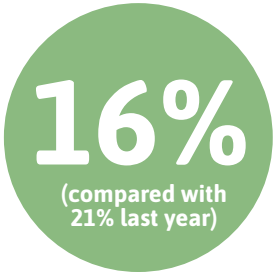




Staff and Volunteers



TOTAL EMPLOYEES
AT 30 JUNE 2025

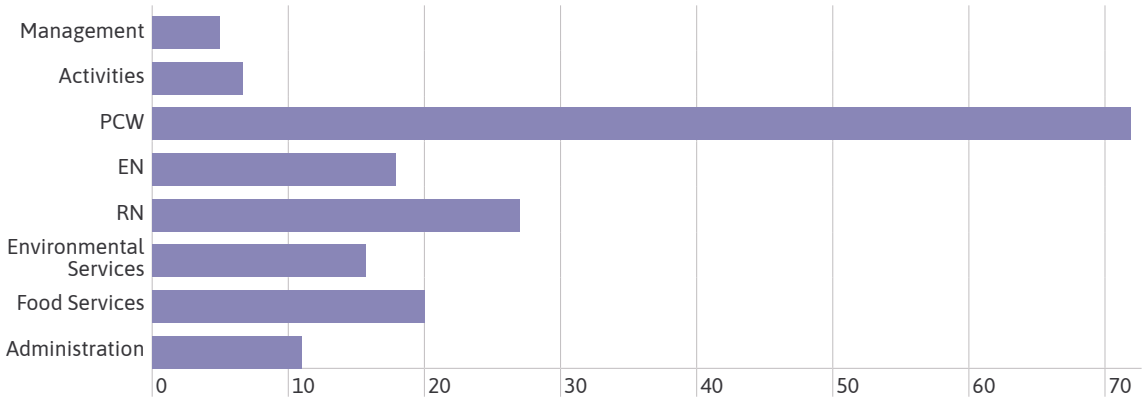


AVERAGE ANNUAL
TURNOVER

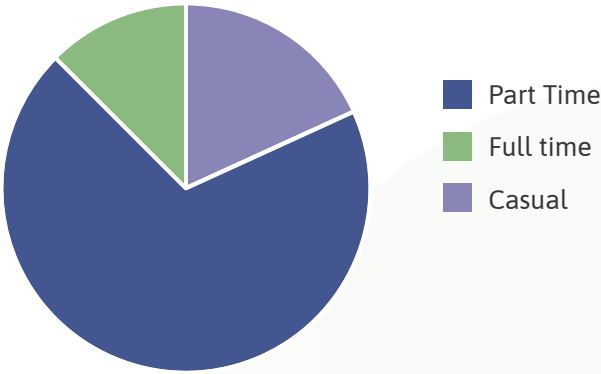


TOTAL
VOLUNTEERS

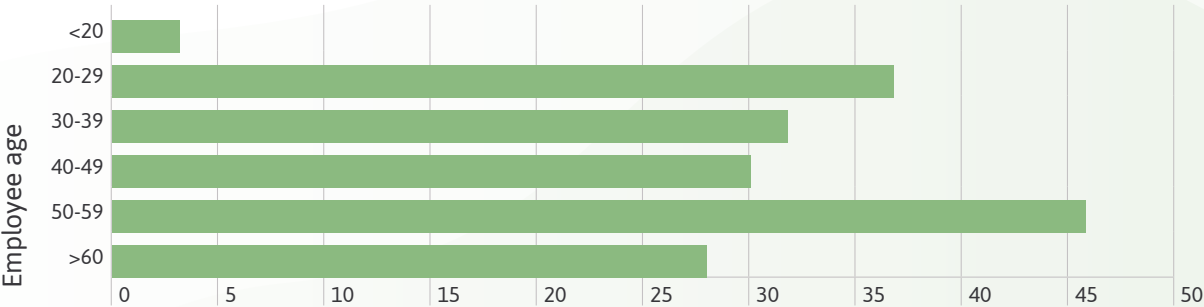
Employees by role



Employment type



Employees by age





WHAT PEOPLE SAY ABOUT LVV

FAMILY AND FRIENDS ON LVV CARE SATISFACTION

- *Wonderful caring staff, all of them.*
- *The nurses are highly responsive, skilled and caring.*
- *Bright colours and light is so important to moods.*
- *The building and grounds are lovely.*
- *Clean & neat, & quiet. Great staff & appreciate my flexible visiting hours.*
- *LVV has a warm family feeling.*

“**LVV is sparkling clean and has a lovely homey feel**”





“Interacting and building up rapport with the residents and knowing I’m making a difference in their lives”

TEAM MEMBERS ON WHAT THEY LIKE MOST IN THEIR JOB

- *Giving the best of care to the residents and the love and appreciation I get back.*
- *Caring for residents and being part of a great team.*
- *Having a chat or a joke with the residents. Making them happy.*
- *I like challenges and trying new things and being supported by my immediate manager*
- *1:1 with residents, seeing them happy with the care.*
- *Meeting the family members and interacting with the residents and staff.*
- *I get to communicate with the residents and make sure their room gets a very good clean.*
- *The positive work environment.*
- *Every day is another day to learn something new.*
- *I love making sure our residents are looked after and safe*



ACKNOWLEDGEMENT AND THANK YOU

We sincerely thank our valued suppliers, supporters, and donors for your ongoing support. Your contributions are vital to our success and enable us to continue delivering on our mission. Your commitment makes a meaningful difference, and we deeply appreciate your dedication to the work of LVV.

We acknowledge and value highly our cooperative relationships with local GP clinics and pharmacies, as they play a crucial role in ensuring the well-being of our residents.

Tanjil Place

Central Gippsland
Family Practice

United Medical
Centre Moe

Central Pharmacy
Newborough

A heartfelt thank you to **Mark Heusmann of MSD Painting Services** for generously donating time and materials to refresh the Orana Senior Citizens clubrooms and some new car park markings
- creating a bright, safe welcoming space for our community.

REGULAR AND MAJOR SUPPLIERS AND DONORS 2024-25

2EM Pty Ltd	Ausworkwear & Safety	EBOS Group Australia
Abicor Latrobe	AWM Electrical Pty Ltd	Edson Global Pty Ltd
Access Rehabilitation Equipment	Bed Alarms	Employee Assistance Program Australia
Ace Lifting & Height Safety Pty Ltd	Bed Assist Pty Ltd	Emprevo Services Pty Ltd
Adroit Insurance & Risk	Bodyworks Massage and Alternative Therapies Moe	Energy Australia
Aged Care Industry Association	Butchers on George	Enurse
Ageing Australia	C4U Nursing Agency Pty Ltd	Equifax Australasia Workforce Solutions Pty Ltd
Aidacare Pty Ltd	Care CFO	E-Tools Software
Aim Software	Care Creative Australia	Evans Petroleum Gippsland
Alan Tatlow	Catering by Jay	Filterfab Pty Ltd
Alfred Callus	CCI Services Limited	Fire Risk Consultants
All Things Kitchen	Central Gippsland Family Practice	FiveFold Financial Services (formerly ForeFront Pty Ltd)
Allform Industries	Central Pharmacy Newborough	Food Safety Acts
Allianz Australia Workers' Compensation	Chris Barnard Nursing Agency	Food Solutions Diet Consultants
ALTURA Learning Australia Pty Ltd	Chris Humphrey Office National	Full Circle HR & Business
Aquarium Leasing Specialists	Chris Newman	G Mobility Pty Ltd
Ashworth's Rendering & Painting Services	Cleanersworld Gippsland	Gavin Chatelier
Audioworkz	CloudChat	GBS Recruitment
Aussie Broadband	Compact Business Systems Aust Pty Ltd	Gen Care Services Pty Ltd
Australasian College of Infection Prevention	Complete Office Supplies	Gienic Pty Ltd
Australian Communications & Media Authority	CoolBreeze Rentals Pty Ltd	Gippsland Locksmiths
Australian Essential Services Group	Country Fire Authority - Maintenance	Gippsland Mowers
Australian Physiotherapy Equipment Pty Ltd	Crescent Healthcare	Gippsland Phones
Australian Strategic Services Pty Ltd	Crewe Sharp	Gippsland Property Valuations
	Crown Food Services	Gippsland Water
	Day & Night Healthcare	Gippsland WaterProofing
	Department of Health	Gippsprint Office Choice
	Eastlink	Good Talent Media
		Greater Gippsland Care

Greater Gippsland Smallgoods
 Groworx
 Hip Pocket Workwear Latrobe
 Valley
 Hitec Solutions
 Homecall Curtains & Blinds
 Hospitality Equipment Services
 Pty Ltd
 Hotel Agencies
 HydroChem Pty Ltd
 Ian Boer Refrigeration &
 Catering
 Independence Australia
 Inta Plumbing Services Pty Ltd
 Janine Belton
 JB HiFi
 Jess & Co Cookies
 JO Miller Group Pty Ltd
 Joe Mallia
 Johnson Controls
 Jomor Healthcare Pty Ltd
 Kage Design & Photography
 Kaz Samson Lifestyle
 Keen As Rehabilitation Services
 Kencor Sales
 Kmart Moe
 KTR Group
 Latrobe City
 Latrobe Valley Drafting
 Latrobe Valley Express
 Latrobe Valley Shopfitters
 Laundry Solutions Australia
 Lauren Murphy Photography
 Law Somerville Industries Pty
 Ltd
 Lilly Pilly Flower Boutique
 Linda Rowley Coaching &
 Development
 Lions Club Mirboo North
 Littleton Hackford Pty Ltd
 Lohmann & Rauscher
 Mairin OHS&E Consulting Pty
 Ltd
 Manny's Fruit Market Morwell
 Maximus Plumbing & Gasfitting
 Medisca Australia
 MED-X
 MessageNet Pty Ltd
 Mick Mallia Painting &
 Decorating

MIMS Australia
 Mobility & More Moe
 Moe Betta Electrical
 Moe Garden Supplies Pty Ltd
 Moe Refrigeration &
 Airconditioning Service
 Moe Taxis
 Momentum Energy
 MSD Painting Services
 Nak Signs
 National Care Solutions
 National Operations Network
 Natures Cargo
 Neat Feet
 Newborough Bowling Club Inc
 Newborough Newsagency and
 Tatts A/c 669 Stationery
 Nisbets Australia Pty Ltd
 No Longer Needed
 Officeworks
 Origin Energy
 P&L Leitner Constructions Pty
 Ltd
 Packed With Love
 PB Wilson
 Peter Griffin IT Consulting
 PFD Food Services Pty Ltd
 Plena Healthcare (Murto)
 Plug-a-long Plumbing & Gas
 Fitting
 Pronat Group Australia
 Proteus Enterprises Pty Ltd
 PVCC Pty Ltd T/As Pest Control
 Services
 QuickSuper
 RACV
 Remunerator
 Restora HealthCare Pty Ltd
 Rob Forenander
 Rockhard Concrete &
 Excavations
 Russell Kennedy
 S.S.M. Asbestos Removal Pty Ltd
 SEBM
 SEEK Limited
 Simba Textiles Mills Pty Ltd
 Sinclair Contracting Pty Ltd
 Snap Send Solve Pty Ltd
 Softmed Pty Ltd
 Space Flooring & Interiors

Speech Pathology Plus
 Speedweb Internet Service
 Spotlight Stores Pty Ltd
 SPR Plumbing
 Step Up Allied Health Pty Ltd
 Stewart Brown Chartered
 Accountants
 Supagas Pty Ltd
 Superchoice
 Susan Parish
 Swan Plumbing Supplies
 Traralgon
 Telstra Corporation Limited
 Telstra Health
 The DocShop (Vic) Pty Ltd
 The Lighthouse
 The Property Group
 Therapeutic Guidelines
 Tip Top Bakeries
 TKD Electrics Pty Ltd
 TM & H Home Timber &
 Hardware
 Tony Wirth
 Total Tools Traralgon
 Traralgon Refrigeration
 Services Pty Ltd
 Triangle Trophy Centre
 TWN Nurseries Pty Ltd
 United Frames
 Upsupply Pty Ltd
 Valley Fire & Security
 Veolia Recycling & Recovery
 Pty Ltd
 Vic Roads
 Victorian Chamber of
 Commerce & Industry
 Victorian First Aid Service &
 Training
 Warragul Regional Newspaper
 Warragul Washing Machine
 Service
 Watershed Building Consultants
 Webstercare
 WH Plasterers & Renovations
 Pty Ltd
 Wizzo's X-Treme Window
 Cleaning
 Woolworths Group
 Wound Specialist Services
 Yamzar Pty Ltd
 Zipline



**“...the organisation
has proactively
prepared for
upcoming reforms,
embraced innovation,
and reinforced
its commitment
to quality and
compliance...”**

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