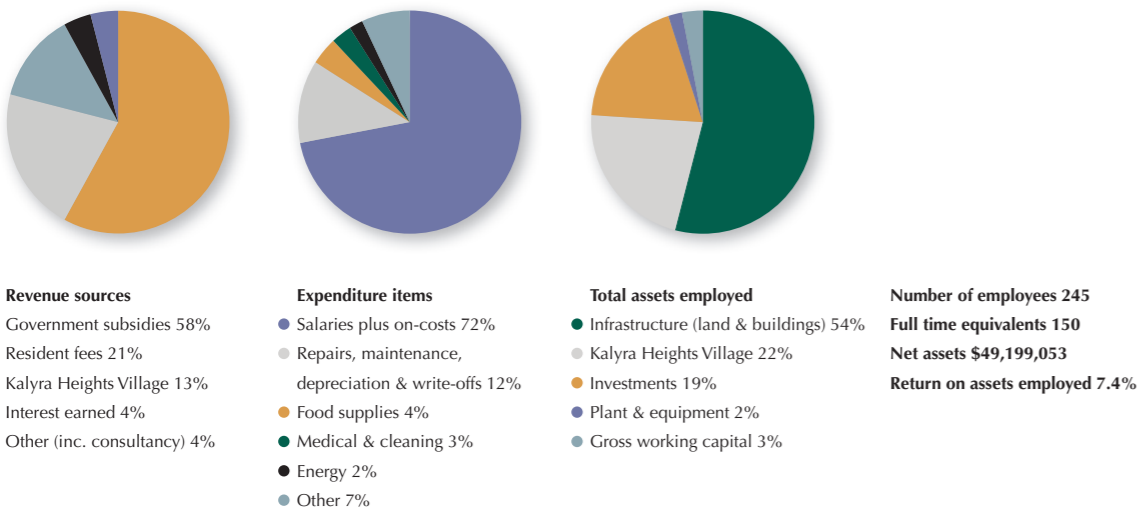


MISSION *In accordance with the Will of Jessie Brown, to perpetuate the memory of James Brown by providing and facilitating humanitarian services which improve the quality of life of those in need* **VISION** *By 2015, James Brown Memorial Trust will viably expand its aged and community care, housing programs and other services, by valuing our people, and adapting to the changing needs of our diverse community* **VALUES** *Caring: being committed, thoughtful, supportive and considerate > Quality Service: being professional and continuously improving > Accountability: having pride and taking responsibility > Respect: showing regard for the rights, beliefs and property of all > Teamwork: working together to achieve a common goal > Open Communication: improving understanding through listening and sharing > Honesty: demonstrating truthfulness and sincerity > Enjoyment: achieving satisfaction in a happy and healthy community*

STATISTICS

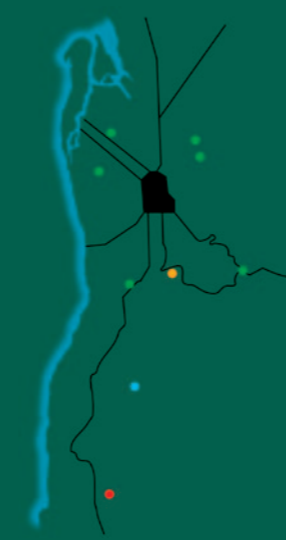


TRUSTEES

- Brian F Waite JP**
Chairman since July 2007. Trustee since 1984. Chairman of the Trust's Executive, Project Control Group and Remuneration Committees. Company Director.
- Geof D Mitchell BA, JP**
Deputy Chairman since July 2007. Trustee since 1990. Member of the Trust's Executive, Project Control Group and Remuneration Committees. Chairman/committee member of various voluntary organisations.
- Sonia Bolzon LLB (Hons.) GDLP**
Trustee since May, 2006. Member of the Trust's Remuneration Committee. Member of the Law Society of SA, Australian Human Resources Institute and SA Industrial Relations Committee. Partner, Lynch Meyer Lawyers.
- John C Butler FCPA, FAICD, FIF**
Trustee since 1988. Chairman of the Trust's Audit and Finance Committee and Member of the Project Control Group. A director of Australian Unity Ltd, Lifeplan Australian Friendly Society and Beach Energy Ltd and of various other Boards.
- Tina (CV) Hudson BA (Psych)**
Trustee since May, 2006. Member of the Trust's Remuneration Committee. General Manager Human Resources, National Pharmacies.
- Darren C Klenk BA(Ec) Grad Dip (Acc.) Grad Dip (Fin. Pl.)**
Trustee since May 2009. Member of the Trust's Audit and Finance Committee. Director of DC & S J Klenk Investments Pty Ltd trading as DK Accounting & Tax Solutions, Member of the Institute of Chartered Accountants in Australia, Member of the Taxation Institute of Australia, Registered Tax Agent.
- Graham S Ottaway**
Trustee since 1992. Member of the Trust's Project Control Group and Remuneration Committees.
- Malcolm S Wight B Acc, MICA, FTIA**
Trustee since September, 2008 Member of the Trust's Audit and Finance Committee. Director of Grant Thornton Australia, Chairman, State Council of Taxation Institute of Australia, Board Member and Treasurer Glenelg Community Hospital.

LOCATIONS

- James Brown Memorial Trust**
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Blackwood SA 5051
Telephone +61 8 8278 5444
Facsimile +61 8 8278 3944
Email trust@jamesbrown.org.au
Web www.jamesbrown.org.au
- Kalyra Heights Village**
48 Gloucester Road
Belair SA 5052
Correspondence to
PO Box 196
Blackwood SA 5051
Direct Line +61 8 8370 0045
Telephone +61 8 8278 5444
Facsimile +61 8 8278 3944
Email trust@jamesbrown.org.au
Web www.jamesbrown.org.au
- Kalyra McLaren Vale Aged Care**
19 Aldersey Street
McLaren Vale SA 5171
Telephone +61 8 8323 7400
Facsimile +61 8 8323 7417
Email trust@jamesbrown.org.au
Web www.jamesbrown.org.au
- Kalyra Woodcroft Aged Care**
54 Woodcroft Drive
Morphett Vale SA 5162
Telephone +61 8 8322 4099
Facsimile +61 8 8322 3576
Email trust@jamesbrown.org.au
Web www.jamesbrown.org.au
- Affordable Housing - James and Jessie Brown Cottages**
30 Wicks Avenue
Campbelltown SA 5070
21 Ash Avenue
Clovelly Park SA 5042
Fullgrabe Drive
Crafrers SA 5152
4 Winona Street
Findon SA 5023
18 Chapman Road
Mansfield Park SA 5012
338 North East Road
Windsor Gardens SA 5087
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Web www.jamesbrown.org.au



JAMES BROWN MEMORIAL TRUST



Annual Review



Congratulations to Mrs Barbara Griffin, who was awarded the Aged and Community Services (SA&NT) Inc Volunteer Award for 2011. Barbara's award recognizes the contribution of the entire Kalyra Café and Coffee Shop volunteer group and all our other volunteers across the organization. Well Done, Barbara and all our volunteers. We reported in last year's review that the Mansfield Park redevelopment had won two awards - it went on to garner further accolades, including a Civic Trust Award, an Environmental Design Award from Building Product News and the President's Award from the Urban Development Institute of Australia (SA Chapter).





Brian F Waite

In the past year James Brown Memorial Trust has continued its objective to become a leading provider of aged care and affordable housing for the needy. During the year we achieved another milestone in our history with the successful acquisition of the Woodcroft aged care facility from BaptistCare (SA) Inc. This together with the Belair, McLaren Vale and management of the RSL Villas at Angle Park enables the Trust to offer 269 aged care beds to frail aged older Australians. Demolition at the Campbelltown affordable housing site commenced on 16 August 2010 in preparation for the construction of an enlarged site of 24 units scheduled to be completed in July 2011. The ongoing support from the South Australian government through its Affordable Housing Initiatives Fund grants and the Federal Government's National Rental Affordability Scheme subsidies has contributed significantly toward the Trust's ability to complete these projects and is gratefully acknowledged. During the unfortunate difficulties of the Blackwood and District Hospital Inc the Trust was actively involved in discussions to assist in providing a resolution in the best interest of the community which resulted in submitting an unsuccessful offer to pay the amounts outstanding and to acquire the assets.

The comfort, continuing safety and care of residents is of prime concern and during the year we have installed an internal fire sprinkler system throughout the McLaren Vale complex. At the newly acquired Woodcroft complex, to provide a better environment for the residents, we have painted all the public spaces throughout the premises and installed improved lighting as well as a DECT phone and integrated nurse call system which provides better communication between staff and a quicker response to residents' needs. It would not be possible to achieve all that has been done without a dedicated management team working with a group of professional staff members and volunteers and we are pleased to welcome the new group of volunteers at Woodcroft. The Board extends its congratulations to Mrs Barbara Griffin, a volunteer for over 25 years, who has been awarded ACS (SA&NT) Volunteer Award and is now in consideration for the ACSA National Volunteer of the Year Award. I am confident that James Brown Memorial Trust is ideally positioned to continue into the future as a leader in the field of provision of aged care of the highest standard and to continue to fulfil the vision of Jessie Brown in providing humanitarian services to those in need, in memory of her husband James Brown. I would like to extend my thanks to management, staff, volunteers and fellow Trustees for their contribution and ongoing support over the past year.



CHIEF EXECUTIVE OFFICER'S REPORT



Dennis G Chamberlain

The challenges of 2010-11 have been many and varied, and have been achieved through the mobilization of the human resources that are the lifeblood of the now expanded James Brown Memorial Trust. With the transmission of staff from BaptistCare (SA) Inc on the acquisition of Kalyra Woodcroft Aged Care, Morphett Vale, on 4 January 2011, the Trust now employs over 250 staff members, and is supported by around 200 volunteers. This cohort of 450 staff and volunteers supports 211 aged care residents, 79 affordable housing tenants, and 150 village residents. And then of course our staff, volunteers and residents are supported by their families, friends and neighbours. Our 'Kalyra Family' has expanded to encompass thousands of people in 2011, all arising out of the original Vision of Jessie Brown in 1892.

Our staff have continued their pursuit of high quality education which has been well supported by the Trust's Scholarship Fund, it's training and development budget, the Aged Care Channel and of course, flexible employment arrangements, to enable them to complete their chosen courses. This year the Trust supported staff studying in fields as varied as Master of Business Administration, Master in Nursing, Master

in Gerontology, Diplomas for Volunteering, Management, and Enrolled Nursing, Certificates in Frontline Management, Leisure and Lifestyle, Allied Health, Hospitality and Aged Care, as well as in Traineeships. The Trust is now an employer of staff from diverse backgrounds, and this was proudly evidenced by the organization's first official participation in World Harmony Day, on 21 March 2011, and has successfully supported aspiring employees of the Trust through its participation in the Australian government's 457 and 857 Visa programs.

The acquisition of the Kalyra Woodcroft site and its integration seamlessly into the Trust's aged care and services program has been a major achievement. This achievement would not have occurred without the dedicated support of the various Heads of Departments who willingly took on expanded roles to accommodate the overnight increase in residents, volunteers and staffing which each required support. While our focus is always to increase support for the staff 'on the floor' it was necessary to expand our corporate services in the areas of Hospitality Management, Human Resources and Finance to accommodate the enlarged organization and its ongoing operational needs.

The Trust's commitment to supporting staff is matched by their active participation in health and safety at work. We are fortunate to have a proactive Occupational Health Safety and Welfare Committee whose members contribute positively to improving the ongoing safety of their fellow staff members at work. While injuries and incidents do sometimes occur, speedy support and assistance is provided by our internal Rehabilitation Coordinators who have improved the return to work rate, thereby assisting staff to return to meaningful work as soon as possible. Thanks to our three Directors of Care who undertake these vital roles.

Our Volunteers continue to delight with their contribution to the joy of living in a 'Kalyra' aged care home. Their enhancement of our resident lifestyle program is a gift which is truly valued by each resident, their families and the entire staff cohort. This year the Volunteer program was completely overhauled, with outcomes including a revised Handbook, individual Job Descriptions and an expanded Volunteer Training Program, developed to complement the work undertaken by the staff, whether they are care staff, administrative, lifestyle or maintenance staff.

The Board of Trustees continues to support the advocacy undertaken by the not-for-profit peak body, Aged and Community Services (SA&NT) Inc, with senior Trust staff contributing time as various Board and Advisory Committee Members. Our senior staff were very active in supporting the National Respite Summit held in Adelaide in May this year, which culminated in the compilation of a respite manifesto that was delivered to the Minister for Health and Ageing, and to the Productivity Commission, which has been commissioned by the Australian government to inquire into issues facing the aged care sector now and into the future.

The Chairman has written in more detail on the major activities of the Trust, with particular reference to the reinvigoration of the James and Jessie Brown Cottages Affordable Housing program.

The outstanding achievements featured on our front page are the result of the careful collaboration by Trust staff with tenants and support agencies together with consultants, architects and builders - we thank the Affordable Housing Coordinator and Infrastructure Manager for their efforts on behalf of the Trust.

The Kalyra Heights Village was recently granted a further three years Accreditation with the Retirement Villages Australia, reflecting the Trust's quality improvement focus, including improving the resources available to Village residents, thereby increasing their level of comfort and satisfaction. The Trust's ongoing commitment to continuous quality improvement was also enhanced this year with the formation of a Clinical Governance Committee which has already proven a valuable resource for our clinical leaders. Our staff strive to provide the very best quality care and support to those living in our various programs - the Trust has been fortunate to have been able to attract dedicated Quality Coordinators in support of this commitment. We thank recently retired Gerry Cunnett for his dedication in this role and welcome Lindy Tipple as his worthy replacement.

Thank you again to all the staff and volunteers that constitute the human face of James Brown Memorial Trust. The organization's successes are achieved only through you and, on behalf of our residents and their families and the wider Trust family - well done to everyone!

Photos above from left to right: Entrance to Kalyra Woodcroft Aged Care; Residents and family enjoying the surrounds of Cafe Tindal and hairdressing at Kalyra Woodcroft; Kalyra Woodcroft residents interacting with a volunteer; Kalyra McLaren Vale residents listening to a speaker; Entrance to Kalyra Heights Village; Walking through Kalyra McLaren Vale's internal garden; Playing chess and pool at Kalyra McLaren Vale.