



Warwick *Friendly* Society

Board Member Nominations 2019

Allan Balloch – Current Board Member

I've lived in Warwick for over 16 years with my wife and three daughters. I have a Business degree in IT, am also a CPA (Certified Practising Accountant) and am currently studying a Graduate Diploma in Financial Planning. Over my working life I have held positions in private enterprises, worked for a union, been a small-business owner/operator and for the past 25 years been working in the local government arena responsible for areas such as finances, information technology, records management, insurances, risk management, and customer service.



I've had the honour of serving as a Friendlies Board member since joining the Board in the middle of 2015. A few months later we reported a loss of \$137,000 for the 2014/2015 financial year and it was obvious we had to adapt our business to make it sustainable in the future. In the four years since then your Board has instigated and overseen a lot of positive changes including: strengthening our management staff, replacing our IT providers, partnering with Guardian to achieve buying efficiencies, refitted both stores, and realised significant savings by installing solar power on both stores. Significantly we have also just recently renegotiated the lease of the medical centre to ensure that asset is providing value to our members.

I'm proud to say that these efforts have resulted in our Society being in a much better position than it was four years ago, with a \$300,000 profit reported for the 2018/19 year along with a much improved balance sheet. Going forward I am hoping to continue developing our staff and expanding the medical benefits that we can offer to our members. I also want the Society to communicate and engage more with our members to ensure we are meeting your needs. I would appreciate if you would vote for me so that I can continue these endeavours with my fellow Board members and my advocating on all our members behalf. Thankyou.

John Creed – Current Board Member (Chairman)

Hi all. My name is John Creed and I am 49 years old. My background is small business. My wife and I purchased Creed & Lang in 2004 from my parents. I have lived in Warwick all my life. We have two children, Madison and Liam. My interests include sport, travel and family.

My interest in the Warwick Friendly Society board position grew out of love of the community and being involved in the local community. I was introduced to the WFS through a Pharmacist who used to work there.

My vision for the society is to see it continue to be a leader in its field. I value personal service and giving back to the members. I would like to see the WFS spread its wings to nearby areas and to continue provide the great service to as many as possible.



Chiara Farrell

Chiara Farrell is an experienced Leader with a history of working in Senior Business Management Positions. A motivated leader who is driven by enabling development of others. She enables teams with autonomy, transparency, mentoring and collaboration activities; whilst maintaining a passion for creating a strong team culture and delivering a superior service to customers. With extensive business experience, an education background in Neuroleadership, Training and Assessment, Marketing and Executive Masters of Business; Chiara is a 'broad' thinker who grounds her opinions and decisions with bringing everything back to the benefit for customers and employees.



Recently, moving back to her home town of Warwick, Chiara has wanted to contribute to the local community whilst working in environments that are driven to exist for the benefit of their community and employees. She was thankful for her nomination as a Friendly Society Board member due to the organisations ongoing service commitment to the greater community and how it aligns to activities she is interested in contributing to.

With a diverse business background, Chiara sees her nomination as an opportunity to support Friendly Society with best practice knowledge of enhancing the experience for members, supporting team development and growth of employees and ongoing advancement in the supply chain to maintain competitive purchasing for members. Friendly Society continues to grow in holistic support and contribution to the community- Chiara's vision for Friendly Society would be to see the service offering continue to expand as it has in the past, keeping opportunities local and for the convenience of the Southern Downs community.

Jane Pollard

I am a qualified CPA accountant and have worked in public and commercial accounting roles for 30 years. I commenced my own tax accountancy practice called Catalyst Accounting & Tax ten years ago in Central Queensland and we moved the family and the business to Warwick in 2013 for educational opportunities. I now employ five staff and we also operate as an NDIS Plan Manager managing over 30 Warwick based plans in the NDIS sector.



I have received the following awards in the last 3 years:

- Showcased in the 2019 annual edition “Xero Partners Pages” industry publication
- Rural Professional Award in the “Women in Finance Awards” in 2018
- Hubdoc Top 50 Cloud Accountants in 2018
- Professional Services Award in the 2017 Warwick Business Excellence Awards

I am currently the Treasurer for the Warwick Chamber of Commerce and the Southern Downs Discovery Centre and I was Scots PGC P&F Treasurer from 2014 to 2018.

Why do I want to be on the Board?

1. the co-operative business model of the WFS is unique and interesting – we manage the bookkeeping and reporting for many local Not for Profit enterprises so it is another perspective of how business can operate
2. As a professional accountant we are always preparing reports for consideration by business owners – it will be interesting to assess another organisation’s results to make decisions about its future
3. I believe I would bring a broad depth of business experience to the Board of WFS and am very aware of how crucial strong policies and procedures are to the success of an organisation
4. I believe in supporting this local Warwick community and WFS plays an integral role in the community
5. We have had many dealings with WFS staff in our NDIS Plan Manager capacity and the staff have always been extremely courteous and helpful. This makes it appealing to join the Board.

Vision for Future of WFS:

1. becoming a leader in innovation and health care in the community – the pharmacy of choice for the locals
2. establish an open business model as an inspiration to other business types that struggle as a solo owned or family enterprises
3. be a leader in support for the disability sector of Warwick and surrounding region
4. be a leader in local health care education

Cate Sester

I am a community pharmacist, with over 30 years' experience currently working at two independent suburban pharmacies in Brisbane. I am passionate about the importance of pharmacy in community health, ensuring the proper and safe use of medications and in providing primary healthcare. It is the most accessible of all allied health professionals.



Knowledge from an operational and industry perspective and an awareness of the everchanging business environment are some of the attributes I would bring to the Board, if I were elected. On a personal level, I would love to contribute to the Warwick community as it was the home of my grandparents and was a large part of my childhood as I was born and lived around Clifton.

My vision for the future of the society is to ensure the pharmacies are a trusted health destination providing medicines and professional health programs to its members and the broader community. The key to this is excellent customer service. It is essential the pharmacies remain strong financially to prepare for future challenges of meeting the needs of an ageing population and are ready to embrace the exciting opportunities presented by new technologies in healthcare which will impact the industry.