



 **melba**
SUPPORT SERVICES

Individuals with a disability leading everyday lives

INCORPORATING IMPACT SUPPORT SERVICES

2014
Annual Report

OUR VISION

A society that values the individuality and rights of all people

OUR MISSION

Individuals with a disability leading everyday lives

We achieve this through our commitment to:

- Respecting and safeguarding the human rights of all people including their right to be safe, well and free from abuse and neglect;
- Valuing and respecting the individuals who access our services;
- Individuals developing the skills and/or networks to advocate for themselves;
- Individuals developing and/or maintaining family relationships, friendships and intimate relationships;
- Individuals identifying and pursuing a broad range of social, educational, vocational and recreational opportunities that bring meaning and value to their lives;
- Individuals being recognized and accepted as valued and contributing members of their community;
- Listening to and focusing on each individual and the choices they make;
- Leading and managing staff (in ways that respect and enhance the skills and experience they have to offer) in assisting individuals to achieve the outcomes they desire in life;
- Improving the quality of our services in line with ongoing feedback from the individuals who use our services and externally recognized benchmarks;
- Working in partnership with local communities;
- The effective use of resources to maximise outcomes for the individuals who use our services.

2014 Annual Report

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PRESIDENT & CHIEF EXECUTIVE OFFICER'S REPORT



Readers of this report may have previously accessed Melba's website. We encourage everyone to stay in touch with current news by viewing our site www.melbasupport.com.au. Included on the site is our organisational chart, which begins with those who purchase our services. People we support always come first at Melba! They are followed immediately by our personal outcome support staff. We purposely convey the importance of both groups in our diagrammatic representation of the organisation. And in our report of the 2013-14 financial year, we would also like to begin by acknowledging the people we support and our dedicated staff.

We are privileged to work for the individuals who choose to purchase the services Melba provides. We continually learn from their strengths, qualities and resilience. In 2013-14, we established the annual Rebecca Britt Award (named in honour of a much loved individual at Melba) as one way of recognising a person we support who makes an outstanding contribution to the organisation and the broader community. The inaugural award winner was David Leaver. David was recognised for demonstrating qualities of kindness, generosity, resourcefulness, humility and good humour. We congratulate David and thank all the people we support for the contributions they make and the valued roles they carry out.

Similarly, Melba's Stevens Award recognises an individual staff member, and a staff team, who make an outstanding contribution to improving the quality of services provided by Melba. It is always a hugely difficult task to judge who, among all our worthy staff, might receive the annual award. In fact, last year we could not separate two individual staff members who made contributions of a different type. The individual award winners were Leanne Luccio, who supported one person purchasing services via our Individual Support Arrangements to achieve some truly amazing outcomes, and Kim Harvey, our Executive Administration Assistant, who lights up our reception and never tires of offering reassurance and that extra bit of assistance to the many people she interacts with daily. The team award was won by our staff at Pisces Court who demonstrated their absolute commitment to improving the health and well-being of people they support and achieving excellent outcomes. The Pisces Court team were also recognised at the 2013 State Disability Sector Awards, which was very pleasing.

We are rightfully proud to be the first organisation in Australia to be accredited by the Council on Quality and Leadership for person-centred excellence. We are also proud that once again, at our 2014 family forum, 100% of survey respondents agreed that their family member was happy with the service they are currently receiving. This is undoubtedly due to the excellent work of our staff and we thank not only our award winners, but all Melba staff for their commendable efforts.

Holding annual family forums is one way Melba can demonstrate its respect for the important role carers play in our community, in line with the Victorian Carers Charter. It is vital that we recognise the role of carers and at our 2014 forum we not only provided them with information about developments at Melba, but invited guest speakers to discuss financial and estate planning, which family members found helpful. We also sought the views of family members on what they considered to be the most important attributes of the services we provide, along with their opinions on the quality of services.

While it is gratifying that satisfaction levels are so high, we have no intention of resting on our laurels! We want Melba to continue to push well beyond the boundaries of traditional support models and, in June, we were very pleased to announce the purchase of a superbly

located property in Lilydale. We intend on using the property to expand the accommodation options available to people with disabilities. We understand the limited accommodation options available to people in the existing disability system, the restrictions placed on individuals' choices and the huge uncertainty faced by parents. We want to play a part in expanding people's choices by building units that people can choose to live in and rightfully call their home.

The purchase of the land is the first important step and it was only possible with the support of the Lilydale Uniting Church congregation, our financial partners at the Mt Evelyn and Montrose Community Bank® Branches, Community Housing Limited, a not-for-profit housing association, property consultants Millar Merrigan and Methven and The Professionals real estate. We gratefully acknowledge the assistance provided by all our partners in this endeavour.

Readers of the 2012-13 annual report will recall that in December 2012 we were able to assist one young woman, move into a place of her own that she rents from Melba. More recently, we have been able to complete some significant renovations to the three-bedroom apartment in which she lives. Having her own home, at which her parents visit and stay, is underpinning significant improvements in her quality of life.

Our commitment to exploring new ways of supporting people to live in their own homes led us to submit a tender to the Transport Accident Commission (TAC) which is also embarking on new models of accommodation support. The TAC is building units for people who have been injured in motor vehicle accidents and they were looking for a progressive organisation to provide support to people who will move into the units in late 2014. We are very pleased that the TAC has chosen Melba to provide these services and we look forward to working closely with TAC staff and supporting people to increase their independence in their new homes.

Having a home of your own undoubtedly assists in advancing social inclusion; however, Melba seeks to promote and enhance the social inclusion of people with disabilities in many other ways too. In February 2014, we took the opportunity of writing a submission to the Parliamentary Inquiry into the Social Inclusion of Victorians with a Disability.

The submission did not purport to summarise all the literature or comprehensively detail all possible ways to increase inclusion. Instead, we discussed strategies Melba has found to be successful and which, therefore, we believed were worthy of consideration by the Inquiry. They are:

- Ensure service providers focus and report on personal outcomes, including measures of social inclusion;
- Undertake educational programs and awareness campaigns that can reduce negative attitudes about disability;
- Continue the current policy direction of allocating support funding to individuals rather than organisations, including for supported accommodation, and utilise the flexibility this can create;
 - Provide a range of housing options that allow people with a disability to live in the community and exercise greater choice about where and with whom they live;
 - Support the growth of social enterprises and other strategies that increase employment opportunities for people with a disability; and
 - Promote an understanding and development of social capital and include in government commissioning processes selection criteria about inclusion and social capital.

Following receipt of our submission we were invited to present at a public hearing. We wanted to demonstrate our commitment to inclusive practices by supporting people who purchase our services to share their thoughts on inclusion with the parliamentary committee. As you may know, the Melba Advisory Group is comprised of people we support. They meet regularly throughout the year, provide advice to the Board and the CEO and advocate on behalf of people with disabilities more broadly. They were keen to take a lead role in presenting to the parliamentary committee. Part of the evidence the group presented was in the form of a DVD featuring members discussing their ideas about social inclusion and participation in community life. We received very positive feedback from the committee following the hearing and have placed our submission and the DVD on our website for others to view. We thank the Melba Advisory Group for all they do.

In 2013-14 we made another important announcement detailing a merger with Impact Support Services. During the previous year, the Board decided it would be strategic to explore a merger with a like-minded organisation to expand our services to benefit those we support and strengthen our financial position. After detailed discussions between Melba and Impact the merger was legally executed in May 2014. We are pleased to report that the integration of the two organisations is proceeding well. We are taking the best of both organisations, which is assisting us to drive quality improvements and strengthen our "back-of-house" functions and governance arrangements. While Impact Support Services remains a separate legal entity at this time, it is operating as a division of Melba from its Oakleigh office. Glenn took on the role of Impact CEO in June 2014.

In our 2012-13 annual report we discussed our Community Connections redevelopment and relocation project. We are continuing to progress our relocation plans and in January 2014 the Board took the notable step of placing our Ormeau Road property on the market for sale. The site has served us well for 40 years, but we believe the time is right to seek a new location that can offer better access to community services and infrastructure. We are particularly keen to be part of a community hub or centre and believe that will bring additional benefits. When relocating we will certainly aim to minimise any potential disruption, especially for the people we support, their families and our staff. We are committed to developing suitable transition plans for individuals we support and continuity of support will be maintained.

Melba continues to benefit from the support of many people who are listed later in the annual report. We enjoy excellent relationships with our local parliamentarians and during the year we were pleased to host visits by the Victorian Minister for Disability Reform, Mary Wooldridge, Christine Fyffe, the State Member for Evelyn, and James Merlino, the State Member for Monbulk. We would also like to acknowledge the support we have received from Andrea Coote, the State Parliamentary Secretary for Family and Community Services. Andrea has been a great friend of Melba for many years and we wish her well when she retires from her role as the Member for Southern Metropolitan Region at the forthcoming election.

The relationship we have with local government is also critically important. The Yarra Ranges Mayor, Fiona McAllister, and Deputy Mayor, Maria McCarthy, visited during the year. We appreciate the support provided by Council and the opportunity to discuss our work with councillors and council officers, including CEO Glenn Patterson. Melba is fortunate to have the support of our widely respected Ambassador, Brett Ratten – a highly decorated AFL champion and

coach – and we thank Brett for making his time available to assist Melba. We are also blessed with wonderful volunteers who continue to support Melba strongly with large-scale projects and smaller endeavours, quietly and humbly. We are undoubtedly a better and stronger organisation as a result of their work and we acknowledge their efforts.

Among our volunteers are members of our Finance Sub-Committee, the Human Rights and Quality Advisory Committee, who play an important quality assurance role, and members of Melba's Marketing and Development Advisory Council (MDAC), who gave generously of their time in 2013-14 to assist Lisa Glassborow and our fundraising efforts. Lisa is, sadly, not continuing in her past role as Community Relations and Development Manager but will volunteer her time and skills as a member of MDAC. We would like to express our appreciation of Lisa's dedicated work over more than two years and welcome Belinda Wilson who has joined Melba recently to take up the community relations position.

Of course our Board members are also volunteers. Melba continues to be very well served by our skilled and committed Board of Management. As a result of the merger, in 2013-14 we welcomed three new Board members – Peter Vince, Angelia Dixon and Sandra Hay. All our Board members, who are profiled later in the annual report, make an extremely important contribution to the sound governance of Melba and the achievement of our strategic objectives and we thank them for their commitment.

And none of what Melba does would be possible without the assistance of government funding. We have a strong working relationship with the Victorian Department of Human Services and we thank departmental staff for their ongoing support and for sharing our vision of a society that values the individuality and rights of all people.

Finally, looking forward, we are very much aware that the environment in which Melba operates is changing. The commencement, more than a year ago, of the National Disability Insurance Scheme (NDIS) in the Barwon region and other locations around the country is a cause for great optimism. The core principles of choice and control that underpin the NDIS, along with the entitlement to receive reasonable and necessary supports will, we believe, assist greatly in improving the quality of life of people with disabilities. We also believe, Melba's unique culture, focusing on personal outcomes, respecting individual choice and supporting people to exercise their human rights and enjoy valued roles in their communities, positions us well to contribute to such improvements. As many have said, it is an exciting time to be working in disability services and we look forward to the future.

Dr John Annisson
President

Glenn Foard
Chief Executive Officer



COMMUNITY LIVING SUPPORT SERVICES

GIVING PEOPLE CONTROL OF THEIR LIVES

Have you ever imagined getting into the drivers seat of a car and having no way to drive it as all the controls are on the passenger side? This is how many people with a disability describe their lives. The disability sector has evolved in a way that has not given people the resources to take control of their lives. People may have been given choices but choices do not necessarily cultivate control. If your choices are limited because of your life experiences, this may preclude you from understanding the choices presented. To take control is to sit in the driver's seat and choose to steer the car in any direction you want.

Taking control has inherent risks. "What is not yet known, cannot be controlled" leads us to believe that with risk comes uncertainty, possibility and perhaps accomplishment. However, to have an everyday life involves taking risks and for people to realise their full potential and grow they must engage with the unknown.

People living with a disability have described the difficulty between the fact that they now have choice and control but no way to reference it. As how do you know what will be "good for you" if you have never known or experienced what is "not good for you"?

NDIS will bring enormous changes to the lives of people with a disability but the sector needs to understand that these changes will only empower and change people's lives if we also give them the driver's seat to take control. Service providers have to let go and hand over the reins.

EXPANSION OF MELBA ACCOMODATION SERVICES

When we empower people by providing opportunities it is important to acknowledge that for many people that means a home of their own. Melba has spent a considerable amount of time this year exploring partnerships and alliances to expand our current accommodation services. We are rightly proud of our current services and we want to provide that opportunity to others. NDIS will bring choice and control over supports but it will not necessarily afford people the ability to access appropriate accommodation which meets the often specialised requirements of people with a disability.

Last year I highlighted Sarah's story, a young woman who had been disempowered by her living arrangement. Melba offered Sarah an alternative and her life looks vastly different now, she has choices and she has control. As part of the improvement to her life and as a result of increasing people's opportunities to have accommodation choices we renovated the building at Roland Ave. Sarah now lives in a three bedroom apartment within this building. This is about our commitment to Sarah and others, in that Melba not only offers support services but where possible enhances people's stability and permanence with a home of their own.

Opportunities come but once in a lifetime. The purchase of Anderson Street was a prospect too good to pass by, the old church hall being the birth place of Melba. The Uniting Church wanted to sell to recoup lost funds and the potential of vacant land in the centre of Lilydale, close to transport, close to shops, close to amenities, close to community was a fantastic opportunity for Melba. We look to the future and see opportunities to build accommodation for people, not just a community of people with a disability but a community that encourages all people to contribute in a meaningful way that empowers people to take control. This was an opening not to be missed and has the potential to change people's lives in ways that will inspire the community in which they live. Through persistence we were able to secure the property and now we will build housing that will allow people the prospect to live as others do.



RESIDENTIAL INDEPENDENCE PTY LTD (RIPL)

Expanding accommodation choices for people with a disability is not only Melba's vision but also the vision of others. The Transport Accident Commission (TAC) has acknowledged that they needed to provide a range of options for people who have sustained significant injuries and have high support needs. Providing funds for medical, therapy and support options was a good start but for real independence and control people needed somewhere to live.

The Residential Independence Pty Ltd (RIPL) provides accommodation for people who are recipients of TAC funds in purpose-built housing which allows them to maximise their independence. These specially designed facilities are suitable for people who are seeking to live independently in their own home. Through a comprehensive tender program Melba was chosen as the preferred support provider. This will be an exciting new development for Melba and the TAC, and we envision an accommodation service which not only provides a home but also the supports people require to live as part of their community.

WELCOME

This year we welcomed Julian Smillie and his family to Lara Court. We look forward to supporting and growing with Julian over the years to come.

VALE

We bid a sad farewell to Darren Johnson who lived at Lara Court since 2010 and passed away suddenly on the 9th August, aged 45 surrounded by his family. The Lara Court staff can take extreme pride in the unconditional support they provided to Darren and his family at this sad time.

THANK YOU

Thank you to all the CLSS staff for their dedication, commitment and passion in delivering services which empower people to take control. To the POS Managers for leading their staff in ways that inspires the rest of the disability sector and makes Melba proud. To Kay as always, keeping a "check" on me, and goodness knows I need it sometimes. To my colleagues the senior management team thanks for your support and encouragement.

To be part of a community is what connects us to other people; to belong is a powerful union that gives us the courage, confidence and control to lead an everyday life.

"My life didn't please me, so I created my life." - Coco Chanel

Penny Kendall
Manager, CLSS

INDIVIDUALISED SUPPORT ARRANGEMENTS

As always, writing my piece for our annual report forces me to reflect on the previous twelve months. I'm not sure why, but I usually struggle with this task, especially when trying to recall the events of the year that's passed. But, like every other year, after some quiet reflection the events of the year start to come back to me and I feel a great sense of pride for the things our people have achieved and that in some small way our Individual Support Arrangements (ISA's) have had a part to play in their achievements.

So why do I find it hard to immediately recall these achievements? Is it that the pace and demands of work in the disability field has increased over the years? Is it that we now support many more people resulting in more achievements to remember? Maybe I just have a poor memory or don't pay enough attention? Or is it that we often forget to slow down and take a moment to acknowledge the good work we do before moving onto the next big thing?

Well my wife would probably agree that it's my memory and not paying enough attention is my main issue, but to be honest I feel that a combination of the other factors I mentioned have a greater influence on my ability to instantly recall past events. When your work involves supporting others to live an everyday life it does not stop, there is no discernible start or end to a week or year. People's lives continue and as soon as people realise their goals they move to the next one. But that's what life is all about isn't it?

While I'm speaking of goals, after many years of showing dissatisfaction about where and with whom she lived, a woman we support finally moved into a home of her own supported by a team of our dedicated staff. We are all very excited to see the beginning to an exciting and much happier chapter in her life.

Another woman we support had been making it clear to those who knew her well that she was ready for retirement from her day service. She was often blocking doorways or clamping her wheelchair brakes on to avoid going on the bus run. After careful matching by our ISA team, she has developed a lovely relationship with her ISA staff and is now extremely happy in her retirement and is getting out and about each day focusing on the things she enjoys the most.

Last year we were approached to provide support to a young man who, for a variety of reasons, had found himself without an organisation to support him. After a prolonged period at home with nothing much to do, we introduced a support team who has linked him into his community where he is now able to follow his passion for drama. He is also now a key member of Sailability's volunteers assisting customers in and out of boats and ensuring they have the best sailing experience possible.

Another woman took the bold step of moving out of her parents' home to rent her own place with a friend. Some months later she moved back in with her parents after learning that it's not always so easy to live with others, including friends. Then, after thinking about her recent experiences she moved out again, this time on her own and she tells me she is much happier with this arrangement.

For me, my role this past year has been quite different. I have had the privilege of spending part of my week working with the team at Impact in Oakleigh, tasked with overseeing Impact's Individualised Support Arrangements. This new role has not been without its challenges, but I have been fortunate to have a great team of staff supporting me, a team who share my dedication to assisting people towards their chosen goals.

I guess what I have surmised whilst writing this report is that regardless of how fast passed our work becomes, regardless of there always being that 'next' thing to work on, regardless how many people we are currently supporting, if we don't make time to stop and reflect on our achievements and those of the people we support, I believe we are missing out on one of the most satisfying aspects of our work.

Finally, I would like to thank my dedicated team of Coordinators and Support Staff (both at Melba and Impact). Without your tireless support, none of the great work or achievements over the last twelve months would have been possible.

Aaron Fry
Manager ISA





OUTCOMES DEVELOPMENT

Helping people to lead fulfilling lives is the work we undertake everyday. We see success and the changes made in people's lives all the time, some more slowly than others, albeit all the same – change!

One such area of change for people is "Social Roles". Social Roles is one of the most important aspects in someone's life, it is where people build relationships and enjoy a sense of belonging within their community. Self esteem, personal satisfaction along with greater opportunity to increase social capital, is derived from people having Social Roles.

Through data collected from Personal Outcome Measures interviews, we see increases in supports provided and outcomes reached. We discover where people seem the happiest, where they are most comfortable while connecting these emotions up with their personal focus, "what really matters". We think about where other people in community who have the same interests and desires meet. We explore a variety of places and ways in which people might connect and engage in the community. We support people to try a number of activities and interests before settling on what we have observed as the most enjoyed experience. For example an interest in outdoors could translate into joining a walking group.

Melba share people's life experiences through their stories. People's stories demonstrate to the audience personal focus and motivation while showcasing their personal outcomes.

One such delightful story is of Julie and her desire to go walking outdoors. Walking is one thing that Julie derives great pleasure from and is really good at. Julie's family history is one of being active, always on the move and being outdoors. Until recently Julie walked every Saturday around the local streets with her mum and the family dog. Julie's natural gift of being fit and busy has stood her in good stead. Unfortunately, due to Julie's mum's declining health she is no longer able to walk with Julie, however

given Julie's determination to walk, her support staff went about searching for a walking group that would best suit Julie's desire to walk.

Julie was supported to join an organised walking group, who meet every Thursday; she is now supported by her fellow walkers and walks up to 3.4 kilometres. The joy in walking and being a part of a group means Julie has unpaid people in her life - friends who are keen to see her each week, who enquire about her well being and who look forward to her being a part of their group!

Julie's outcome is not only having a Social Role but also having friends – people who care about her well being, about her life and how much pleasure she derives from being a part of the walking group.

Our role in supporting Julie is not only to help her get to the walking group sessions but to help Julie to share a reciprocal relationship with Jane, who is another member of the walking group. Their reciprocal relationship is developing into a shared/common interest friendship of which time will be the testimony.

The Council on Quality and Leadership's CEO Cathy Ficker Terrill spoke about Social Capital when she visited Melba in December 2013. Her session on social capital inspired her Melba audience, this coupled with Melba's continued commitment in using Personal Outcome Measures as part of Melba's planning process has seen an increase in outcomes data for social roles. Melba currently sits at 58% of supports in place, in comparison to the world wide CQL data collection for social roles supports, at 33.9%.

Melba continues its philosophy: "all people are needed in community and all people have something to offer and something to gain from engaging in a variety of social roles".

Sarina Bunnett
Outcome Development Manager

STAFF



Left to Right: Glenn Foard, Penny Kendall, Aaron Fry, Sarina Bunnett, Sally Nicol, Mandy Lister, Belinda Wilson, Lorenz Senn, Karen Gibson, Leigh McAlister, Craig Woods, Kirsten Filmer, Kay Barnett, Susie Rhys-Jones, Belinda Allwood, Kim Harvey, Nicole Stow, Maria Cianciaruso, Sibylle Ahlhaus, Kym Fraser, Adele Castles, Dawn Reynolds, Mara Robertson, Sharen Robinson, Kathy Hamilton, Sue Smith with Megan Jacobs, Joanne Renehan.





Innovative development of a site that enables Melba to bring the community in...

Creativity, opportunities and community linkages

Creative options for mutual engagement, eg Co-location, partnerships

What do you think?



A substantial part of the past 12 months has been focused on the redevelopment of Community Connections at Ormeau Rd. Synthesize Consulting completed Phases 1 and 2 of the project Plan. This included significant consultation with all stakeholders associated with Community Connections and the development of a service model that will place the service in a positive position to offer quality services and support into the future. This has also included transport and IT planning, a work force gap analysis and costing of new service models to ensure sustainability of the service long term.

Phase 3 has commenced with the focus on locating and securing tenure in a site that will deliver all "must have" aspects identified through the consultation phases. This component of the project has proven to be the most significant challenge to date and has led to placing our Ormeau Rd site on the market for sale.

An unforeseen and unplanned change was the relocation of the Shop in Birmingham Rd to Roland Ave. Birmingham Rd had been a key base for a number of the people who access the Wray Crescent base of Community Connections. In August we were required to vacate. However, a great team effort from staff and people supported saw the new Roland Ave base establish itself within a couple of days with minimum disruption. The new environment at Roland has more space and will provide new opportunities for all who access it.

Valued Roles and employment opportunities

Able Bake House continues to bake each week out of Mt Evelyn Hall. We have had a change of baker recently but this has not stopped quality biscuits and slices from rolling out the door for sale. The diversity of staff has made this possible with Marisa Dominich stepping into the role as baker whilst advertising for the new baker. People supported are actively involved in selling the fresh product. Robert supported by Julie delivers to a regular clientele. Kerry, Belle and a team of Able Bake House supporters have been involved in Twilight markets, B & B expo and local farmers markets across the year.

Yarra Ranges in a Box is another social enterprise that has gathered momentum over the past 12 months, providing seasonal fresh fruit and vegetables, bread and milk and Able bakehouse biscuits and slices. Yarra Ranges in a Box works side by side Able Bake House in the Mt Evelyn Community Hall each Thursday, involving a range of people who attend Community Connections at Wray Crescent and Ormeau Rd. People supported collect, sort, stack and deliver fruit and veggie boxes to a range of customers including Shire of Yarra Ranges and Inspiro Community Health.

During 2014 Morrison's Café closed. This was disappointing for Mt Evelyn as a town but devastating for Malcolm who had worked every Wednesday in the Café in back of house for several years. The closure of Morrison's meant no more work for Malcolm. Despite his best efforts and self advocacy – washing dishes at other cafes in Wray Crescent, Malcolm is still eagerly awaiting any opportunities that may present from the reopening of this café.

Vale

Two shining personalities of Community Connections passed away leaving significant gaps.

Cordell Gould

Cordell Gould passed away peacefully on December 30th 2013. Cordell was a man with an insatiable love of feathers and elastic bands of all colours, shapes and sizes. Cordell had been part of Community Connections for more than 25 years. He is very missed by many.

Chantal Bawden

Chantal passed away very unexpectedly on January 9th 2014 on her way back from a holiday in Queensland. Chantal was a stylish dresser,

with a quirky and fun loving way. She was an active member of the Melba Advisory Group and very much part of the fabric of Wray Crescent. Chantal had personality with a real presence. This is very noticeable by her absence at Wray Crescent.

Music and Drama

Community Connections has had two music groups occurring simultaneously on Tuesdays. Both groups have been very successful in offering new and varied experiences and opportunities for people to explore different aspects of music, through the use of instruments, voice, dance, movement and imagination.

Support worker Nicole Ferrari stepped in to lead the music group at Ormeau Rd after our long term group leader had to resign for personal reasons. Nicole unveiled her secret talents and great voice. The group rocks the foundations each Tuesday afternoon at Ormeau Rd.

Michelle from Voices and String facilitates the second group from a local Church hall in Mt Evelyn. This group has unleashed the creativity of those involved through solo singing performances and the use of instruments.

Every Friday morning the Drama group meets at the Mt Evelyn Community Hall with drama tutor James. James has only joined the group this year, but has quickly provided structure and focus to the group who love performing on the big stage. This year has seen the group expand in numbers with senior students from Mt Evelyn SDS joining in. The experience has been a truly positive one that we would like to foster in the years to come. It is a great opportunity for the senior students of schools to experience a little of what life can offer in their world after school as young adults.

Donation

In late November 2013 a number of the Wray Crescent staff team were part of a stall selling strawberries and cream at the Wandin Custom Car and Bike Club Show 'n' Shine. Hundreds of cups of berries and cream were sliced, diced and sold. The club presented a donation cheque to Wray Crescent as a result of the recognition of the opportunities and good work Community Connections strive for in supporting people to lead an every day life.

Parliamentary Inquiry

Melba was asked to present at the Parliamentary Inquiry into the Social Inclusion of Victorians with a Disability. The Melba Advisory Group including Michael, Rhiannon, Cecelia and Robyn from Community Connections attended. Michael and Rhiannon, both contributed to the inquiry speaking on behalf of all the people who access Melba's services including Wray Crescent and Ormeau Rd. This was a great day and one that should make us all proud to a part of Melba!

Oxley College students

For the past 14 years, all year 9 Oxley College students have spent time at Community Connections. The students have the opportunity to learn about the importance of communication and the varied forms it can take, in preparation for spending time with the people who access Community Connections. Unfortunately, time spent at Community Connections didn't happen this year to the disappointment of all involved. Some adjustments are being made to the program and we look forward recommencing with year 10 students in 2015. This has been a truly valued and beneficial partnership and we look forward to an ongoing partnership for many years to come.

Sally Nicol

Community Connections Manager





LIVING DISTINCTIVE LIVES

Living Distinctive Lives is a family governed group made up of families of people with a disability who all share a similar vision of living a meaningful life embedded within community. This year Living Distinctive Lives (LDL) has seen a number of significant life changes occurring within its families. This includes parents downsizing their family homes in various ways and creating more space for their son/daughter to step into their own unique lifestyles, a little more independently of their parents. Huge steps for all involved.

As a group we have been investing time into exploring housing for the future that has community at its heart. We have also seen the trend of families employing someone they trust to work closely alongside them as a key worker/organiser to assist in the everyday planning and organising needed to create and sustain rich, diverse and fulfilling lives.

Another strategy that families have employed this year is the development of Governance groups or micro-boards. This assists in the governing aspects of family business, such as goal setting, vision holding, staffing, budgeting, problem solving and celebrating. Whilst each individual and each family's situation, skills and lifestyle choices are unique, LDL and all its constituents, including family members, friends, mentors, community members, paid staff, housemates and volunteers all hold a vision for developing, creating sustaining and evolving lives that hold meaning, value and purpose and being a natural and real part of that in the ways that they choose to.

LDL would like to thank all of its members for their ongoing dedication, inspiration, support and commitment; and for their love. It has been the sincere desires and aspirations of this courage and hope which enables time and time again the life of each person to be empowered, held as sacred and supported in the ways that they are. Thanks also to Melba for acting as our Host, for scaffolding and supporting LDL business and the people it supports.

Teresa Micallef
LDL Coordinator
on behalf of Living Distinctive Lives Governance Group



RESPITE

Melba's Carer Respite Program continued providing respite opportunities for families throughout the year, with people joining in on such activities as: train trips, movies, bowling, parks and gardens and dining out. Respite camps (short holidays) also provided people with opportunity to experience new environments with lots to see and do, but mostly to just get away to relax. Trips to Phillip Island and Tootgarook have been enjoyed by all who have participated in the various holidays over the past year.

A number of new people who live at home with their family (as primary carers), have started accessing the respite program since joining Melba's Community Connections programs.

We have also provided some 1:1 support to individuals for a few hours at a time. This has given carers the chance to go out for dinner and attend functions or appointments that they would not have otherwise been able to do.

Next year sees respite continuing to provide relaxed activities which people can enjoy on their weekend after a busy working week. Some of our 'old' favourites will continue such as the Flowerdale Pub for lunch while new opportunities such as; a day at the beach or in the mountains or massage therapy sessions could be just what people need and want.

Melba's Carer respite team are looking forward to helping people enjoy their respite experiences in the year ahead.

Sally Nicol
Manager, Community Connections

STEVENSON AWARD WINNERS 2013

The Stevenson Award was set up to acknowledge a staff person or a staffing team who have contributed significantly to improving the overall quality of the services provided by Melba. A 'significant contribution' to the people we support could include exhibiting a consistently high standard of performance, initiative and commitment, or one-off examples of work which are over and above the normal expectations of that staff member or team.

INDIVIDUAL AWARD WINNERS

Leanne Luccio



Leanne supports an individual in ISA, Maria. Maria's life hasn't always been easy. Previously, her world was closed; she lived in a hospital, she was chemically restrained and she accessed the community just once a week. With thoughtful dedication, a positive attitude and the utmost respect, Leanne has supported Maria to turn her world completely upside down; and she's loving it!

Leanne's nomination spoke of her consistent high quality of support, her use of initiative to investigate imaginative solutions for Maria that may not have otherwise been considered. This planning and commitment has meant that Maria has been able to achieve things that were just not thought possible 12 months ago. Through Leanne's amazing support, Maria's whole world has opened up; she is shown respect by others, and she is experiencing new relationships, new learning and new possibilities. She has experienced her first holiday in more than a decade – just imagine that, more than 10 years – she attends fitness classes, goes shopping, uses public transport, eats out and her communication continues to grow from strength to strength. Maria's achievements are absolutely founded in Leanne's tremendous support. Leanne's energy is amazing! She is self-sufficient as a staff member, but she always keeps us in the loop on her activities. She is always professional and represents Melba very positively.

Kim Harvey

Kim Harvey is not an everyday receptionist. But then, she doesn't work in an everyday reception. Over time, Kim has thoughtfully developed meaningful relationships with many people supported by Melba and not just

those at Ormeau Road. It's not just an extra mile that Kim goes! She knows when to offer Cordell a rubber band, when to offer Matt a bit of extra assistance with the door and how to support Bec's routines to ensure she has a great day. A chat with



Mr Ducat here and a quiet word with Casey and Shenae there, her days are never dull and never the same, but they are always endlessly respectful.

Kim's smile lights up reception. She greets everyone warmly, and makes sure everyone has a place and feels at home at Melba.

Kim's efforts go well beyond Melba's borders. Her commitment to supporting other causes – like Daffodil Day or the 'Biggest Morning Tea' – makes her an incredibly valuable community partner.

The staffing group at Ormeau Road are particularly thankful for Kim's quiet support of their day to day activities. Her willingness to help out is exemplary and she never tires of reaching out and touching someone, making sure they're ok. She is the oil that makes the squeak go away.

Congratulations, Leanne and Kim. You are both worthy recipients of the Stevenson Award.

TEAM WINNER

Pisces Court

Over the last 12 months, the team at Pisces Court has gone through quite some changes. Having a new group of people, with new dynamics and new personalities, it might have been tricky to come together as a team. But come together they have, and in astonishing fashion.

One big success this year was for George, who lives at Pisces Court. Through the thoughtful support of staff at Pisces, George, who was very sick at the start of the year, went for 6 months without a chest infection; a huge achievement for him. Staff were absolutely committed to his monitoring needs and their communication with each other – as a team – was great.

Staff were also integral in Craig finally finding out why he had been in so much pain for so many years. Staff had to be careful in their observations, detailed in their communication and confident to take steps in the right direction.

Another success during the year was for Guy, who hardly had any restraints reported. This was a first for Guy, and another significant achievement for a new staffing team. Guy is noticeably happier, and this only happened through staff working together, shoulder to shoulder, mindfully supporting Guy to find ways to be relaxed and content.

Congratulations, Sibylle and the Pisces Court Team. You are a worthy recipient of the Stevenson Award.



REBECCA BRITT AWARD 2013

David Leaver

In March 2012 Rebecca Britt's grandmother, Mollie Quinton, donated \$5,000 to Melba. We considered how Melba could best make use of Mollie's generosity in a way that could keep Bec's memory alive, and so the Rebecca Britt Award was born.

David Leaver is the very first recipient of this award and someone that we acknowledge as a person who most typifies those qualities that made Bec such a special person in our lives.

In nominating David, Dawn Reynolds and Steve Beitzel wrote a very comprehensive and compelling list of David's traits that make him the ideal inaugural winner of the Rebecca Britt Award.

David has a strong sense of presence. If you know him, you know David lights up a room when he enters and he draws people into his world. He has many friends and cannot go far at a shopping centre without bumping into someone he knows and stopping to say 'hi'.

David encourages other people and makes them smile. He recognises when those close to him might be feeling sad, and blows kisses or laughs to help make them feel better. David is kind hearted and has a good sense of humour; he loves to share a joke and play jokes on staff. When you ask for a kiss, he will blow you a raspberry and be the first person to laugh good-naturedly if you bump into a cupboard. He is generous with his affection and his laugh is infectious.

Despite spending significant time in pain and in hospital, David still picks himself up and continues to strive to achieve whatever he is working on. To see his tremendous spirit that rises above his circumstances is encouraging to everyone.

David is resourceful. Together, David and Steve have become the Blue Ridge ideas and maintenance fix-it team. A great example is the house's wonderful sensory garden and veggie garden. David also has tremendous inner strength that he draws on to pull him through his many medical crises. Even when his doctors, in 2010, said it was now 'up to David' as there was nothing more they could do, David's resolve never allowed him to quit. He developed very close relationships with the nurses supporting him during that time and still sends them Christmas letters letting them know what he's been up to. Those nurses are inspired by David and their attitudes towards people with a disability have changed thanks to him.

David contributes to his community. He is well known in his community and for many years he has been involved in a variety of community programs. His work with the Animal Aid and BlueCross dogs' refuges, involves him engaging and socialising with dogs up for adoption to help them become familiar with wheelchairs. From advocating for increased disability parking at shopping centres to the return of the disability sailing program at Lillydale Lake, David's presence in the community is well known and highly respected. In 2011 the Rotary Club Southern District commended David's community work and awarded him their 'Shine On Award'.

David is continually advocating for, and on behalf of, others with a disability. His tireless work in breaking down barriers for people with a disability is commendable, and he is the very worthy recipient of Melba's inaugural Rebecca Britt Award.



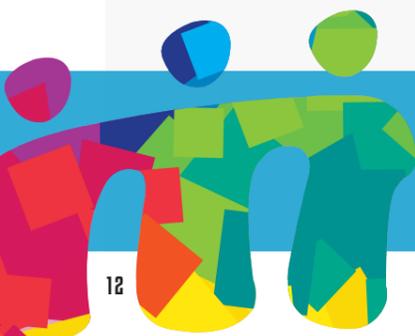
Melba's founder and Life Governor, Pauline Jones was awarded the Medal of the Order of Australia for her service to people with a disability and their families. Pauline Jones saw a need for disability support services in the area over 40 years ago, so decided to take charge and create a support group for mothers. That support group has grown to be what we all know today as, Melba Support Services.

Pauline is a wonderful, compassionate Australian whose initiative has changed the lives of countless citizens with disabilities.

Melba would sincerely like to congratulate Pauline on receiving this prestigious award and for her lifetime of dedication to families and people living with disabilities.



Glenn Foard congratulates Pauline Jones on her Medal of the Order of Australia



COMMUNITY RELATIONS & DEVELOPMENT

'Driving Choices' was the theme for our inaugural Golf Day and Dinner in October last year – but it was more than just a theme. The activities undertaken in my role of Community Relations and Development Manager were, and always are, driven by creating greater choices for the people we support.

The 'Driving Choices' event brought more than 100 people together, celebrating some of the great things in life we share in common, an interest in sport, business and/or community. From the golfers who took to the beautiful course at Yering Meadows, to the guests who attended the dinner event; from the people who use Melba's services who greeted the golfers as they arrived, to the amazing panel of people who shared their story about how Melba has supported them to lead lives filled with choices, the event truly was a chance to come together and celebrate what choice means to us all.

Launched at the golf dinner was our 'Give Someone a Better Life' Campaign. Aimed at giving our supporters the opportunity to assist Melba's work in providing Personal Outcomes Measures Interviews, Facilitated Planning and Human Rights Checklists to each of the people we support, this campaign identifies the cost involved in providing these services to one person throughout a year. Although not funded for this critical work, Melba continues to provide these services through our belief that we cannot truly assist a person to lead a life of their choosing, until we really get to know them, and keep learning about them as they grow.

Melba continued to connect with our local community in a number of ways, including supporting the Ride2School Day event through donation of Able Bake House products as prizes for the children, participating on a number of committees, including the Chamber of Commerce, supporting the CFA and township with the Mt Evelyn Street Fair and through the hosting of a fabulous art exhibition open to the community, called 'Faces of Gnar!' with local artist and Melba employee Anita Howard.

To ensure that Melba continues to share with others the systems we value to support people, we hosted a Forum in Mt Evelyn, inviting guests from right across the sector to hear from Cathy Ficker Terrill, President and CEO of the Council on Quality and Leadership, USA.

We continue to engage with our friends, supporters and partners via a number of ways, including through our quarterly newsletter. Our newsletter enables us to share just some of the wonderful stories and experiences that the people we support enjoy, and we hope that by sharing these, we are able to provide some insight into the ways in which we support people to lead everyday lives, creating greater choice for them. A big thank you to each person, their families and support staff who have shared their stories over the year; thank you to Lori from Lajari Design House and Justin from Pinnacle Print Group

for your expert support in producing the newsletters; and a HUGE thank you to the Mt Evelyn Community Bank for your generous support in enabling us to produce this high quality and important publication. We continued working with our fabulous Ambassador, Mr Brett Ratten, throughout the year. Brett was involved with our Golf Day Dinner and his easy-going, friendly nature makes him a valued friend of Melba. Thank you Brett for your continued support.

Melba's Development and Advisory Council met quarterly over the past year, coming together to provide expert advice, information and share ideas around our Fundraising and Marketing activities. I would like to thank each of our members for the support that they provide, and the time that they choose to donate to Melba. It is very much appreciated. Thank you to Mr Andrew Graham, Mr David Watt, Ms Pam Usher, Mr Brian Baker, Viv Cerolini, Marcus Jones and Mr David Johnston.

We have enjoyed working with many of our local community partners over the year, including the Mt Evelyn Community Bank, the YMCA, local church groups Discovery Church and the Church of Latter-day Saints, Lilydale Rotary and The Mt Evelyn Mail. We also continue to receive great support from our local council, including a generous donation towards our Transport Fleet.

With the end of the financial year nearing, I took some time to reflect on my role, what I had achieved in the past three years, and what the future held. With excitement, I realised that my journey with Melba, whilst an amazing one, needed to change to ensure that Melba continued to grow as the 'organisation of choice' for community and donors to support. Therefore, on 30 June I finished my work with Melba and handed over the reins to Belinda Wilson. I am confident that Belinda will do a fantastic job in the role and I am excited to see what comes next!

Thank you to Glenn Foard for the opportunity to work with Melba again. Thank you to the staff right across the organisation – you truly are an inspiration as you go about your important work in such a humble fashion. Thank you to Ebony Monteau who worked tirelessly on the Melba portfolio with me, and thank you to those who have supported Melba in some way throughout the year. But most importantly, to the people who use Melba's services, I thank you sincerely for the privilege in getting to know you and sharing your stories. May those stories continue to develop and be shared amongst our community.

Lisa Glassborow
Community Relations and
Development Manager



HUMAN RESOURCES

I am pleased to have joined Melba in May 2014 to discover a wonderful working environment made up of staff who are committed and passionate about what they do.

Melba's workplace profile is currently made up of around 260 employees and continues to grow!

In June 2014 the amalgamation between Impact Support Services and Melba was successful and Impact merged as a division of Melba further expanding our suite of services. I would like to thank Mandy Lister, Payroll Officer for her continued efforts in diligently overseeing the payroll function and for her efforts in assisting to create a smooth transition.

In the midst of continued change Melba made a great leap forward in technology, creating email accounts for all staff, enhancing our ability to communicate with one another and access key information and updates.

The Human Resources functions are underpinned by Melba's values, mission and vision. Accordingly, Human Resources are focused on attracting and retaining dedicated and engaged people, through linking work practices with the strategic directions of the organisation, providing opportunities for professional development and recognising the efforts and achievements of staff. In the future part of this focus will involve reviewing Melba's policies and

procedures, recruitment and selection processes, training and development structures. It will also involve developing an inclusive performance management framework which will allow Melba to continue managing and improving the quality of services provided. Melba continues to work towards creating a safe and happy workplace for all employees and for people who use our service. Our Occupational Health and Safety Committee continues to meet on an ongoing basis to review any workplace injuries and potential hazards which may arise, with the aim of developing proactive strategies to eliminate or reduce the risk of future incidents. Thank you to all our Health and Safety representatives, committee members and all staff for their ongoing contributions and efforts in keeping our workplace safe.

Throughout my short time here, I have enjoyed learning about the range of services provided by Melba. I believe that everyone has made a contribution towards making Melba what it is today and I feel very fortunate to be apart of an organisation with a dedicated staffing team and a strong and supportive leadership group.

Maria Cianciaruso
Human Resources Manager



Representatives of the Lilydale Uniting Church congregation meet with members of Melba's staff, Board and Life Governor group to hand over the keys to the Anderson Street site in Lilydale.



THANK YOU

Melba would like to thank the following businesses, groups and individuals for their generosity and support throughout the financial year.

Volunteering at Melba

Aliandra's Hair and Beauty
Andrew Erikson
Andrew and Jenny Graham
Anita Howard
Beacon Lighting, Ian Bunnett
Brett Ratten, Ambassador
Brian Baker
Bowens Mt Evelyn
Burtec Distribution, Mr Bert Darwinkel
Bunnings, Bayswater
Christine Fyffe, MP and staff
Communication Resource Centre,
Hilary Johnson and Denise West
David Johnston
Department of Human Services
Geoff Earney
Geoffrey and Jean McGowan
Earney Family Trust
Eastwood Ladies Golf Club
EBS, Evolution Business Systems
ERL Constructions, Evan Lay
Equipment Recycling Network,
Russell Foreshaw
Faye Harley Brown
Fred and Jeanette Van't Riet
Going Gourmet
Graham Sprague
Graham and Anne-Marie Leaver
Greyhound Racing Victoria
Harry and Pauline Jones
Hatrack Electrical Services
Hatrack Communications
Healesville Toyota
IGA Supermarket Mt Evelyn,
Tony and staff

Inspiro
Jason Robertson, Oakroom Wines
Kate Lee Productions
Kevin Sheedy
Kidsfor Pty Ltd
Lajari, Lori Lay
Leader Newspaper, Lilydale
Lioness Club of Ballan
Lions Club, Healesville
Lord Mayor's Charitable Trust
Mail Newspaper Group,
Mount Evelyn Mail
Marcus Jones
Maria McCarthy
Maroondah City Council
Medhurst Wines
Methvens, The Professionals
Millar Merrigan
Mollie Quinton, in memory of Rebecca
Britt
Montrose Recreation Reserve Committee
Motet Fund
Mr G Haggard
Mt Evelyn Community Bank & Districts,
Jill Rule and David Watt
Mt Evelyn CFA
Mt Evelyn Township

Improvement Committee
Mt Evelyn Police
Mt Evelyn Post Office
Mt Evelyn Pharmacy
Mt Evelyn Community house,
Nicky Condello
Oxley College
Pam Usher
Pinnacle Print Group, Justin Hall
Power Packed Electrics,
Geoff and Deb French
Quest Payment Systems
Richardson Foundation
Silvendale Transport
The Endeavour Foundation
The Good Guys Bayswater,
Leigh McVeigh
Training Unlimited
Vivienne Cerolini
Wandin Custom Car and Bike Club
Wayne Mountjoy
Yarra Ranges Shire Council
Yering Meadows Golf Club
YMCA, Trish, Frank and Staff

And special thanks to our anonymous donors.



We are very fortunate at Melba to have such a wonderful group of valuable volunteers. The number of volunteers joining Melba is rising constantly. I am thrilled to report that the number of volunteers we have currently is around 70. This is fantastic!

We pride ourselves on ensuring our volunteers' interests and skills match that of the activity they are participating in. By taking the time to connect with the volunteer and having a clear idea of the role required, we have seen very high retention rates within the volunteer group.

I recently asked volunteers why they enjoy volunteering with Melba. Here are some of the responses:

- "The staff are always friendly and helpful. They make you feel welcomed, valued and grateful for your help."
Meredith - Community Connections
- "Everyday is different and I'm always learning new things."
Breanna - Community Connections
- "The warmth and interaction with the beautiful people we have grown to love."
Rosemary - Tuesday night music group.

This year Melba nominated 2 volunteers in the National Disability Sector Awards.

Both Dylan Thorogood (Community Connections, Ormeau Road) and Rachel Waters (Melba Human Rights and Advisory Group) received acknowledgement and should be proud of their efforts. From all at Melba we say "Congratulations!"



Photo: Neil and Jane Harrop, valued Melba Volunteers

In May this year we celebrated the power of volunteering with an enjoyable volunteer morning tea held at Ormeau road. It was so pleasing to welcome the Melba Advisory Group, Melba Board and members of staff. For the volunteers it was a great chance to meet other volunteers and staff, share stories and of course "eat sweet treats"!

Melba welcomes volunteers of all abilities. I was surprised to discover that not all organisations do. It is wonderful to have the Melba Advisory Group acknowledged for the importance of their volunteer role. We also have great volunteers at the Able Bakehouse and Yarra Ranges in a Box.

Volunteering opportunities at Melba are very broad, areas of interest may include:

- Community Connections Day Programs (Ormeau Rd and Wray Crescent)
- Community Living Support Services
- Individual Support Arrangements
- Respite services
- Behind the scenes (committees, General Board, administration etc.)
- Corporate Volunteering options

The great success of the volunteer program is also attributed to the incredible managers, coordinators and staff that support the volunteers day to day.

I would like to say thank you to all that support our Volunteer Program here at Melba.

Perhaps you know someone that may be interested in volunteering. Perhaps that someone is you!

For further details on Melba's valuable Volunteer Program please contact me on 9760 8217 or via my email belinda.allwood@melbasupport.com.au

Belinda Allwood,
Volunteer Coordinator

“Mindfulness of body, heart, mind and spirit gives us the opportunity to make better choices.”

VALE Chantal Bawden

In early January 2014, our beautiful friend and peer Chantal Bawden passed away.



The news was sudden and unexpected, leaving all at Community Connections at Wray Crescent very shocked and saddened. As we gathered ourselves we began to reflect and share our stories of Chantal.

The following comments and thoughts about Chantal were collected one afternoon, when a small group of people shared their memories of our very special friend.

“She was very funny! A woman who loved to wear bright colours, in particular pink, purple and orange.”

“Chantal was stylish and knew how to dress.”

“We loved how her dog Winnie would excitedly visit us every second Friday. She even became the unofficial Wray Crescent mascot!”

Chantal was loving, loyal and wild; she could outsmart the best of us. She was an intelligent, young woman who people admired and respected. She was a knowledgeable advocate and campaigned tirelessly for the rights of people living with a disability.

In her own words “I’m a high maintenance woman!”

Chantal, you will be forever missed.

VALE Cordell Gould

Cordell was a valued member of the Community Connections crew at Ormeau Road for over thirty years. Cordell passed away peacefully on the 30th of



December 2013. He is terribly missed; Community Connections has lost one of its true characters!

Cordell taught us all how to take pleasure from the small and uncomplicated things in life. Each relationship he had was important - as long as the person was in the right place!

He was a man who hated fuss and bother. As long as there was order and routine, according to Cordell, his world was good. Because of who he was, Cordell reminded us all that life isn’t and shouldn’t be about monetary value and worth. He believed it was about spending time with a person, and how the smallest amount of kindness, can really make a difference in a person’s day.

VALE Stivan Bergoc

Stivan Franc Bergoc attended Community Connections at Ormeau Road, where he was a valued member since starting there in February 2013. In his short time at Melba he left a huge impression.

Stivan was a polite gentleman who enjoyed a chat, to share a joke and a good cup of coffee. Always well mannered, he greeted everyone with a warm handshake and liked to ask how they were going.

Family was very important to Stivan. After his devoted mother passed away, his father continued to care for him at home until late 2012, when regrettably he was unable to do so anymore. At that time Stivan moved into a group home. His father, Frank, brother David, and David’s family remained a major part of Stivan’s life.

Stivan was farewelled at St John Vianney’s Catholic Church, Mulgrave. The Service was attended by many family members and friends. Beautiful eulogies were given by his brother David, and many other important people in Stivan’s life.



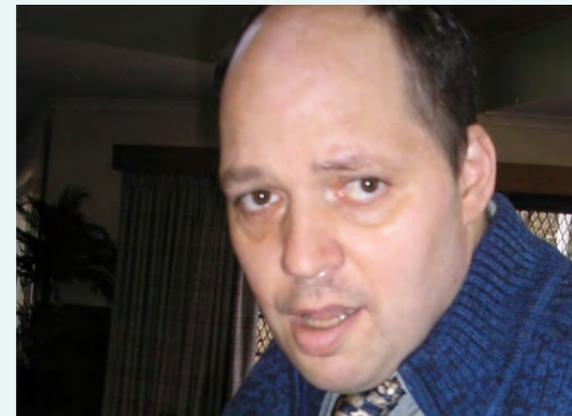
VALE Darren Johnson

Darren was a much loved member of the family at Lara Court. He will be remembered as a character who was always keen to get out and about!

Darren’s beautiful eyes captured attention and he used them to get staff at Lara to get what he wanted! Darren was supported with ISA five days a week and was kept busy throughout the week with many outings. One of the jobs Darren enjoyed most was shopping for the house as well as doing deliveries for Able Bakehouse. This led to Darren having his first ever pay slip which he was very proud of! Darren’s easy going nature would often see him in his favourite chair with his feet up. Of course this was his down time so he had enough energy to keep an eye on the staff at night, which he liked to do.

It has been a great pleasure to get to know Darren and support him to do the things that were important to him. We will remember him picking up his bag and taking staff by the hand to head for the front door so he could go for a drive.

We will miss his cheeky grin, his smile and all his antics especially the brief cuddles that he gave sparingly.



Melba began in the early 1970s, established out of a need for a day service for children with disabilities. It also provided a support network for parents, who had nowhere to go and no one to turn to for advice and help. Through the generosity of community members, a congregate care facility was built which was used until the late 1990s. As society changed, so too did the views on providing supports to people with disabilities. Congregate care facilities dissolved and houses located in the general community were purpose built; adult training day services became places where people could come, not just to learn life skills, but be assisted to make meaningful connections to their community through employment, volunteering and developing friendships. The focus moved away from ‘care’ and towards the provision of support to achieve outcomes for each person, centred on each individual’s likes, dislikes, dreams and desires. Today, and throughout its more than 40 year journey, Melba has held a reputation within its field as progressive, forward thinking and always a provider of quality services.

BOARD OF MANAGEMENT



DR JOHN ANNISON PHD
President

John Annison joined the Board of Management in July 2010 and became President in March 2013. John has a long and distinguished career in the disability field working in both the government and non-government sectors. For many years, John was the Principal Lecturer in Deakin University's Disability Studies area of Health Sciences in the School of Health and Social Development. John was previously President of the Council of Intellectual Disability Agencies (now merged with National Disability Services, Victoria) and a former President of Inclusion Melbourne.



KRISTY BURROWS
Outgoing Vice President

Kristy is an Associate Director of Beaumont Lawyers and joined the Board in 2008. Kristy handed over the vice presidents role to Peter Vince in February 2014 and remains as a member. Kristy also worked in the real estate industry for 6 years prior to becoming a Solicitor.



JAN REBBECHI
Secretary

Jan has been on the Board since 2000 and currently holds the role of Secretary. Jan is the mother of Miles who attends Ormeau Road Community Connections. Jan is a strong advocate for her son and others who attend the day service and has contributed in a range of consultation groups at Melba for over a decade.



BRIAN BAKER
Treasurer

Brian was invited to join the Board in 2011 after being a member of the Finance sub-committee since 2009. Brian is a retired wholesale banker and a qualified Accountant, Company Secretary and Company director. Brian has extensive experience in the areas of finance, management and board governance.



ANGELIA DIXON
Board Member

Angelia was recently the General Manager of the Division of Haematology and Medical Oncology and a member Peter Mac's Executive Committee. In 2007 Angelia was selected for the Williamson Community Leadership Program and moved to Ambulance Victoria (AV) in 2010 as the General Manager Quality and Education Services Division. Angelia provides leadership in the development and implementation of innovation and effective education and training strategies for AV's operational workforce and ensures excellence in clinical quality.



COLIN ROSE
Board Member

Colin rejoined the Board in December, 2010, having previously been a member for 9 years, finishing in 2007. Colin is a panel member of DHS Eastern Region's review panel for emergency accommodation and he is a long standing member of the Lions Club.



GRAHAM LEAVER
Board Member

Graham has been a member of the Board since 2006. Graham is the father of David who is supported through Melba's Community Living Support Service and Individual Support Arrangements. Graham has been involved with Melba since 1988, and has played an integral role within Melba on many committees and working parties during this time.



PETER VINCE
Incoming Vice President

Peter has practiced exclusively in corporate recovery and insolvency since 1975 with particular emphasis on the financial problems encountered by companies, partnerships and individuals. During this time, Peter has been responsible for the conduct of numerous insolvency assignments encompassing the administration of companies as well as bankruptcy and Part X arrangements.



SANDRA HAY
Board Member

Sandra has qualifications in welfare studies and human resource management and has also completed the Australian Institute of Company Directors course and examination. In her earlier career Sandra worked as a Case Worker and Community Development Officer. Later she worked as the Executive Officer at Box Hill Hospital and most recently as Corporate Services Manager at Education Services Australia. Sandra has a particular interest and skills in networking, strategic planning and communication, including marketing and public relations.



SUE DRISCOLL
Board Member

Sue is the Principal of The Clowder Group, a consultancy which specialises in providing communications advice and support to the Australian health care sector. Her clients span all areas of healthcare: metropolitan and rural hospitals, aged care and disability agencies, mental health support, community health, health partnerships, general practice organisations and disease-specific support groups. Sue was elected to the Board at the 2011 Annual General Meeting.



MR DAVID JOHNSTON
Member

After 11 years as Melba's treasurer, David handed over to Brian in 2013 and stayed on as a general member until retiring in November 2013. David has an impressive 30 year employment history in banking and private industry, holding senior management positions at Westpac and Sigma Pharmaceuticals.



MR STEVEN GROVES
Member

Joining the Board in 2008, Steven took on the role of President in 2010 after previously serving as Vice President and Assistant Treasurer. In March 2013 Steven stepped down from the role of President and remained as a member until his retirement late in 2013.

Steven has over 20 years experience in accounting and taxation, is a CPA, a Fellow of the Taxation Institute of Australia, and is Director of Astute Business Pty Ltd



GLENN FOARD
Ex-Officio Member

Glenn has extensive experience in the sector, including 11 years with DHS, Executive Management in both Commonwealth and State Governments and, in earlier years, he worked in research and academic institutions.



MRS KIRSTEN FILMER
Minutes Secretary

Kirsten is the Executive Office Manager of Melba Support Services. She has over 10 years experience working in the disability and aged care sectors and has served on a number of not-for-profit committees. Kirsten has supported Melba's Board as Minutes Secretary since February 2012.

EXECUTIVE OFFICE MANAGER

Melba Support Services is just one of Australia's 700,000 plus not-for-profit organisations in a sector that is one of the largest in the world. Across Australia, not-for-profit organisations are striving to adopt more professional standards in how they manage, operate and govern. Melba realised some time ago how important it was going to be to set ourselves 'apart from the crowd' and struck up an important and long-term relationship with our accreditors, the Council on Quality and Leadership (CQL).

In an environment where not-for-profit organisations, particularly in the social and health sectors, are increasingly expected to deliver against 'outcomes', Melba is positioned strongly as we have been working within CQL's framework of 'Basic Assurances' and 'Personal Outcome Measures' ('POMs') for more than a decade. These tools provide us with one way to measure how well we are doing in supporting individuals to achieve their goals. Goal-setting is a very personal activity, and the POMs interviews are a wonderful way for individuals to develop objectives and strategies for the year ahead with the support of those who love and know them best.

Analysing data from hundreds of POMs interviews gives us valuable knowledge about what we are doing well and where our service gaps might be. This year we have developed a more detailed analysis of this data by drilling down into programs and service sites. We also measure how we are going over time. Thanks to some benchmarking data from CQL, collected from over 8,200 interviews, we can also keep track on how we're going compared with other disability organisations accredited through CQL. At Melba there is a strong culture of reflection on existing practice and a focus on continually striving to do better. We use POMs data to improve the strategic planning of the organisation and the day-to-day operations of our services.

Merging with Impact Support Services has been a terrific and exciting adventure this year. While much of the integration work still lies ahead of us, I have had the great pleasure of working with Impact's Operations Manager, Suzanne Grenier Fernandes, on planning some of this work. Through working with Suzanne it has become clear to

me just how strongly aligned Impact's and Melba's values and beliefs are. I am sure our future together will be a very 'happy marriage'.

Melba recognises the incredible dedication of staff each year through the Stevenson Award. At the 2013 AGM Kim Harvey was acknowledged with an award for her thoughtful and endlessly respectful administration and reception work. Kim ensures that everyone who comes to Melba has a place and feels at home. Thank you Kim for your ongoing wonderful commitment to people we support; your smile really does light up reception!

Australia has more than 6 million volunteers donating a staggering 713 million hours of time every year. Melba's team of fantastic volunteers has been lead once again this year by our equally fantastic Volunteer Coordinator, Belinda Allwood. Belle's patient work matching volunteers to particular roles is unique and sets our volunteer program apart from others. My thanks go to Belle for her enthusiasm in the role and passion for engaging volunteers to support individuals to lead everyday lives at Melba.

As we look to the future, and to a service sector that will look radically different under the National Disability Insurance Scheme, Melba will continue to think about and refine our services to ensure we will be ready to take on the challenges that this new environment will bring. This year we expanded our Human Rights Committee to incorporate a quality advisory role. It has been inspiring to see new members, Rae Bonyhady and Jenny McAllister, take up the challenge of ensuring Melba's human rights and quality record remains on the right track. Thanks also to our ongoing members Colin Rose and Carolyn Carter, and out-going members Marg Campbell, Rachel Waters and Lionel Gee who have all served the committee faithfully over many years.

Melba is a strong community of inclusive support and terrific community partnerships! Working within a big, vibrant not-for-profit sector is exciting and rewarding. I really look forward to what the next 12 months will bring.

Kirsten Filmer
Executive Office Manager

CORPORATE SERVICES

On behalf of the Board of Management, I am pleased to report that for the financial year 2013-14, Melba produced a surplus of \$71,697(2012-13 a surplus of \$48,017).

This is a modest improvement on last year's results, which reinforces the fact that in the community sector, in which we operate the gap between revenue and expenditure is and will continue to be narrow. In 2013-14 Melba acquired a property in Lilydale with the strategic objective to develop the site to provide greater housing choices for people we support. We appreciate and acknowledge the Mt Evelyn and Montrose Community Bank® Branches' support in securing this property. We also directed funds to renovating our Roland Avenue, Mt Evelyn property to provide an additional site for our Community Connection activities.

This year we have invested some of our scarce resources in infrastructure. Melba's IT 'road map' commenced in 2013-14, which included the assignment of email addresses to all staff, upgrading of our residential properties' IT services, the deployment of iPads and replacing a number of computers. Two of our ageing motor vehicle fleet were also replaced, one funded following a generous donation from the Leaver family.

Towards the end of the financial year we appointed Maria Cianciaruso as our new Human Resources Manager and we look forward to major developments in this sector.

Late in 2013-14, Melba agreed to merge with Impact Support Services. The bringing together of these two organisations will produce savings and efficiencies, particularly in Corporate Services. As in past years, this year the effectiveness of Corporate Services is due to the support, direction and hard work of a number of people and I take this opportunity to acknowledge and thank them, in particular the Board of Management, the Finance Sub-Committee, our CEO, Glenn Foard, Melba Leadership Group and the other members of the Corporate Services team of Karen Gibson, Mandy Lister, Leigh McAlister, Maria Cianciaruso and Craig Woods.

Lorenz Senn
Corporate Services Manager

The following information is an extract from the Annual Financial Statements for the year ending 30 June 2014.

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
Total Income	11,211,945	10,864,310
Total Expenditure	<u>11,021,460</u>	<u>10,719,048</u>
OPERATING SURPLUS	190,485	145,262
(before depreciation & abnormal expenses)		
Depreciation	<u>118,788</u>	<u>97,245</u>
OPERATING SURPLUS	71,697	48,017
ACCUMULATED SURPLUS AT THE BEGINNING OF THE FINANCIAL YEAR	<u>1,221,693</u>	<u>1,173,676</u>
ACCUMULATED SURPLUS C/Forward (at the end of the financial year)	<u>1,293,390</u>	<u>1,221,693</u>

BALANCE SHEET AS AT 30 JUNE 2014

Total Current Assets	3,560,905	3,590,360
Total Non-Current Assets	<u>2,967,530</u>	<u>2,195,877</u>
TOTAL ASSETS	<u>6,528,435</u>	<u>5,786,237</u>
Total Current Liabilities	2,523,237	2,133,110
Total Non-Current Liabilities	<u>1,082,432</u>	<u>454,366</u>
TOTAL LIABILITIES	<u>3,605,669</u>	<u>2,587,476</u>
NET ASSETS	<u>2,922,766</u>	<u>3,198,761</u>
Equity		
Accumulated surplus	1,293,390	1,221,693
Reserves	<u>1,629,376</u>	<u>1,977,068</u>
TOTAL ACCUMULATED FUNDS	<u>2,922,766</u>	<u>3,198,761</u>

The full set of financial statements including accompanying notes and the audit certificate can separately be obtained by contacting the Corporate Services Manager at Melba Support Services Inc.

Melba Support Services is just one of Australia's 700,000 plus not-for-profit organisations in a sector that is one of the largest in the world.



LIFE GOVERNORS

Melba's Life Governors have each made significant contributions to the organisation over many years. They have dedicated enormous hours, given endless energy and worked tirelessly for the organisation and the people we support from the early days right through to the present day. The efforts of these extraordinary individuals have been recognized through the awarding of Life Governorship, by Melba's Board of Management.

This year, Melba's Board of Management awarded Life Governorship to Tim Greene.

In 1996 Tim was invited by the then President of Melba, Mrs Jeanette van Riet, to review the organisations operating model and business with a view to providing banking services. Over the next few years Tim continued in an advisory capacity to the Board until being elected to serve as Chair in 1998.

For four years, the organisation traveled a long road to build its financial sustainability until at last it achieved a secure position - no debt, surplus funds in the bank, staff benefits funded, capital improvements made, and the organisations reputation re-affirmed with a business model that was recognized as a leader.

Importantly, people supported now had a viable organisation delivering appropriate services. Melba also now had an internationally respected and external measure so our service provision and quality was assessable and focused on the individuals being supported. Such external audits would enable Melba to keep abreast of changing international trends and to meet ongoing developments in its service delivery.

Congratulations Tim Greene, Melba's newest Life Governor!



2014 Annual Report

THANK YOU FOR YOUR SUPPORT IN 2014

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