

2016

ANNUAL REPORT



Individuals with a disability leading everyday lives

INCORPORATING IMPACT SUPPORT SERVICES

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.

2016 ANNUAL REPORT

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A REPORT FROM THE PRESIDENT & CEO

Our annual report to members and the broader community provides an opportunity to reflect on recent achievements and acknowledge the contributions of many to Melba's important work.

One of the most significant achievements in 2015-16 was our accreditation by the U.S.-based Council on Quality and Leadership. Last September, Melba became one of only seven organisations in the world, and the only organisation in Australia, to be accredited for person-centred excellence with distinction. We are, rightly, proud of this recognition. Individuals, families and funders can feel confident we continue to deliver services of the very highest quality and remain focused on the personal outcomes that matter to each of our clients.

One such outcome is providing greater housing choice. Readers of past reports know Melba has committed itself to delivering more affordable housing opportunities, understanding how important it is for people to have a home of their own. One way we are doing so is through our partnership with the Lilydale Uniting Church and Community Housing Limited (CHL) to build 15 one- and two-bedroom housing units in Anderson St Lilydale.

In February, we celebrated a State Government announcement that we had secured \$2.97 million for this project. Combined with the financial support of generous donors (Melba's 'Builders of Change') our own contribution and

that of CHL, we are now in a position to commence construction. A home is fundamentally important to a person's quality of life and exercising choice about where one lives and with whom one lives is a critical outcome for us all. Melba will continue to seek out opportunities to achieve this outcome for as many people as possible.

Accordingly, we are also privileged to be partnering with Community Lifestyle Accommodation (CLA) to develop four apartments for people with disabilities on the Mornington Peninsula. CLA, a group of carers supporting their adult sons and daughters at home, have garnered enormous community support for their 'Cloverleaf' project and we are pleased to be assisting them. In June this year, we joined CLA families in celebrating grants from both the Federal and State Governments. As a result, eight more individuals will have a home of their own.

Another noteworthy achievement this year was partnering with Box Hill Institute (BHI). In July last year we entered an agreement with BHI to remain long-term on the Lilydale Lakeside Campus. Further, both organisations also recognised the potential benefits of working closely together to establish social enterprises, advance educational training to students and make the campus a thriving community hub as well as a great place of learning. We look forward to strengthening our partnership in the years to come.



People choose where and with whom they live

Melba became the only organisation in Australia, and one of only seven in the world to be accredited for Person-Centred Excellence with Distinction...



Dr John Annison, President



Glenn Foard, Chief Executive Officer

During 2015/16, Melba continued to grow in accordance with our strategic plan. Under the National Disability Insurance Scheme (NDIS), as more people benefit from an entitlement to receive reasonable and necessary support funding, we believe it is imperative that Melba positions itself to offer high-quality supports to those who wish to purchase our services. We believe values-based, not-for-profit service providers have a vital role to play in the future NDIS-driven marketplace. We look forward to offering supports to many more people, supporting them and their relationships and community membership and contributing to a society that values the individuality and rights of all its members.

Of course we would not be able to do what we do without the support of our members, friends and partners. A significant number of individuals contribute financially, for which we are enormously grateful, and we benefit from the assistance of many organisations. While it is impossible to thank everyone here, we particularly want to acknowledge our partnerships with the Department of Health and Human Services, the Transport Accident Commission, the Yarra Ranges Council, the Mt Evelyn and Districts Community Bank, Community Lifestyle Accommodation, the Lilydale Uniting Church, Community Housing Limited, Anchor, Karden Disability Support Foundation, Pathways to Care, Mt Evelyn Primary School, St Mary’s Primary

School, Oxley College and the Quest Trust.

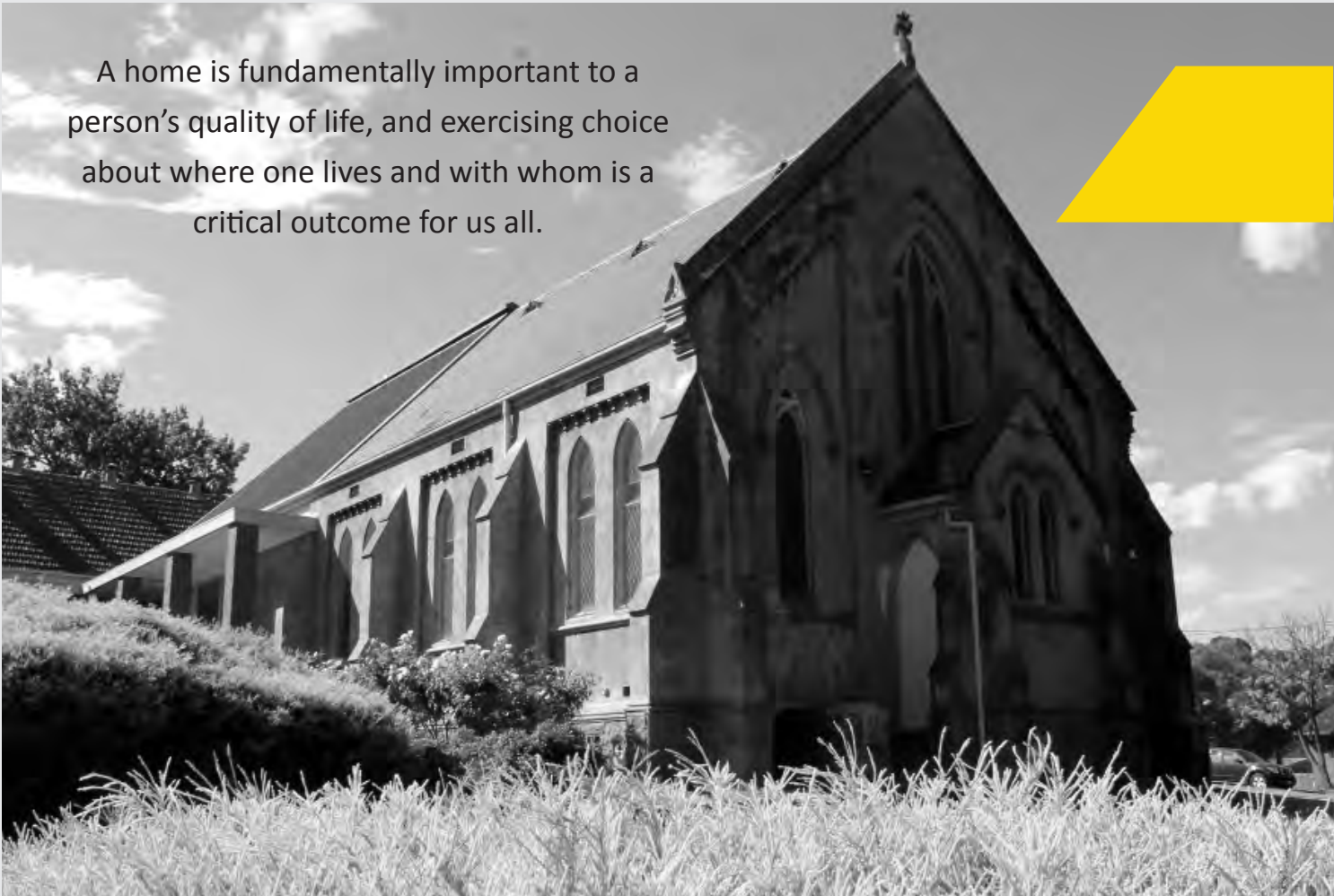
And among the individuals who contribute their time to advance our work we want to acknowledge:

- ARROW (Melba’s group of self-advocates) who were nominated for this year’s Victorian Disability Sector Awards;
- our Ambassadors, Judge Sara Hinchey and Brett Ratten;
- our Board who work tirelessly (listed elsewhere in this report);
- members of our Finance Sub-Committee and Governance Committee; the Human Rights and Quality Advisory Committee members, who play a vital quality assurance role;
- our esteemed Life Governors;
- our dedicated volunteers; and
- members of Melba’s Marketing and Development Advisory Council.

We would also like to acknowledge the support we receive from our local Members of Parliament – James Merlino, the State Member for Monbulk, Christine Fyffe, the State Member for Evelyn and Daniel Mulino, Member of the Legislative Council for Eastern Victoria – along with the Yarra Ranges Mayor, Jason Callanan, and all the other Yarra Ranges Councillors who are great friends of Melba. And in June this year we were privileged to host a visit by Her Excellency, Linda Dessau AM, Governor of Victoria. During her visit, the Governor remarked “listening today, I see that people here lead great lives”. A short video of the Governor’s visit can be viewed on Melba’s website.

Finally, we owe a great debt to our committed staff who regularly demonstrate their willingness to go the extra mile to deliver on our mission as an organisation - many thanks to each and every one of you.

DR JOHN ANNISON, PRESIDENT
& GLENN FOARD, CEO



A home is fundamentally important to a person’s quality of life, and exercising choice about where one lives and with whom is a critical outcome for us all.

COMMUNITY CONNECTIONS

People use their environments

The one thing that sets each of us apart from the next person is the support we require and receive to achieve.

In 2016 Community Connections both consolidated and grew. The team at Melba Avenue has consolidated at the new Lakeside Campus site, creating and fostering connections within the community. Roland Avenue has developed into a new site for young people with specific support needs and Wray Crescent continues to be an integral part of the Mt Evelyn community with a number of groups now accessing the Uniting Church site for activities in and around Lilydale.

SERVICE GROWTH

Community Connections has developed a third site at Roland Avenue for 5 people with complex support requirements, 3 new people have settled in to Wray Crescent, and 8 have joined Melba Avenue. This has been the most significant growth Community Connections has experienced in the past 10 years!

AWARD NOMINATION

Community Connections' Meals on Wheels volunteers were nominated by Yarra Ranges Council for the 2016 Minister for Health Volunteer Awards. These awards acknowledge and honour the many volunteers who devote

their time and talent to supporting the health and wellbeing of people in communities across Victoria.

PEOPLE HAVE VALUED ROLES IN COMMUNITY

Kodey who joined us in January now has weekly work, assisting a local retailer with their recycling needs. Dunja is busy working at Baby Let's Cruz café and the Yarra Glen op shop. Fiona is busy with food prep and cooking up a storm at the Millgrove community BBQ. Malcolm's organising skills are put to good use working at the Brotherhood of Laurence op shop in Kilsyth, a role he is thriving in.

Rhiannon's salt business has taken off, and she has even been able to afford a holiday to visit Stefano at his restaurant in Mildura...to name just a few!

A big thank you to our volunteers – Neil, Jane and Jan, Yarra Ranges TEC Year 10 building crew, and Community Connections staff for their adaptability, flexibility and true dedication to the people who use Community Connections.

SALLY NICOL



People interact with other members of the community

Community Connections is all about people interacting with other members of their community. People we support are out and about in the community every day; importantly, they are known by name. People have valued roles and connections based on their interests, skills and abilities. These connections are born out of people interacting and connecting with their local community.



INDIVIDUALISED SUPPORT ARRANGEMENTS

We feel proud when we achieve the goals we set ourselves, and the success and sense of accomplishment encourages us to set new ones.

“Achieving goals gives us a sense of accomplishment and enhances our personal image”. This statement is true for us all, but for many of the people we support, successfully achieving a goal doesn’t occur without good support.

Regardless of how we may define someone’s goal, the importance of acknowledging it and working to achieve it does not differ. We feel proud when we achieve the goals we set ourselves, and the success and sense of accomplishment encourages us to set new ones. The following stories highlight some goals people have set themselves and the support our ISA teams have provided.

‘WHEN ACHIEVING A GOAL SERVES UP A SMORGASBORD OF BENEFITS!’

The goal for one young lady we support was fairly simple, “I want to improve my cooking skills”. With support from Melba’s ISA staff, the achievement of this goal has created a range of associated benefits for this lady including researching recipes, creating shopping lists, managing her budget, watching her diet and creating lovely, nutritious and interesting meals for herself and her partner.

She feels a great sense of pride in her achievements and the flow on effects have greatly increased her awareness in a range of health and wellbeing areas. She is so proud of what she is doing that she sends photos of each meal to the Melba office making our mouths water!

REALISING GOALS WITHIN AN INTEGRATED ENVIRONMENT

Another woman supported by ISA recently realised her goal of moving out of her parent’s home for the first time. In just a few short months, she has established herself in her new community and is doing things any other person does such as paying bills at her local post office, shopping at her local supermarket, meeting some of her neighbours and learning to get around independently. She has also joined a local bowling team and managed to secure a volunteer role close to her new home.

RENOVATIONS BEGIN...

Work is underway to rebuild a house in Mt Evelyn. This will become the new home for a young man currently living in a very unsuitable situation interstate. The ISA team is confident this young man will soon be enjoying a much happier and typical life in the community of Mt Evelyn.

Thanks to our hard-working and dedicated team of direct support staff and coordinators for your tireless efforts.

AARON FRY



People realise their personal goals

People live in intergrated environments

By identifying and focusing on the outcomes that are the most important to each individual we support, we can tailor our supports to that person. With this specific focus, the people we support can choose, achieve and exceed their goals.

COMMUNITY LIVING SUPPORT SERVICES

Change happens in life, but change is stressful and people can feel insecure and uncertain of the future. As a service provider, it's imperative that we ensure change comes with minimal stress and disruption. If we can improve people's lives with change and maintain the continuity and security of service provision, we develop trust and contentment for a better life.

8 INDEPENDENT UNITS OPEN IN FRANKSTON

Moving house is difficult enough, but to rely on others to support you do this adds another complex layer. With TAC and RIPL, Melba spent many hours having deep conversations with the people who would move to this new development to understand the service each person wanted and needed to have an everyday life.

We asked many questions to help us determine the best way to support each person and we continue to ask questions to provide a level of continuity and security. A mother of a person we support told us, "My son loves living in his new home. He does a

million more things for himself here, than he did at home."

We are proud of the outcomes for people who have moved during the year.

CLOVERLEAF HOUSING PROJECT FOR EIGHT PEOPLE IN ROSEBUD

Community Lifestyle Accommodation (CLA) was established by a group of parents seeking suitable accommodation and support for their family members. After initial conversations, CLA families chose Melba to help make this happen. The local Uniting Church has assisted with land, Housing Choices Australia provided designs and plans, and State and Federal funding was secured. Families have worked extraordinarily hard to reach this stage, and will continue to be actively involved.

PEOPLE CONTINUE TO LIVE A LIFE OF THEIR CHOOSING

Community Living Support Services provides support to a range of people, many with complex

disabilities, which make an everyday life challenging. We support people to realise their dreams and achieve what is important to them. Many of these achievements are small steps but all are significant. People are forging new friendships, working in their community, living in their own homes, their way.

New accommodation services don't just happen – they require the perseverance of many dedication, and to the Community Living. Thank you to all the Community Living Support Services staff for their commitment and dedication, and to the Community Living Support Services Managers for caring about what really matters to people by demonstrating exemplary practice in leadership and service delivery. To Kay and Sharen, your assistance and support are invaluable, and thank you to Aaron Murnane (TAC) and CLA committee members for their commitment to people having a home of their own.

PENNY KENDALL



We are very proud to support people
to lead an everyday life.

People experience continuity and security

We all expect change in our lives but how we deal with it and are supported through that change process will ultimately impact on the outcome. As we grow and change, we will continue to ensure that people are afforded the respect to take control, to ask for more, to ask for better and to expect the best from us.

People are respected

OUR STAFF



Left to Right: Glenn Foard, Penny Kendall, Aaron Fry, Sarina Bunnett, Sally Nicol, Mandy Lister, Lorensz Senn, Kurtis Moore, Leigh McAlister, Dave Glazebrook, 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, Jean Kalns, Nicole Crawley, Karen Gibson Wendy Haines, Tammy Smith, Jodie Macleod.





People are free from abuse and neglect

Melba's policies define and prohibit abuse and neglect with any allegations, regardless of the source, reported and investigated. Our in-house training in the prevention of abuse and neglect and our human rights' checklist are unique.

OUTCOMES DEVELOPMENT

A person's goals direct the pathway of actions needed to achieve their hopes, dreams and wishes for the future. Individuals are the drivers of their own lives.

Through Personal Outcome Measures' interviews, Melba supports people to develop their own personally-defined goals.

Melba provides trained facilitators, who are objective and independent of the person's regular support workers. Their job is to comprehensively capture each individual's vision for the future, and plan the supports required to make their dreams a reality.

PERSONAL OUTCOME MEASURES – DATA COLLECTION

Learning from Melba's Personal Outcome Measures (POMS) data is a pivotal component of my role. The data are currently trending higher in supports

provided in each of the 21 POMS areas, which shows people we support are looking for more: more experiences, more connections, more fun and more work.

As they realise goals, people want more! This is exciting!

People are not content to accept less; they want more and it is our role to support them to achieve it.

Thank you to Melba's POMS Facilitators: Olivia, Kathryn, Pemm, Barb, Steve, Courtney and Sally.

SARINA BUNNETT

People are free from abuse and neglect

Melba upholds people's rights by ensuring they know what information is kept about them and who accesses their information.





People choose personal goals

By supporting people to communicate, we are better able to assist individuals to identify and plan to achieve their personal goals.

COMMUNICATION AND PLANNING

Communication is my right. It is my opportunity to express the ‘real me.’

Communication is a right not a privilege.

Melba provides extensive communication supports, specialising in working with people who have complex communication needs.

As well as ongoing mentoring and advice to each person, their family and support staff, the communication services we offer include: augmentative and alternative communication assessments and profiles; development of resources and tools; and education and training.

By supporting people to communicate, we are better able to assist individuals to identify and plan to achieve their personal goals. Supporting people to choose their personally defined goals in areas that really matter to them is fundamental in helping people design what they would like their future to look like.

“ONE COMMUNITY” SCHOOL ART PROJECT

Melba partnered with Mt Evelyn Primary School students to work on an

exciting art project aimed at demystifying disability for primary school aged children. We worked alongside students to help develop an understanding of the differences, and more importantly the similarities, we share. While creating artwork using canvas bags, colourful paint, loads of mess and fun, we shared experiences and passions, and answered wonderful questions from the inquisitive young students.

The project received generous support from Yarra Ranges Council through a much-appreciated Community Development Grant.

Recognition should go to Melba’s dedicated team of Communication Peer Support Staff: Olivia, Marion, Tracy, Angela, Anne, Harriet, Kathrine and Ingrid.

Melba is fortunate to have such dedicated staff helping people we support to lead an everyday life.

SARINA BUNNETT

QUALITY & HUMAN RIGHTS

Melba ensures that people receive the necessary support and training to make choices and decisions about their life, thereby exercising their fundamental human rights.

Personal Outcome Measures' interviews are one way that Melba monitors the quality of the services we provide. Interviews are held with people to evaluate the supports Melba provides them. These interviews help ensure we are delivering supports that are the most relevant and targeted for each person.

Melba ensures that people receive the necessary support and training to make choices and decisions about their life, thereby exercising their fundamental human rights based on the UN Universal Declaration of Human Rights, and the Victorian Charter of Human Rights.

PERSON-CENTRED EXCELLENCE WITH DISTINCTION

This year, Melba became the only organisation in Australia, and one of only seven in the world, to be accredited for Person-Centred Excellence with Distinction by the Council on Quality and Leadership. We achieved this through our dedication to quality, individual rights and the personal outcomes that matter most to each of the people we support.

SARINA BUNNETT

People are treated fairly

People deserve to be listened to and heard, and to have supports in place to lead an everyday life.



People have best possible health

Feeling healthy helps us achieve our personally defined goals.



People with disabilities have the same rights as all citizens and the exercising of rights is a function of personal choice.

Melba's self-advocacy group, ARROW (Advocacy, Rights, Representation, Outcomes, Worth), is a passionate group of people who represent the many individuals supported by Melba.

ARROW South and ARROW East discuss important issues on behalf of the people supported by Melba and make recommendations that are considered by the CEO and Board.

As advocates and representatives, ARROW also

help build awareness within the local community and breakdown the myths about disability through their successful series of Human Rights' Roadshows.

FINALIST IN VICTORIAN DISABILITY SECTOR AWARDS

ARROW was nominated and selected as a finalist in the 2016 Victorian Disability Sector Awards in

the "Excellence in Advocacy and Promotion of Human Rights" category in recognition of their Human Rights Roadshows' they conducted within the Shire of Yarra Ranges and beyond.

SARINA BUNNETT

People decide when to share personal information



People exercise rights

Melba ensures that people with limited experience or knowledge about their rights receive the necessary support and training to make choices and decisions. Support also includes opportunities to exercise the responsibilities that accompany rights.



People have intimate relationships

Most of us would like a relationship and to find that special person to share our lives with. The benefits for people are huge: happiness, increased self-esteem, knowledge and improved health are just a few.

SOCIAL IMPACT

Social Impact gives people the essential skills to form friendships and relationships.

We believe it is a human right for everyone to have friendships and the possibility of choosing to develop relationships. We also know that with knowledge comes safety, and the ability to make good decisions.

The Social Impact program gives people the essential skills to form friendships and relationships.

Social Impact breaks down the mechanics of friendships and relationships, and everything that comes with them, and explores communication, body language, self-confidence, social media, personal health and wellbeing, goal setting, getting out in the community, understanding how relationships work, safety and how to avoid risks.

SOCIAL IMPACT DELIVERED AS A CERTIFICATE COURSE

This year, for the first time, Social Impact was

delivered through a Certificate I Transition course over 40 weeks. This meant the people undertaking the course had an extended period to learn compared with those previously undertaking the course over a shorter period. It delivered a more enriching experience for all involved.

96 PEOPLE INVOLVED ACROSS 12 SOCIAL IMPACT COURSES

We know that people have different capacities and want different outcomes. What works with Social Impact is that each program is aimed and delivered to match the group's abilities and goals. During 2015/16, Social Impact was delivered far and wide, from Dromana to Geelong, St Albans to Moorabbin, and in many other locations.

SUPPORTING CHANGE

Whilst supporting his daughter, who is in her mid 20s, to undertake the program, a father said, 'My daughter's friends are my friends, and that's wrong. She should have her own friends and that's why I support her doing this.'

It's a great point - people have the right to have friends and relationships of their choosing.

Social Impact would not be possible without our training partner, Pathways To Care - an organisation that believes, like we do at Melba, that quality outcomes for people are crucial. Our thanks also to the other disability agencies that have put their faith in us to provide a program that produces valuable outcomes for the people they support, and a program that all those involved in thoroughly enjoy.

DAVE GLAZEBROOK

People perform different social roles

Humans are naturally social beings. Almost everyone wants friends - people whose company we enjoy and with whom we want to spend time.



VOLUNTEERING AT MELBA

“You make a living
by what you get.
You make a life by
what you give.”

Winston Churchill

Australians are passionate about volunteering! We volunteer to give something to our community, to make friends, and for a sense of purpose. Melba’s volunteers are a warm and generous group of people who are an outstanding example of what volunteering is all about.

AON AUSTRALIA

For the second year in a row, Aon Australia (a global provider of risk management in insurance brokerage) volunteered at Melba as part of its Global Service Day. This year, they helped Sarah by re-painting the interior of her home a lovely fresh, crisp white! Nick, Claudio, Kathy, Andrew, Brian, Amanda and Paul all pitched in for a long day of drop sheets and cutting in, transforming Sarah’s home.

JERI, TARRA AND RUSTY

Jeri and her beautiful 4-legged friends, Tarra and Rusty, joined Melba’s volunteers this year; their visits bring a lot of laughter, broad smiles and a friendly connection for people we support.

COMMUNITY CONNECTIONS VOLUNTEERS

A highly dedicated group of volunteers join Community Connections every week. Some volunteers support people to go swimming, others get their ‘groove’ on for the music afternoon, others help with just getting about and doing some shopping. The most important thing all our volunteers do is stop and listen; they are patient, and kind, and incredibly generous with their time.

Thank you to all our marvellous volunteers! You share Melba’s values, commit to our philosophy, and no matter which role you play you help individuals to achieve what really matters to them.

We bid a sad farewell to our dedicated and incredibly colourful Volunteer Coordinator this year, Belinda Allwood. We wish Belle all the best for her next endeavour, and thank her for everything she did to support ‘vollies’ at Melba.

KIRSTEN FILMER



People have friends

RECREATION & SKILL BUILDING

If you can imagine it,
we can create it for you!

As the recreational division of Melba Support Services, we specialise in creating exciting learning environments in amazing locations around Australia and the world. Typically, recreational activities occur in small personalised groups, with ratios not exceeding 1:3. The length of activities range from 3 – 11 days away from home, and more personalised and individual experiences can be arranged upon request. At Melba if you can imagine it, we can create it for you!

TAILOR MADE TRIP TO JAPAN!

Melba was proud to support Cameron on his recent trip to Japan, assisting him live his dream and achieve his goals.

A NEW HOME FOR SOCIAL CLUB

After recently relocating to Lilydale, Melba was able to keep the Oakleigh Social Club running for all the people we support who attend every month. This is a fantastic outcome

for people who love getting out and socialising in a fun environment.

CREATING SOCIAL NETWORKS

One of the highlights of Melba's Recreation and Skill Building program is that it brings people together. Accessing Melba's recreational activities introduces people from all over Victoria to others with similar interests to have some fun while enjoying a break. Afterwards, staying in contact with those people creates natural support networks that reach beyond their local community, and hopefully a reunion trip the following year!

Thank you to the staff for their support in delivering quality, creative and fun support options.

KURTIS MOORE



People are safe

Safety is fundamental to the services we deliver.

This year, Melba supported over 80 families throughout the state to achieve meaningful and personalised respite in a way that best suits them and their individual goals.

CARER RESPITE

People are connected to natural support networks

One of the defining aspects of Melba's Carer Respite program is the ability to choose the respite that is right for you. That way, everyone involved feels safe in the knowledge that the person they support is having a great time, while the carer gains peace of mind to truly enjoy their break as well.

Melba's Carer Respite Program provides opportunities for people living at home with an unpaid carer throughout Victoria to 'take a break.' Funded through the Department of Health and Human Services (DHHS), people participating in the Funded Respite Program can choose an option which best meets their identified needs, requirements and interests. People can access this program as a means of engaging in some

much needed activities that are flexible and responsive to their individual situation. Respite plans are developed together with the person, their carer, case manager and Melba staff to ensure the best possible result for all involved.

OVER 80 FAMILIES RECEIVED RESPITE SERVICES THROUGHOUT THE YEAR

This year, Melba supported over 80 families

throughout the state to achieve meaningful and personalised respite in a way that best suits them and their individual goals.

Thank you to everyone who has accessed Melba's respite services. Whether it be the Recreation and Skill Building, the Carers Respite or the Social Club you all helped us to provide and develop better and innovative services for the future.

KURTIS MOORE





All people have a real opportunity to live an ordinary life, one of their choosing and design.

LIVING DISTINCTIVE LIVES

Melba has been pleased to support the families that form Living Distinctive Lives over many years. The families value these core foundational principles:

- A circle/network of supportive people is essential to the well-being of individuals living in the community.
- All individuals have the right to a meaningful life.
- All individuals have the right to decide where, how and with whom they want to live.
- Home is about belonging, being connected to community and having valuable roles and relationships.
- Life planning is a creative process, driven by the individual and those closest to them.
- The needs and preferences of individuals change over time and they should be supported through these changes to ensure a satisfying life.

Living these principles in daily life often means challenging the system, making your needs and aspirations heard, being valued by others and getting creative about how to be treated fairly and creating a “good” life.

FINDING THE JOB OF HIS DREAMS; WITH EQUALITY!

One LDL member was recently supported to gain and maintain part time employment in the job of his dreams, under the same awards and conditions as any other employee in the industry. As a result he is a very happy man

filled with self-worth, self-esteem and all the benefits that come with holding a valued role in society.

MY OWN HOME

Another member has maintained living in his own home with 2 housemates that support him. He is an equal lease holder, rent payer and homemaker, and has improved social and verbalisation skills, health and wellbeing.

CUPCAKES DELIGHT

Another member has been flourishing in her cupcake making pursuits with an experienced mentor, learning new skills each week. She was terrifically excited about placing one of her cakes into the Royal Melbourne Show, and she’s currently looking at work and business ideas to utilise her skills.

LDL wishes to thank Melba for continuing to provide the support that it does, which enables the creation of meaningful and fulfilling lives for its members.

TERESA MICALLEF

ON BEHALF OF THE LDL GOVERNANCE GROUP

AWARDS

Ronnie Weiss is a powerful and passionate advocate for human rights.

Celebrating success feels good, but sharing that success with others feels great! Melba is incredibly proud of the achievements of people we have supported this year and of staff who continue to go above and beyond, making significant contributions to the lives of individuals who choose Melba to be their disability support provider. In 2015 we acknowledged outstanding achievements with our Rebecca Britt Award and Stevenson Award.

2015 REBECCA BRITT AWARD WINNER - RONNIE WEISS

Ronnie Weiss is a powerful and passionate advocate for human rights. Caring genuinely for people around him, Ronnie is always eager to try new things and is often the first to step forward if a challenge is offered. The Rebecca Britt Award recognises qualities like encouraging others, resourcefulness, contributing to community and being able to make others smile. A member of Melba's ARROW group, Ronnie was very proud to receive the 2015 Rebecca Britt Award.

2015 STEVENSON AWARD (INDIVIDUAL) - CO-WINNERS

LEIGH MCALISTER AND ADRIAN RIDDLE

Melba celebrates and acknowledges the outstanding efforts of staff, both

individually and in teams, to improve the overall quality of services at Melba through the Stevenson Award.

The co-winners of the individual Stevenson Award in 2015 were Adrian Riddle and Leigh McAlister. While their nominations had similar themes – working tirelessly over many years, with professionalism and helpfulness – they work in very different areas of Melba: Adrian provides direct support to people at Wray Crescent; and Leigh works in our Finance team at Melba Avenue, but both do exceptional work for the organisation.

2015 STEVENSON AWARD (TEAM) - 'FRUIT IN SCHOOL' TEAM

In 2014 Inspiro Health identified that families in our community were not receiving an adequate amount of fresh fruit and vegetables. A small but dedicated group of people supported at Melba, staff and volunteers put their minds to doing something about it. Partnering with Mt Evelyn Primary School and 'Second Bite' in Kilsyth, the 'Fruit in School' team has since delivered 720kg of fresh fruit and vegetables – and the students are so excited when they see the guys from Melba every Thursday!

KIRSTEN FILMER



People participate in the life of the community

Connecting with community gives us meaning to our lives, and when we use those connections to help someone else we feel valued and worthwhile. Melba supports people to discover ways they can connect with their communities and find meaning in that participation.

COMMUNITY RELATIONS AND DEVELOPMENT

Flexible, person-centred, and even a tad quirky at times!

This past year has seen a time of increasing change in the disability sector. With the National Disability Insurance Scheme (NDIS) now well underway, the way we communicate and market Melba will require change, something we commenced planning for this year.

Whilst our language and approach to marketing will change, how we provide information and services won't. Creative thinking, collaborative planning and really listening to a person share with us what they want out of life has set Melba apart from other service providers and we will continue to share our stories with passion, honesty and respect.

ANDERSON STREET LILYDALE – 'BUILDERS OF CHANGE' PROGRAM LAUNCHED

June 2016 saw the launch of the Builders of Change program to raise additional funds for Melba's housing project of 15 one- and two-bedroom units in Lilydale.

SOCIAL ENTERPRISES GIVEN A BOOST

The Lord Mayor's Charitable Foundation and Yarra Ranges Council grants were awarded to Melba to further develop its innovative Social Enterprises.

WELCOME AMBASSADOR, JUDGE SARA HINCHEY

Melba welcomes Judge Sara Hinchey as our newest Ambassador.

Judge Hinchey is Victoria's State Coroner, and was appointed as a Judge of the County Court in 2015 following 19 years' experience as a trial and appellate barrister.

Sara joins our existing Ambassador, AFL great Brett Ratten, who continues to support Melba.

Thanks to members of the Melba Development and Advisory Committee who this year continued to provide quality advice and input, assisting with events and introducing new people to Melba.

We value our strong links with our community and business partners, other community services, local government and individuals and have enjoyed working with them all over the past twelve months – thank you! A special thank you to Kim Harvey. For many people Kim is the face and the voice of Melba. Greeting everyone at Melba Avenue with friendly warmth while directing a busy switchboard of calls and managing the other myriad of tasks involved in her role, Kim treats everyone at Melba with genuine respect and kindness. And to all Melba staff, who are our best advertisement by virtue of the quality work they deliver, goes our grateful appreciation.

DAVE GLAZEBROOK

People choose services

Long before the NDIS Melba has been delivering services underpinned by a philosophy of choice and control for more than 40 years. What is exciting for us, is that the system now supports what we've always stood for: greater decision-making control and choice for people with disabilities.



*Efficient,
empowered,
equipped*



HUMAN RESOURCES

The last year has been an exciting and challenging time that has seen us grow and develop our workforce - now made up of over 300 dedicated employees!

Human Resources has continued to work towards implementing initiatives to support the strategic direction of Melba, improve processes and operational efficiencies and focus on ensuring that all HR practises align with achieving a high-performing and engaged workforce equipped to deliver quality services.

HUMAN RESOURCES COMPLIANCE SUCCESS.

Significant work went into a detailed HR Audit to ensure that all required processes and documents are completed and recorded throughout a person's employment. HR was very successful in this project – an important 'back-of-house' function.

PERFORMANCE MANAGEMENT IMPROVEMENTS

Great advances have been made in creating a new performance management system for all staff, which will provide an improved means of giving and receiving feedback about their work environment, performance and development opportunities. The new system is being implemented in 2016/17.

RECRUITMENT AND SELECTION

We have focused on refining our recruitment practises to ensure that Melba is efficient, can attract dedicated quality staff and remains competitive in the sector. We have also set up a careers email to better assist existing and potential new staff with general enquiries, submitting expressions of interest and applying for vacant positions.

Thanks to Mandy Lister and Nicole Crawley for all their efforts this year, taking on interesting challenges and achieving great results within the HR department. Thanks also to Cheryl Henry for greatly assisting HR with our compliance project. Also a big thank you to the management team and all staff for your support and positive engagement in our projects and change initiatives.

MARIA CIANCIARUSO



SOCIAL ENTERPRISES

It was a busy year for our Social Enterprises with Able Bake House achieving significant growth, Yarra Ranges in a Box delivering more than 750 boxes of fruit and vegetables, welcoming new team members and creating new opportunities for people to take on valued roles.

Again, this year the ABH was fortunate to have the wonderfully talented Angela Fleay add some of her award-winning baking to our range of delicious products.

PADDOCK TO PLATE WORKSHOPS A SUCCESS

With the support of the Yarra Ranges Council, the ABH ran a series of workshops called "Paddock to Plate." These workshops were very well attended with people learning valuable cooking skills, enjoying lots of laughs and a beautifully prepared meal to enjoy with new friends.

ABH PRODUCTS INTO LOCAL BUSINESSES

We welcomed Paige Rowe to our team this year to assist with sales and marketing and since Paige arrived our biscuits and slices are popping up all over the place in local cafes and businesses which is fantastic to see. Thank you Paige! This is providing a number of new roles for the people we support.

NEW TEAM MEMBERS GOING BRILLIANTLY

Kodey is new to Melba Support Services and after discussing work options, he decided to develop his own biscuit delivery round. Kodey will develop his own group of customers, place their orders each week, and then deliver to them personally!

Jack is our delivery man for Go Wild Play Centre in Lilydale and the Bean Seen Café in Lilydale, and he continues to do a great job, always very happy to see his customers.

Matt delivers goodies to Nillumbik Shire offices, and meets up with the

lovely Amber Smith. Matt and Amber spend a bit of time together having a cuppa, and Amber always takes the time to talk to Matt about the community work that goes on within the Shire.

Lily and volunteer Jamie have also joined our kitchen baking team. Lily places every Smartie onto our Smartie biscuits, always with a huge smile. It's lovely to have Jamie and Lily on board.

YARRA RANGES IN A BOX

Yarra Ranges in a Box provides the opportunity for people to enhance their skills, connect with the community and participate in valued roles, helping to build self-esteem, confidence and a sense of connection. It also plays an important role within the community delivering fresh fruit and vegetables to local schools and community members. In 2015, the team at Yarra Ranges in a Box delivered over 750 boxes of fresh fruit and vegetables!

We would like to farewell our amazing volunteer Meredith who has been with us for over two and a half years. Meredith has brought a very calming, happy presence to the Bake House, she is super-efficient and a pleasure to have on the team. Goodbye and good luck Meredith – you will be missed! Thank you to every person and business who supports the Able Bake House and Yarra Ranges in a Box!

KERRY KIFT

the Able
BAKE HOUSE

People participate in the life of the community

From taking orders to personally delivering product, Melba's Social Enterprises offer the opportunity for people to really participate in the community.



People choose where they work
People choose where they work, we match people's interests and skills to roles and assist people take part in valued enterprises.



VALE

Surrounded by her family and closest friends, Louise closed her beautiful blue eyes for the final time on Sunday 6th September 2015.

Whilst part of us has gone with Louise, or Lou or 'Weesy' as she was fondly known, we reflect on the amazing memories and fun times we had with her.

Lou's love of life, her passion for water, music and loud bangs will stay with us always. She enjoyed life's simple pleasures; long walks, the wind in her face, cuddles and splashing in the bath and pool. And of course, she loved noise! The louder the activity, the more fun she had.

Louise made many friends, one of her closest friends was Evelyn. Together they walked for miles and miles every weekend. She also had a lot of friends at Knoxbrooke, where she attended for many years. After beginning her ISA a couple of years ago, she still regularly caught up with these special friends for a coffee.

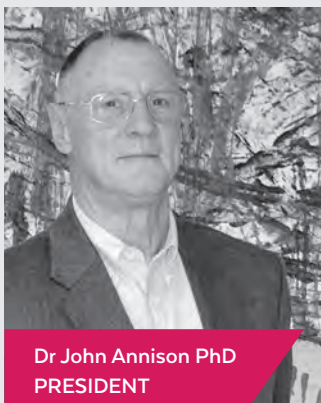
Louise met her health issues with a fighting spirit and loads of determination, as she continued to enjoy sailing, swimming, shopping and, of course, her music.

We farewelled our 'Little Mermaid' with a service at Lillydale Lake, where she loved to spend so much of her time. The wind blew a gale as her ashes were released. She will forever be remembered by her house mates and staff at Blue Ridge. Gone, but never forgotten.



LOUISE SINCLAIR

BOARD OF MANAGEMENT



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PRESIDENT



Peter Vince
VICE PRESIDENT



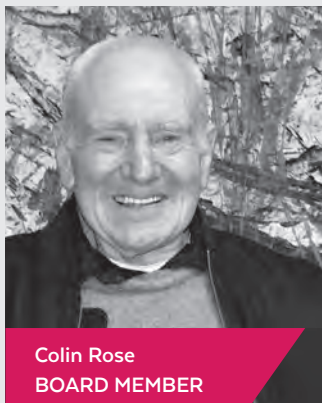
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Brian Baker
TREASURER



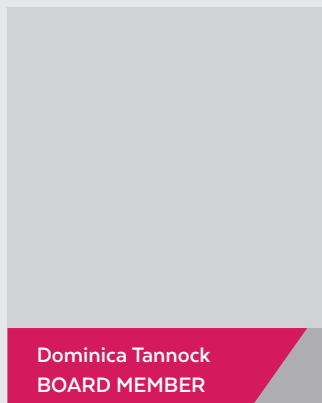
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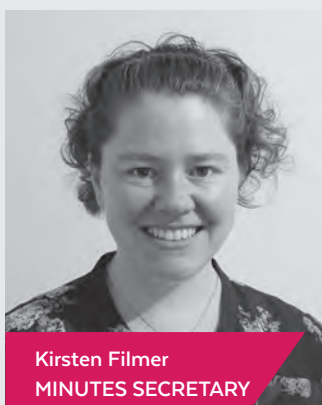
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BOARD MEMBER



Glenn Foard
EX-OFFICIO MEMBER



Kirsten Filmer
MINUTES SECRETARY

Sincere thanks to our dedicated Board for your vision, knowledge and commitment to ensuring Melba is in the best position to support people to lead everyday lives.





Individuals with a disability leading everyday lives

CORPORATE SERVICES

Along with our Treasurer, Brian Baker, I am pleased to report that for the financial year 2015-16, Melba produced a surplus of \$384,896 (an increase on our 2014-15 surplus of \$144,133).

Revenue increased by over 27% and expenditure was contained to around a 12% increase, which resulted in the improved surplus this year. This is, nevertheless, a modest result at just 2% of revenue and it only reinforces the need to closely manage our scarce financial resources.

The 2015-16 year has been one of consolidation. The merger with Impact Support Services was finalised at the commencement of 2015-16 and functions have been fully integrated. Other achievements included the replacement of some of our aging buses and developments in our IT

systems, in particular, our staff/client software system. More work will continue in this important area in 2016/17 as we see technology as an enabler to remaining effective and efficient.

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 namely Maria Cianciaruso, Mandy Lister, Nicole Crawley, Leigh McAlister, Jean Kalns and our recent Finance Manager appointee, Karen Wijsman.

LORENZ SENN

The following information is an extract from the Annual Financial Statements for the year ending 30 June 2016.

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
Total Income	15,750,123	12,354,750
Total Expenditure	<u>15,365,227</u>	<u>12,210,617</u>
OPERATING SURPLUS	384,896	144,133

BALANCE SHEET AS AT 30 JUNE 2015

Total Current Assets	5,323,845	4,891,507
Total Non-Current Assets	2,326,261	<u>1,777,787</u>
TOTAL ASSETS	<u>7,650,106</u>	<u>6,669,294</u>
Total Current Liabilities	3,407,904	2,526,547
Total Non-Current Liabilities	<u>119,163</u>	<u>1,075,847</u>
TOTAL LIABILITIES	2,527,103	3,602,394
NET ASSETS	<u>4,123,003</u>	<u>3,066,900</u>
Reserves	360,056	253,165
Accumulated Funds	<u>3,762,947</u>	<u>2,813,735</u>
EQUITY	<u>4,123,003</u>	<u>3,066,900</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.



LIFE GOVERNORS

Melba's Life Governors have each made significant contributions to Melba 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 recognised through the awarding of Life Governorship by Melba's Board of Management.

We would like to thank and recognise these wonderful people for their contribution to the Melba 'family'.

23.11.77	Mr C. B. Soward (Dec)
25.06.80	Mr G. T. Stevenson (Dec)
16.03.83	Mrs N. Stevenson
07.09.83	Mrs P. Jones OAM
17.10.84	Mr H. F. Jones
26.10.94	Mrs P. Buck
27.10.99	Mrs J. Van't Riet
23.10.01	Mr G. K. Welsh
24.10.12	Mrs A. Blomfield (nee Carter)
24.10.12	Mr A. Kolmus
19.03.13	Mr D. Johnston
20.11.13	Mr T. Greene
04.11.15	Mr. S. Groves

MELBA'S HISTORY

Melba began in the early 1970s, established by families who wanted an organisation they could trust to provide 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.

MELBA WOULD LIKE TO THANK THE FOLLOWING BUSINESSES, GROUPS AND INDIVIDUALS FOR THEIR GENEROSITY AND SUPPORT THROUGHOUT THE FINANCIAL YEAR

- Beacon Lighting
- Jason and Anglea Blomfield
- BMW, Brighton
- Bowens, Mount Evelyn
- Bill and Trish Broadbent
- Harley and Fay Brown
- Patricia Chapman
- Bruce and Wendy Drinkwater
- Geoff & Marilyn Earney
- Greg & Carissa Earney
- Eastern Golf Club
- Don Elgin
- Andrew Erikson
- The Footmen Club
- Ray & Bev Galloway
- Geoffrey Haggard
- Hatrick Communications
- Hatrick Electrical
- Heritage Golf and Country Club
- Judge Sara Hinchey
- Inspiro
- Mr & Mrs E & M Johnson
- Harry & Pauline Jones
- Kate Lee Productions
- Lilydale Leader Newspaper
- Lilydale Chamber of Commerce
- Lilydale Uniting Church
- Lions Club of Healesville, Paul Walker
- Mail Newspaper Group
- Methven Professionals Real Estate
- Millar Merrigan
- The Montrose Reserve
- Committee
- Mooroolbark Community Bank
- The Motet Charitable Fund
- Mount Evelyn & Districts Community Bank
- Mount Evelyn Chamber of Commerce
- Mount Evelyn Community House
- Mount Evelyn CFA
- Mount Evelyn Pharmacy
- Mount Evelyn Primary School
- Mount Evelyn Supa IGA, Tony Ingpen and staff
- Oxley College
- Pinnacle Print Group, Justin Hall
- Quest Payment Systems
- Mollie Quinton, in memory of Rebecca Britt
- Brett Ratten
- Alec & Nan Stevenson
- Telarus
- Yarra Ranges Shire Council
- YMCA, Trish, Frank and staff

...and all our generous anonymous donors.



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PO Box 554, Lilydale VICTORIA 3140
PH (03) 9212 0100 | FAX (03) 9739 5188
melba@melbasupport.com.au | www.melbasupport.com.au

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