



# Our Mission and Vision

## About us

MiLife-Victoria a Not for Profit Community Service Organisation whose purpose is to support individuals to, as much as possible, be in control of their own life and achieve their goals, dreams and aspirations. We proudly do this in partnership with family, carers and their natural supports.

We are Department of Health and Human Services (DHHS) Quality certified as well as a registered NDIS provider supporting over 250 people in the areas of Day Support, Lifestyle and Recreation options, Individualised community, in-home and personal care support, Support Coordination, Adult Education and Transport.

## Our vision

**To create opportunities and pathways to connect people with a disability to community.**

## Our Mission

To provide an environment:

- That respects, protects, promotes and fulfills its human rights obligations to all people it employs and supports.
- Where all people are valued for their diversity and individuality.
- That supports people to exercise choice and control in their lives at all times.
- Where the families and/or significant others of people with disabilities are valued and respected by providing support or assistance in ways that are meaningful and complementary to these relationships.
- That works with individuals, their families and/or significant others to achieve personal goals.
- That through partnership and collaboration provides a model of support where people have access to individualised educational and employment opportunities that support empowerment, active participations and engagement in community life.

## Our Values:

- Diversity
- Respect
- Choice
- Inclusivity
- Collaboration
- Partnerships

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# President Report

Mark Packiyathan - President



My first year as Board Chair coincides with the full transition into the new world of NDIS, an important milestone in our history. What a year it has been! To say that the last year has been challenging for the organisation would be a great understatement. However, I am extremely proud of how the team have dealt with the large volume of change that the organisation and industry has faced. Despite the forever changing goal posts, the high level of uncertainty and at times misleading information, we have managed to navigate our way through these circumstances and come out with a strong service offering. This year further great progress has been made to strengthen our operations to better serve our clients.

It has been more important than ever this year to hold on to our values and what we truly believed is the heart and soul of MiLife-Victoria. The organisation has and always will put our clients first by ensuring their human rights are protected, by providing quality services and advocating on issues relevant to them and their families. It was crucial to MiLife-Victoria that we helped clients and their families/carers transition to the National Disability Insurance Scheme (NDIS) by supporting them to navigate the new system and advise on the key challenges they will face. Further, because of the hard work and dedication by our team, MiLife-Victoria is now well established in the new environment with strong governance and operational practices.

We as a board have had to make some bold decisions to ensure MiLife-Victoria will be set up for success to cope with the transition. The decision to sell and repurpose some properties, invest in our team structure, find a solution for transport and form partnerships with other organisations were not taken lightly. I am confident that we are in a strong financial

position and this stability is evident in our financial reports. As we move forward deeper into the NDIS it will be important for us to form a clear strategy on what the next 2-5 years looks like and build on the great foundation we have created over the last 27 years.

On behalf of the Board I'd like to extend our deep appreciation and gratitude to our CEO Terri Carroll, her leadership team and the broader MiLife-Victoria team for their hard work and dedication. Without their care, passion, reliability and enthusiasm none of this would be possible.

## MiLife-Victoria Board 2018-19



Breigh Smith



Darlene Neu



Genevieve Irving



Geoff Bell



Jen Solis



Sam Melrose

# A Year in Review

Terri Carroll - Chief Executive Officer



It is with great pleasure that I present my 27th Annual CEO report for the 2018/2019 year for MiLife-Victoria.

In last year's report I closed by saying that we still had a lot of work ahead of us with respect to fully transitioning to the National Disability Insurance Scheme (NDIS), in further developing our business acumen to compete in an Insurance based market and ensuring that we remained focused on what we do and continuing to do it to the highest standard possible.

It is a pleasure to report that we have now successfully transitioned to the NDIS with all clients moving over to the new scheme and we achieved a positive result in our mid-term quality surveillance audit. Developing our business acumen however, has been more challenging with the continual changing policy landscape that is the NDIS.

I attribute our challenges to what I would describe as the NDIS being in its early childhood development stage. It is in a period of 'great cognitive, emotional and social development'. It is still learning and finding stability in its feet with lots of tumbles, frustration, tantrums and even some crying, from me! The fact remains though, that we must all continue to support the 'NDIS toddler' for we want it to grow and become the scheme we know it can be. That is a scheme that is consistent in its interpretation, a scheme that provides funding to those who need it, when and as they need it and; a scheme that meets all the objectives that was originally designed and all fought so hard for.

We hope that over the course of the next year that things settle with the NDIS and the challenges that we have all experienced in planning, pricing and policy, see some positive resolve. Given that the NDIS accounts for more than 90% of our total

funding and supports, we desperately need the scheme to develop a consistent approach as it is impossible to develop any business in an environment that is constantly shifting and changing.

The NDIS has fundamentally changed the way in which people with a disability are supported in their everyday lives. A critical component of the scheme was to implement an oversight body that would ensure there are the right systems and protections in place to oversee NDIS services and supports being delivered to its participants. To this end, the government has agreed to establish 'The National Quality and Safeguarding Commission'. The Commission was established in 2018 and commenced operations in New South Wales and South Australia. On the 1st July 2019, the scheme came into effect in the Australian Capital Territory, the Northern Territory, Queensland and Victoria.

The National Quality and Safeguards Commission brings together various powers and functions under the one agency providing changes for both participants of the scheme and providers alike. Changes have been made in relation to the complaints process, the way behavior management and restrictive practices are managed, registrations, incident management and reportable incidents as well as worker screening. The Commission is a welcome oversight and will ensure that there is national consistency to such important matters

Although MiLife-Victoria transferred to the Commission on July 1st 2019, we must now go through the process of reregistration and report to it as and when required. The process for re-registration has commenced and our external certification must be completed by mid-2020. Whilst we have been subject to midterm and annual audits

in the past, there has been a change with the introduction of NDIS Practice standards. Several supplementary modules have been added and depending on the types of supports and services we are delivering under the NDIS, we will now also be audited against these too. I look forward to reporting what I expect to be another positive audit result in next year's Annual Report.

In the course of the next twelve months we will be developing a new Strategic Plan that will take us beyond NDIS transition and implementation. For the last six years we have been totally consumed with the NDIS, our survival and transition. There are still many challenges ahead I am sure but, it is truly exciting to finally be in a position to think creatively and innovatively about the future again.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of people with a Disability began in April this year and will run for the next three years. The Royal Commission is an opportunity to give a voice to the vulnerable and the voiceless and it will seek to identify systemic failures and assist to positively transform the disability sector. We welcome the enquiry and will be watching closely for any opportunities that will help us make improvements to our service provision and that continue to ensure we put the safety of people with disability at the centre of everything we do.

Before closing, I would like to acknowledge two people who left MiLife-Victoria in the last year. Both people provided immense contribution to the organisation during their time and who will be sorely missed.

The first person is Karen Vanderkaay. Karen left MiLife-Victoria late last year ending a near 10-year relationship with the organisation. Karen had been the Chief Operations Officer throughout this time and was instrumental in setting up many of the systems and processes that we have and rely on today. Karen was passionate

about MiLife-Victoria and the clients and staff its supports. I am very pleased to say that Karen has gone on to become the CEO of Seawinds Community Hub in Rosebud. Karen is enjoying her new role and remains a loyal friend to all at MiLife-Victoria. On behalf of everyone at MiLife-Victoria, I would like to thank Karen for her outstanding service to this organisation and congratulate her on her new role at Seawinds. I am looking forward to working to seeing how I can work in partnership with her again at some point in the near future.

I would next like to make special mention of Breigh Smith, MiLife-Victoria Board member of 6 years who resigned during the year because of increased work commitments. Breigh came onto the Board in 2015 when she left National Disability Services to take up an internship as a Lawyer. Breigh's passion for the Disability Sector and for the rights of people with disability was a huge asset to both me and the Board in general. Breigh represented the Organisation in several forums on Human Rights and what we had been doing internally in this space. Breigh was always someone that pushed us and never afraid to ask the tough questions. We miss her tremendously and wish her well with her career.

There have been many others who have come and gone throughout the year and on behalf of everyone at MiLife-Victoria, I would like to thank each one of them. All contributions however big or small, have been greatly appreciated.

On behalf of the Executive, Management team and all staff, I would like to extend my sincere thanks to all the families and clients who have stayed with us through the transition and to those who are new to the organisation, I extend a warm welcome.

I would also like to thank the team for another successful year. I have said it many times before and I will say it again, it is a privilege to work with such talented, caring and dedicated people. It is a joy to be part of an organisation where staff across

all levels of the organisation demonstrate every day how much they care about the jobs they do and the people we support. Thank you to each one of you and I look forward to another full and exciting year ahead.

I now invite you to read on for more information about our achievements over the last year.



Karen Vanderkaay farewell



2018 AGM and service award presentations.

# Operations Report

Terri Carroll - Chief Executive Officer, and Ross Mackay - Chief Financial Officer



The constantly changing NDIS market has had a considerable impact on the operations of the organisation. From the significant changes in NDIS policy to several price updates, the resilience of the staff at MiLife-Victoria to maintain their commitment to assisting our clients to meet their goals and ensuring that we continue to engage and support all our stakeholders has been commendable.

## Staffing

One of the major challenges for the organisation has been to create a staffing profile that responded to the flexibility and choice available to clients. A legacy of the former DHHS block funding was a staffing model that allowed for six weeks annual leave and full time hours to support the administrative requirements of providing services. Under the new market, providers are paid for services they have provided, and hours of work previously dedicated to training and professional development, annual leave above four weeks and certain administrative tasks are no longer funded – placing the onus on the organisation to pay these by other means.

Client flexibility and choice has also flowed into the broader disability employment market. Workers now have the option to provide services independently of an employer which places further strain on our ability to recruit and retain staff. For MiLife-Victoria however, our unwavering commitment to provide high quality services and compliance with the NDIS Practice Standards will minimise any long-term impact here.

## Management Structure Review

Following the departure of our Chief Operations Officer in early July, we conducted a review of the management structure. The new flatter hierarchy includes two executive managers, the CEO and CFO and we have provided the Area Managers with additional responsibility. Their roles are more client focused that will look to ensure outcomes for clients, improve communication between staff and senior management and promote collaboration across sites and service areas.

## Systems and Processes

The first half of the financial year highlighted just how critical clear systems and processes, accurate data recording and regular invoicing were to ensure that we remained 'ahead of the game', but like so many of the other Providers in our network, the changing environment and unwritten rulebook of the NDIS provided additional challenges for staff.

Financial reporting to the Board was improved by the introduction of CALXA which automated many of the manual data inputting functions to ensure accuracy and the time in preparing the reports.

## Site Development

Towards the end of the financial year it was decided to centralise the learning and development programs and relocated these to our Corporate Head Office in Frankston. As a result, we moved the Management and Administrative functions to Hastings and transferred the Hastings clients to our former respite facility in Culburra Avenue, Frankston. This site then became a 5-day a week learning centre offering clients easier access to the local activities they had initially required transport from Hastings to participate in.

## Advocacy

Throughout the year we have continued to advocate strongly on issues pertaining to MiLife-Victoria, our clients and the sector more broadly. Terri continues to represent MiLife-Victoria through her role on the NDS State Committee and takes every opportunity she can to speak up about the issues we and our colleagues across the State are facing. Just prior to the Federal Election, Terri was asked by NDS Acting CEO David Moody to be interviewed for the Channel 9 News on the issues and challenges we face with the NDIS. This interview led to another interview for the ABC Radio National.

Whilst there are many issues with the NDIS, the two hot topics over the last 12 months have been group pricing and transport. Terri attended an 'Every Australian Counts' event just prior to the election calling to 'Make it (the NDIS) Work 2019'. At this event Terri got up and spoke passionately of the issues MiLife-Victoria, its clients and families are facing and how choice and control has all but gone when it comes to group services. Terri took the opportunity after to speak directly with Bill Shorten about these issues further. Mr. Shorten acknowledged these difficulties and made a promise that if elected he and his party would fix the problems of the NDIS. Unfortunately, he did not win as we all know and now has been relegated to ensuring the Government address the issues of the NDIS.



Terri on a panel at 2018 NDS Essential briefings

## The next 12 months

The coming financial year will realise some significant challenges that will need to be managed to ensure we remain viable in the short to medium term. Some of these include:

- Developing plans for sustained growth across all our service areas
- Ensuring that our existing resources are allocated adequately by tracking our unit costs
- Resourcing the move to the NDIS Quality and Safeguarding Framework to ensure we remain a registered Provider
- Developing and implementing a new Strategic Plan
- Supporting and preparing for any improvements that may come from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability
- Continued advocacy re pricing for group services



Every Aust Counts Make it work event.

# Key Achievements

## The following remained key priority areas for MiLife-Victoria during this transition period and last year.

- 1. Work closely with individuals, their families and significant others to understand the changes and be fully prepared for the roll out in 2018.**
- 2. Work with staff to understand the changes coming from the NDIS as well as the impacts and opportunities this will have on their job roles.**
- 3. Understand and implement the required business and operational systems to operate within an insurance based market.**
- 4. Ensure enough working capital to transition into the scheme.**

Areas of focus over the last twelve months against these priority areas were:

### Developing a transport strategy and developing individual transport plans; Key priority areas 1 & 4

Transport remains the number one issue for our clients and is a key support to enable them to access the community to participate in their day-to-day activities. With the introduction of the NDIS, our client's reliance on transport has not diminished.

While we have always been conscious of the real cost to provide enough quality transport for our clients, any funds that have been earned or donated via our previous transport strategy have only managed to make a slight dent in the annual budget.

While we can manage the ongoing costs of running our existing fleet of buses and wagons, the cost of replacement vehicles has simply been out of reach and over time, the fleet has started to look worn and tired.

Towards the end of the financial year however, the Board agreed to start renewing our current fleet of vehicles and in mid-2019 we expect to take possession of five brand new 10-seater buses (3 of which will have wheelchair access) on Operating Leases, rather than an outright purchase. This revised renewal strategy will breathe new life into this very important service, reflect our intention of remaining committed to the provision of transport and lower our operating costs over the term of the lease.

“There has been a lot of competition from our clients to make sure they've been allocated a seat on the new buses. Everyone loves them and are really proud to be a passenger in something brand new.”

Ros Tindal, Assets Manager

### Undertaking and supporting family and in preparation for the NDIS; Key priority area 1

The role of the NDIS Planners over the course of 2018/2019 changed as more people transitioned to the NDIS. In this regard, we acknowledge the excellent support that Heather van der Sluys, Rhonda Pagonis and Clinton Johnson provided clients and their families in navigating the new disability landscape.

Throughout 2018 and into early 2019, their support and attendance at the NDIS meetings really helped clients and their families to be not only well prepared but enabled better outcomes for people's plans – ensuring that all necessary costs were covered off by the NDIS for the duration required.

However, in 2019 many of our client's initial plans expired and the supporting role previously provided gradually changed into an advocacy role to ensure that their supports were (at the very least) retained or enhanced to better reflect their current support needs. The Area Managers assisted the NDIS planners, providing detailed knowledge of the support clients required.

To note, by July 2019, all MiLife-Victoria clients we will have transitioned in to the NDIS making us the first block-funded organisation in the area to be 100% fully transitioned.

### Developing a growth strategy, both immediate and long term; Key priority area 4

Over the course of the previous financial year, the organisation ensured that there was enough cash in our reserves to manage the transition to the NDIS where the funding streams moved from block funding in advance to providing services and receiving payments for services in arrears.

The complexities of managing a hybrid system of part-DHHS block funding and part-NDIS funding made forecasting quite difficult and a very conservative approach to expenditure was implemented during this period.

Although we expected most of our attention and resources would be required to plan for and execute the final stages of our transition to the NDIS, we did experience some minor growth in student contact hours via our ACFE program and in Support Co-ordination which continued to attract more clients throughout the year. Whilst some of these customers are existing customers of MiLife-Victoria, a good proportion of them were new – so much so, that we leased an additional office next door to our Corporate Head Office to accommodate our Support Coordination team.

In late 2018 we undertook a due diligence exercise to acquire another Provider in the east of the State. Supported by the Board, the result of our investigations was that acquisition of the entity would come at significant financial risk and we withdrew from the negotiations. The experience of working on such a venture will prove invaluable in the future, particularly if we're met with a similar set of circumstances.

In June of 2019 we moved our Corporate Head Office to Hastings and transferred our Hastings clients to our former respite

facility in Culburra Avenue, Frankston. This site (whose use started to diminish over the course of the last 2 years) then became a 5-day per week centre offering our clients easier access to the local activities they had initially required transport from Hastings to participate in.

With our former Corporate Head Office vacant, we centralised our ACFE activities (previously offered from several Frankston sites that were being leased on a month to month basis) and Young Street became the Frankston Learning Centre.

These two moves should provide the catalyst to further growth in the coming 12-months given the available space at the two repurposed sites.

“It’s really important in the changing marketplace that we continue to assess what we’re doing and ensuring that we’re allocating our resources appropriately. Where there is disruption, there are opportunities to be innovative and that’s exciting. It means you can’t afford to sit still.”

Ross Mackay,  
Chief Financial Officer

### Support and build our workforce in the face of massive change; Key priority areas 2 & 3

The NDIS has created a staffing model that needs to be responsive to clients that have the choice and control over what support they receive, who provides it, and how it is provided. As a result, the market for skilled staff tightened and across the Country, many NDIS clients were choosing to directly employ their own staff or access more than one provider for their supports throughout the week.

For MiLife-Victoria staff, this shift is demanding new skills, flexibility and a focus on active support that can facilitate inclusion and independence for people with a disability.

The competitive market for staff with a flexible and ‘customer first’ mindset has proven a difficult concept and as a result we have experienced a large increase in staff turnover at the beginning of the financial year. While this restricted our ability to provide some services initially, we have stabilised our staffing numbers and ensured that the necessary supports are in place to support our existing staffing and meet the needs of our clients.

“MiLife-Victoria has supported our daughter Debbie for many years. She is doing things that she wouldn’t otherwise get the opportunity to do. She enjoys getting out and about and loves going to the gym on Wednesday.”

Val, Debbie’s Mum

### Review client, employee, financial systems, technology, and implement or change as required; Key priority area 3

Work has continued around updating our systems and processes regarding reporting, finance and billing under the NDIS. Management’s focus has been on employing efficient and accurate systems to ensure we’re able to shorten our time to invoice for the services delivered to ensure regular flow of income.

Calxa was implemented for Board reporting. This third party software that plugs into MYOB (our Financial System) provides for accuracy and greater reporting templates – particularly at the site reporting level.

SupportAbility continues to be our main source of truth for tracking all staff and customer related information and has been kept up to date by the developers with each iteration of the NDIS Price Guide.

We continue to be engaged in networks with other like Providers to share ideas and different ways of operating.

### The next 12 months and beyond.

With the organisation 100% through the NDIS Transition, the next 12 months we will;

- Focus on assessing our current programs and developing new ones that are both innovative and reflective of our client’s goals.
- Continue to develop our current workforce to promote a ‘customer first’ focus.
- Continue to review and create efficiencies in our systems and processes.
- Develop a new strategic plan.



Operating efficiently and being as flexible as possible is paramount to the success and failure of any business operating under the NDIS. Over the last twelve months we reviewed our services and facilities resulting in some necessary changes. Frankston Head Office became Frankston Learning Centre, Culburra Holiday House became the Culburra Learning Centre and the Hastings Learning Centre became Head Office.

“To be 100% through the NDIS transition process removes the uncertainty as to when our clients will transition. It means we’re working off the one set of rules and not a combination of a few.”

Popi Goulas,  
NDIS Administration Officer

## NDIS Planning and Support Team

**Throughout the year we have seen all of our clients transition from DHHS or other funding to the National Disability Insurance Scheme. The change for our organisation has been significant and has had a massive effect on how we do business.**

There has been a number of positive outcomes including the increase in supports and services our clients have seen as part of their NDIS plans. Early in the financial year Rhonda Pagonis and Heather van der Sluys were assisting clients as they transitioned to the new scheme. With their help in advocating to the NDIS for required supports our clients and their families were immensely satisfied with their NDIS plans.

As the year progressed and clients plans began to be implemented, the nature of the role changed to become less about advocacy and helping people to get the plans they required and more about working with families with regards to the supports they required from MiLife-Victoria be it independent living, day programs, individual support etcetera.

The NDIS Client Administration Team is typically the first point of contact for customers who are new to MiLife-Victoria. The Team will assist in providing information about our supports and services, directing their enquiry to the Area Management Team as required and assist with completing all documentation and information required prior to first day of support being provided.

The Team have been busy in the last few months as new plans are rolling out, ensuring supports required from our clients and families are reflective of client's goals as stated on their NDIS plans.

**Popi Goulas**  
NDIS Client Administration Officer

“Beverley, mum to Anthony is thrilled with the variety of programs and experiences that Anthony receives through MiLife-Victoria. “Extremely pleased with the five days a week of support Anthony is receiving, it's wonderful. There is a great mix of programs available, Anthony is thrilled with the work experience he undertakes once a month with the ABD Group along with helping out in our Hastings head office on Tuesdays.”

“Darren is participating in our REACH program four days a week at MiLife-Victoria. His sister Jennifer has found the transition to the NDIS a big learning curve for the first year as she organised Darren's first NDIS plan on her own. Jennifer expressed that Darren is enjoying our programs, “it's awesome.”

## In Memory of...

Your life was a blessing  
Your memory a treasure  
You are loved beyond words  
And missed beyond measure.

Renee Wood

MiLife-Victoria would like to acknowledge the following people who sadly passed away during the year.

**Chris Perdios**

Day Service – Langwarrin B

**Jacqueline Gamble**

Individual Support

**Blake Edwards**

Day Service – Cranbourne

**Jackie Love**

Day Service – Hastings/Culburra

We would like to take this opportunity to thank the families and their loved ones who welcomed us into their homes and who allowed us the privilege of being a part of their lives, to support and share their journey with them.

They will forever live in our hearts and memories.

# Support Coordination

**During the last year, Support Coordination has had a growth with numbers increasing by 110% to now supporting over 100 participants. This increase has been responded to by growing to a 3-person team, up from only 1-person last year.**

MiLife-Victoria Support Coordinators are Rhonda Pagonis, Heather van der Sluys, and our newest recruit, Melissa Piper. Tegan Redmond joined the team earlier in the year however, due to personal circumstances had to leave. Tegan was an asset to the team and will be sorely missed.

Support Coordination plays a critical role in assisting the NDIS participants to build the skills they need to understand, implement and use their plan to live a life more independent and inclusive life in their community. It is a capacity building support that if done well, the best outcome for any participant is that they eventually require little to no Support Coordination at all and ultimately do us out of a job!

The Support Coordinators role is to link their participants with the right providers to meet their needs and achieve their goals, keeping the following principles at the forefront of their support:

- Independence
- Clarity of purpose
- Person centred approach
- Empowerment
- Equal opportunity
- Accessibility
- Confidentiality

The NDIA will be releasing a 'Support Coordination Framework' in the coming months which we hope will provide further guidance in this space.

## Challenges

Over the last 12 months we have not been without our challenges in this area and have been regularly faced with the following issues:

1. NDIS is a scheme that is forever changing its goal posts making it difficult for individuals and families to get their heads around
2. Not all participant plans are suitable, and many aspects of a person's needs are not always considered when the plan has been built. Plans often need reviewing before the normal review date adding to the stress and workload
3. Families are confused with how to use the funding once they receive their plan
4. Many service providers are not familiar with the scheme and its pricing
5. Service requests have not always been able to be filled through the life of a plan causing an overall underspend in peoples plans
6. Assistive technology requests with the NDIS taking a long time to be approved, often client is at risk of injury because of equipment breaking down and/or reassessment
7. Families are feeling vulnerable about being 'ripped off'

For all the challenges we have still had many achievements over the past year. Some examples are;

1. Several participants are now living independently in supported accommodation after assessments have been organised and housing agencies have been engaged

2. One participant has been able to continue to live independently because of the in home supports he receives daily
3. Another person has engaged a music therapy program in the home for their son which has been highly successful
4. Appropriate allied health services have been linked in to do home visits for a person following a serious injury
5. One participant is doing a "L" Plate driving course- a lifelong dream
6. Another participant is now working at a renovated work centre doing general packaging work
7. Another participant now receives 1:1 support at day centre due to his declining cognitive skills
8. One participant went on a holiday to Queensland for a week
9. Necessary equipment was provided in home enabling one participant to continue living in their own home

With all the frustrations we have had in Support Coordination, they are far outweighed by the number of successes and the positivity of the team we have working here at MiLife-Victoria. It is a wonderful role and a very real opportunity to make positive differences in people's lives.



**Rhonda Pagonis**



**Melissa Piper**



**Heather van der Sluys**

Support Coordinators

“I have found that having support coordination as part of Keith's NDIS plan has helped so much in finding the support services he needs to work toward his goals. Keith is very keen to be independent but without the proper supports was having to rely significantly on his family. He does a variety of activities each week; many are community based and in different locations. Having the NDIS funding and with Rhonda from MiLife-Victoria providing support coordination, we have been able to access the services which best help Keith work towards his goals. For example, Keith needed help in expanding the number of recipes he could cook as well as assistance in other areas such as menu planning and food storage.

It needed to be more than 'home help.' With Rhonda's assistance we were able to find a service which specialised in this area. Keith is very happy learning new skills, trying new recipes and is learning to look for use by dates on produce he buys. He also enjoys the opportunity to chat with his support worker while expanding his skills and independence.

Thanks to MiLife-Victoria's Support Coordination, Keith is able to access more social and sporting events on weekends and evenings with the assistance of a support person. This is important in increasing his social skills and preventing him from becoming isolated.

Judy, Keith's mum.

# MiLife-Victoria Streams

MiLife-Victoria is a registered and quality certified provider of the Department Health and Human Services (DHHS), Commonwealth Department of Health (Continuity of Support Program- COS), Learn Local (Adult Community and Further Education) and the National Disability Insurance Scheme (NDIS).

Our current NDIS registration areas are:

Personal Activities High

Assist-Life Stage, Transition

Assist Personal Activities

Daily Tasks/Shared Living

Development-Life Skills

Participate Community

Group/Centre Activities

MiLife-Victoria is now registered to provide NDIS Services in all States and Territories across Australia. At present, services are only provided in Victoria.

Over the last twelve months, MiLife-Victoria have supported more than 350 people across Group, Centre and Community activities, individually in people's homes or in the community, via Adult Education courses, in Support Coordination and on our specialised Transport Service.

All MiLife-Victoria programs and activities come under one of the following six streams:

MiSelf

MiHome

MiSport, Recreation & Leisure

MiLearning and Development

MiCommunity

MiTransport



**MiSport,  
Recreation and Leisure**



**MiSelf**



**MiCommunity**



**MiTransport**



**MiHome**



**MiLearning and  
Development**

# MiSelf

**‘It’s all about me, looking after myself and living the life I want.’**

**Objective: Focus on the person and all things related to the person.**

The MiSelf stream covers areas such as Personal Development, Affairs and Life, Choice and Control, Relationships, Personal Safety, Therapy, and Learning and Technology.

It’s been a big year out at the Learning Centres with the the focus on choice and control, skill development, maintaining skills and having fun with friends. The MiSelf stream covers areas such as personal development, current affairs, life skills, communication, relationships and friendship building, personal safety, sensory therapy, independent living and learning about technology. The clients take the opportunity in these programs to increase their independence , REACH their goals, build confidence and engage in activities .

Unfortunately, the NDIS funding arrangements for group activities has stifled choice and control for clients. Where once upon a time people could change their mind on any given day about what they wanted to do, who they wanted to do it with and where they wanted to go, is no longer the arrangement. People are now locked into ratios and timetables that are an administrative nightmare to change once implemented.

To combat this we have recently introduced the REACH program at the Learning Centres.



**REACH** stands for:  
**R**eaching your potential  
**E**nriching your life  
**A**chieving your goals  
 Your **C**hoice and control  
 Your **H**ealth and Wellbeing

There are some core life skills components to the **REACH** program that are a required part of all **REACH** sessions. They include the development or maintenance of daily living skills such as:

- Care and maintenance of your home
- Strengthening relationships
- Gaining confidence to make your own decisions
- Getting to know the community you live in
- Learning about current affairs
- General cooking and meal preparation skills
- Learning about personal safety
- Understanding your rights
- Personal grooming



The cooking group at Hastings.  
 Emma and her insect habitat.

“Kiely attends our REACH program at Culburra three days a week along with one day of community participation in bowling and disco. Mum, Diane Wooster said, ‘Kiely is very happy. Kiely has made friends at MiLife-Victoria and loves the staff.’”

There are some fun and interactive activities available to, including:

- Arts and craft
- Music
- Games
- Dancing
- Gentle exercise

And there are some quieter, more sedate activities available, including;

- Reading
- Movies and television
- Social chit chat

Everyone participating in a REACH program is appropriately supported during all chosen activities. It is exciting to see the clients have more flexibility and direct their planning in their programs at the beginning of the semester. They choose together as a group what they would like to achieve and go for it.

## From Hastings to our new home at the Culburra Learning Centre

It was a big year and an emotional time for the Hastings group moving to the Culburra site. The clients all helped with the packing and setting up Culburra and it was a huge task to say the least. All the hard work was worth it as the move is an exciting opportunity to be closer to the action. The Culburra Learning Centre provides more opportunities to access public transport and local community facilities as well as it being a fantastic new site. Everyone is really happy with the move to Culburra and they have settled in well to the new environment.

**Kate Clipsham**  
 Area Manager

Tyson cooking his lunch.



Maria in MiMasterchef.



Steve collecting mail.



Victoria in craft.



Desiree in art class.

“Mary has two sons attending programs at MiLife-Victoria. Jacob has been attending programs since 2014. Mary states that although Jacob is unable to verbalise, he is happy and content with attending MiLife-Victoria. Gino has recently started programs at MiLife-Victoria and Mary stated Gino said, ‘I like MiLife.’ ‘Gino is very happy, he wouldn’t go if he wasn’t content.’”

# MiHome

**‘It’s all about where I live, my personal space and how I look after it.’**

**Objective: Focus where a person lives. Building skills and independence no matter what the living circumstances.**



This stream is about focusing on where a person lives, looking after one’s home and building on the necessary skills to live more independently.

Throughout the year we have seen a lot of change to people’s funding and plans under NDIS and due to this, have seen a large and sudden increase in the number of clients choosing to request Individual Support. Some clients choose this as their only means of support whilst others have chosen to combine this with other services as well. This has caused some challenges for us as we have needed to rapidly increase our staff numbers to try to accommodate this sudden influx of requests and whilst attempting to put this in place, have lost some potential new, and a few existing clients. However, during this time, and after increasing our staff availability, we have also gained some new clients in this area requiring in home supports.

With these changes in funding we also continue to support a few clients who are outside the age range for funds under NDIS and are now funded under COS (Continuity of Supports). One client has continued support under COS funding for respite. For these clients, their supports will continue as they had done so before the NDIS.

In home supports have been provided to people with a range of varying disabilities, including Intellectual, Physical, Psychiatric, MND, MS and other Neurological disorders.

MiLife-Victoria offers this service 24 hours a day, 7 days a week, 365 days a year.

For some this means the difference of being able to get out of bed each morning and maintain living in their own homes and for others it means greater access to their communities.

This may include, but not limited to: Maintaining a clean home, assistance with personal care, attending appointments, shopping, menu planning, cooking meals, laundry and other household domestic tasks.

For those wanting to live more independently, we offer courses in advanced cooking, personal shopping, banking and budgeting and further skills to enable one to move out of home if that is their goal.

Some great achievements over the past 12 months have included some clients learning skills in menu planning, shopping and cooking basic meals in their own homes.

“I have been learning to go shopping, cutting up food and cooking a meal. I work with the stove and do cleaning up. It’s been really good, and I like working with Mary in my home.”

Anthony

A total of 57 clients throughout the organisation are supported for shifts with a 1:1 support worker, with about 28 staff employed to deliver Individual Supports to people in their own homes across approximately 70 shifts per week. Some staff can do multiple in-home shifts in one day. Of the 28 clients receiving in-home supports, nine of those clients currently live independently in their own homes with the supports in place to enable them to maintain this choice of living.

**Kerrie Kendall**  
Area Manager Individual Support

“It is an excellent service. Staff are on time, personable and do their job well. Without this support I would still be in bed.”

Barry

“Shaun has been so much happier since receiving in home personal care. He also has more opportunities to listen to his music everyday which he loves that he didn’t have previously.”

Julie

“If there is no support I would be lost. I would not have the things that would make me happy. I would be depressed and confused. I would be frightened. I wouldn’t have anybody to talk to. I would not be as happy as I am. I get a lot of love and care from my carers. They cook me healthy foods and prepare my meals. The clean and wash my hair. I appreciate what the carers do for me. I feel safe with my carers. They make me happy. They are lovely people. It’s very special and priceless.”

Kitty



“Rachel lives independently in her own home. Aside from having supports in her home to maintain her independence, Rachel has also gone an extra step to try and reach her goal and is being supported to gain skills in running her own online business selling coffee beans from within her home. She has been supported to research, using her computer, and set up her own site as well as visiting many coffee shops in the community for support. “I like MiLife workers because they help me with my new coffee business and MiLife is helping me to go to TAFE next year.” Rachel Rachel also has plans of being supported to attend TAFE at the start of next year to do a course (Micro Business/Small Business operations) in relation to her business.



Melissa lives independently in her own home. Making birthday cakes for her nephews.



Scott doing his laundry and preparing his meal in his home

“Scott really relies on his supports. If he didn’t have them he would just stay in his room all day and I don’t think he would cope.”

Gwenda

# MiSport, Recreation and Leisure

**'It's all about new experiences, having fun and socialising with my friends and family.'**

**Objective: To have fun. It involves active or passive participation in an activity. This could be watching a game, being involved and doing the activity, or a combination.**

## Individual and Group Services

MiSport, Recreation and Leisure is about supporting people to participate in activities or hobbies of their choice. Key elements of MiSport, Recreation and Leisure are having fun, socialising with others and having the opportunity to experience new things and develop new skills. Participation may be active or passive, individually or within a group. It may involve going to watch a sporting event, going to see a show, visiting local attractions, playing a sport, going out for lunch or going on a holiday.

Explore Melbourne and Local Recreation Day are good examples of MiSport, Recreation & Leisure group day programs. Individuals in these programs work together to decide where they want to go, what they want to do and how they are going to get there. In the last 12 months these groups have visited many different places including Federation Square, Arthurs Seat Eagle, Moonlight Sanctuary, Boneo Maze, Moomba, Melbourne Art Gallery and Bunjil Place Theatre to see Swinging on Broadway.

Whilst these programs are about doing fun activities, major achievements have also been made. One person who always had to use a flotation device whenever they were in the pool has over time gained the confidence to now walk up and down the pool without a device. Another individual would wait for people to leave the Disco before getting up on stage but now gets up on stage anytime during the program.



Another person who has always been a passive 'watcher' at Basketball now actively participates and shot his first goal during a game.

## Holidays

Over the last twelve months the number of clients wanting to go on holidays has decreased considerably as it has been difficult to attract enough customers to attend and make the holidays viable. Whilst it is disappointing, it is expected now that we are in a market with more competition from other services offering such activities.

Paul at Pelican park gym - Hastings



Anthony at the football.



Although we have had many external bookings at Culburra from other service providers, the total number of bookings across the year decreased due to our own underutilisation of holidays that we would normally have run there. This forced us to review Culburra's use as a holiday house for the future. To this end, from early July 2019, holidays at Culburra Avenue Frankston will stop and the house is to be converted to a Learning Centre. All the Hastings clients will be relocated providing greater access to larger communities and community facilities in the Frankston and Cranbourne areas.

MiLife-Victoria will continue to offer holidays however, they will now only run in the Term/Semester breaks and when MiLife-Victoria Learning Centres are closed. With Culburra no longer available, new suitable locations for holidays will be identified.

Despite dwindling numbers throughout the year, those who did join us on one of our holidays had tremendous fun and thoroughly enjoyed their time. Groups visited many and varied local attractions, parks and gardens, travelled on trains, ferries and one group even took in the sights on a gondola! Meals were enjoyed in a variety of different restaurants and cafes, there were thrills aplenty on the go carts, leisurely trips to the movies and all manner of different creatures were fed at wildlife sanctuaries. There is virtually no limit to what can and has been done on the MiLife-Victoria holidays!

**Tracy Haycroft**  
Area Manager

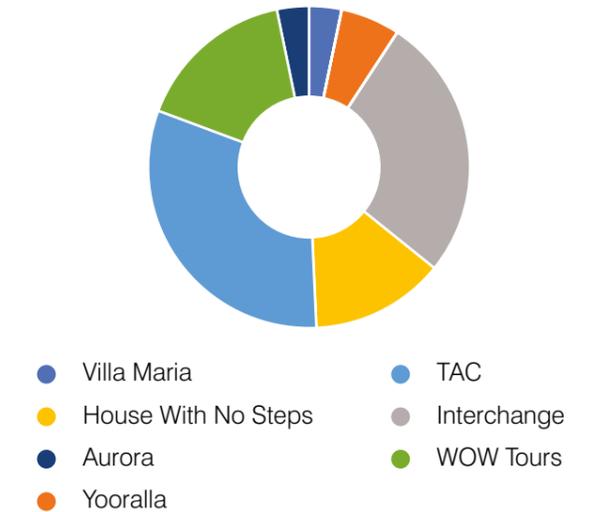


Artwork.

Michael shooting for goal.



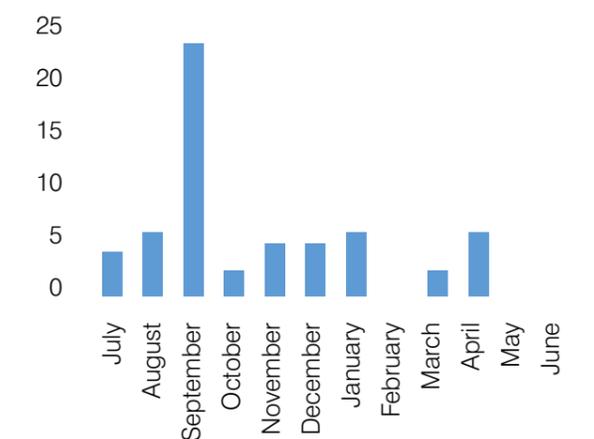
## Organisations who used us in 2018-2019



## Culburra House - Bookings 2018-2019



## Culburra Holiday House - Nights Booked



# MiCommunity

**'It's all about my place in society, where I work, live and play.'**

**Objective:** Being an active member of ones own community.



This stream is about a person's place in their community and about becoming an active member of the community where they work, live and play. It's about access to everyday services and facilities such as doctors, health centres, councils, hospitals, shops etc. It is also about developing social and communication skills.

Throughout the year people have participated in many programs either as part of a group or as an individual within the community. For some it has been in their own communities and for others in the Communities that the Learning Centre they attend is in.

A key outcome for all individuals is to develop vital and appropriate social skills when out in and amongst mainstream community. A lot of work has been put in throughout the year with a group of individuals, all of which were predominantly based at Langwarrin and whose access to community was limited due to issues of behaviour. It is wonderful to report that staff have had tremendous success in this area with nearly all these individuals now more actively participating in activities in the community. Because of this positive change, there has also been a reduction in incidents too.

A small group in Cranbourne have regularly attended a Peer Action Group facilitated by Valid. It is a self-advocacy group for people with disabilities whom are committed to changing the way communities respond to the needs of people with a disability.

This program provides people with the opportunity to speak up about any concerns they have, express their feelings and frustration and support each other to do this in a safe setting.

Individuals attending the Peer Action Group are also given the opportunity to learn more about the NDIS planning process which has aided in developing their confidence to make decisions about their individual goals and lives in general. In the group they meet with other people that have similar goals and aspirations as they have and share ideas on how they can achieve them.

The Lynbrook Community Centre is home to a group who use their industrial kitchen every week for a cooking program. Through this program and relationship with the Centre and other people who go there, they were invited to attend an event they were running for "International Women's Day". This event was to celebrate women and their achievements. Everyone enjoyed the high tea and listening to the three keynote speakers.

Community service and doing things for others is also a big part of MiCommunity. Groups have raised funds for local charities, engaged in voluntary work through delivering Meals on Wheels and individuals have volunteered in various opportunity shops.

Participation in local events and activities has also been a highlight through the year. One group went to African Drumming at Patterson Lakes Community Centre and



All Abilities Day - December 2018



Andrew at disco drumming.



Terry & Tania at an International Womens Day event.



Bunnings BBQ fundraiser.

some members of the Circus program were part of the pre-show entertainment at the Frankston Arts Centre.

Individuals participating in activities in the community develop friendships, communication skills and are given the opportunity to give something back to the community they live in. The Green Team is an example of this, where individuals at the Learning Centres contribute to societies aim to reduce waste and recycle products to help the environment.

**Kate Clipsham, Tracey Haycroft & Kerrie Kendall**  
Area Managers



Amy at the Library.

Vicki at Lyndhurst Community Kitchen



Anthony and Rhonda at Bayside Disability and Diversity Expo - October 2018.



Kev at a Bunnings workshop.



Amy and Tyson at Foodstar.

# MiTransport

**'It's all about how I get out and about and the way I choose to get there.'**

**Objective:** To provide a transport mode that is best suitable to the individual and their circumstances and abilities. It includes supported as well as independent travel and covers public and private transport.

With each year that passes we are faced with an aging fleet of transport vehicles. Our mechanic Fernando from MADJ Service Centre has looked after our fleet for many years now and understands the organisation and is always trying to work around us by servicing and repairing the vehicles over weekends and after hours. He is always there for us even when our vehicles break down!

During the year Fernando went into partnership with another mechanic Peter from PK Motors and Fernando now only works when he is needed. Peter has now taken over maintaining our fleet. I would like to take this opportunity to thank

Fernando for everything he has done for us over the years and wish him well in his semi-retirement. We welcome Peter and look forward to a positive working relationship with him now too.

The annual inspection was held again in April this year and two of our vehicles needed a bit of work done to them to pass the inspection. As they had done over 600,000kms it was decided that it was necessary to retire them from the fleet. Although the retired buses were not used for specialised transport, they were used for transporting people around to their daily programs and activities and the loss of these two vehicles was felt. A further eight



Cranbourne clients maintaining their transport vehicle

buses passed the inspection, each of these vehicles used on a designated bus run with most seats on buses being filled and leaving only a couple of buses with space to take on more passengers in Langwarrin and Frankston areas.

During the year the Board approved leasing five new Toyota Commuter vehicles to use for the specialised transport service. One of the new buses is a wheelchair bus and has been designated to MiLife-Victoria's Cranbourne Learning Centre and two other wheelchair vehicles are based at Langwarrin. The other new vehicles are at Culburra.

To say there has been excitement over the new busses would be an understatement. John, a client at Cranbourne, relies on our transport to get him to and from home to his activities. He had previously struggled to get in and out of his wheelchair and climb into the old 12-seater bus. When John saw the new wheelchair bus he was so surprised and excited. Bus driver Len recalls a recent occasion at Cranbourne.

"There were a few people standing around watching John board the new bus for the afternoon run. John raised the hoist while he was on it (with a little help), and everybody cheered and clapped. John laughed at his achievement."

When John arrived home one afternoon his Nan, Mother and next door neighbour were there to greet him and see the new bus. They watched John "work" the hoist to get out of the bus with Len's assistance.

Johns Mum, Anne said "the new bus allows John to get around with dignity without the need to climb in and out of the bus."

On behalf of all the families, clients and Management, I would like to give a big thank you to all our drivers as they do a wonderful job.

**Ros Tindal**  
Asset Manager



John on his new bus.



John with his mum Anne.

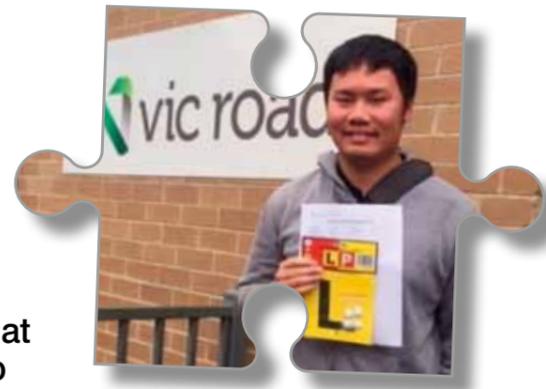


Darren, Desiree and Keily catching the train

## MiLearning and Development

**‘It’s all about building my skills and knowledge in the areas I want to.’**

**Objective: To develop skills and knowledge that will build a persons independence and lead to opportunities for further education and/or employment.**



### Adult Community and Further Education

During the year the Adult Community Further Education (ACFE) courses has seen fantastic growth and development for so many people. Students report how much they have gained by being able to attend a workplace and being part of a team. Employers have praised students for their efforts and willingness to learn and some students have challenged themselves to undertake tasks they thought they never would have been able to do. This has resulted in some students now having the confidence to apply for jobs and another student achieving his Learners Permit which he thought would never be possible.

There has also been an increase of students from the Disability Employment Agencies attend the ACFE courses throughout the year. This is a group of people that thought they would never be able to be involved with an employer at any level but, are now doing just that by developing foundation skills for work.

The aim of all courses and the focus from the tutors is to learn through real life experiences and to give everything a go. I would like to thank the tutors, the staff and the employers who support us in this endeavour and give our students the opportunities they would not ever have gained from being solely in a classroom environment.

In the last twelve months the following courses have been run;

#### Introduction to Administration

ABD Construction, Clayton

#### Adult Literacy

MiLife-Victoria Frankston Learning Centre

#### Introduction to Construction

MiLife-Victoria Frankston Learning Centre and Worksite visits

#### Introduction to Warehousing

Grateful Harvest, Carrum Downs

#### What is work?

External visits using Public Transport

#### Introduction to Automotive Detailing

Frankston Mitsubishi, Frankston

#### Introduction to Equine

RDA, Mornington Racecourse and a property in Balnarring

#### Work Readiness

MiLife-Victoria Frankston Learning Centre

#### Introduction to Retail

Salvation Army Opportunity Shop Hastings and Bunnings Hastings

#### Introduction to Hospitality

Kitchen at Langwarrin Community Reformed Church

#### Introduction to Horticulture

Benton Rise Farm

#### ‘Obtaining my ‘L’ Plates

MiLife-Victoria Frankston Learning Centre

#### Introduction to Beauty and Hairdressing

MiLife-Victoria Frankston Learning Centre and Designs for Hair in Seaford

#### Introduction to Computers

MiLife-Victoria Frankston Learning Centre

#### Introduction to Volunteering

Mum’s Supporting Families in Need, Seaford

## Frankston Learning Centre

I am excited to announce that over the next 12 months we will be growing the learning and development area at Frankston (which was Head Office) which will become the MiLife-Victoria Frankston Learning Centre.

During late 2019 and 2020 we will run all our classroom based ACFE courses at Frankston and commence several new courses targeting NDIS clients. They will be capacity building courses based on themes such as Personal Development, Relationships. Literacy and Numeracy, Digital Literacy, Safe Travel, Choice and Control, Daily Living, Services, Civics and Citizenship. Each course will be run over 10 weeks and will focus on skill development, independence and building confidence for people to lead more independent lives.

### Kath Moodie

Area Manager

“David receives individual support in the community attending activities such as bowling and swimming. David also participates in farming and horticultural activities and attends our ACFE Introduction to Automotive course once a week. His father, Simon says, “Support is good. David is very hands on, he is enjoying his activities.”



Lydia and Sandra in Intro to Beauty and Hairdressing.



“Maddy has been attending the Introduction to Equine course for the last two years. When we first meet Maddy she had not been to school in many months and she had never worked away from her family farm. In the last two years Maddy has developed a very sound level of confidence in herself and her abilities and she has learnt to drive a horse and carriage. She has become a competent driver and has been asked to do her Certificate 1 & 2 in Coach driving for the RDA at Mornington. Maddy has become a valued member of the RDA during her time in the course and is also now doing an additional day on her own. She has also gone on and competed in Carriage driving competitions at Fairs and Shows around Victoria.

During her time working with the Meadows Farm, Maddy has developed many skills and is now a competent stable hand. Maddy has been working with a young horse and is now teaching and preparing him for the next stage as a Carriage horse for the RDA. At the Meadows Farm, Maddy has gained valuable experience handling foals and she performs the tasks of a stable hand to a very high level.

Maddy’s next challenge is to decide if she will go onto further study in the equine industry or apply for a job working with horses. We would like to wish Maddy all the best with this next step.”



## You Are Amazing!

You are the reason I come in every day, every week,  
every month, every year

When I walk in the door I leave any preconceived ideas behind  
Every day is a new day, a new day to see what can be achieved

I am happy to share your journey

To me you have already won

It doesn't matter where you are on your journey

Because you come first

You always have

You may be here at MiLife

But I am happy to be a part of Your Life

As I said

You are Amazing!

**Anita Rendell**

Staff Member at MiLife-Victoria



Staff training 2018

## Our People

**The success of clients achieving goals relies on the quality of the staff that we employ, followed by the training and support we provide to them. In an NDIS environment finding staff and providing necessary training and support is becoming more and more of a challenge every day.**

The NDIS has increased tenfold the demand for staff across the country. We have always been in competition with other human services industries however, with increased funding via the NDIS, this has meant the staffing requirements have more than doubled. Without new staff coming into the sector we are all forced to attract and compete from the same pool of people.

To this end, recruitment of staff at MiLife-Victoria has been a priority over the last 12 months. Apart from our regular recruitment process, we have engaged in two projects that will in the long term assist to build a pool of staff we can readily access. The projects are; Disability Sector Capability Building project being managed by D.H.H.S and Capacity and Innovation Funding (CAIF) Project with our Learn Local provider, Advance, in Hastings.

The Disability Sector Capability Project identified that due to lack of exposure and field opportunities, most students when completing their studies enter the Aged Care Industry instead of the Disability Sector. This project enables students studying dual Certificate's in Disability and Aged Care to complete their placement within MiLife-Victoria providing them with exposure to the industry and an opportunity for employment with us as a result. So far, this project has seen five students offered permanent part time roles with the organisation and four accepted.

Whilst the CAIF project has similar outcomes to the Sector Capability Project, to have skilled pool of people to tap into for employment, the advantage of this one is that people come with the requisite knowledge to hit the ground running. In this project we have worked with the Local Learn Provider, Advance to develop a course based on what we require as part of the induction process. The course will run in the latter part of 2019 and more than 10 people have registered to complete it so far.

The NDIS presents several challenges with respect to training for staff. Financially, it is not sustainable to close the service to deliver staff training as we are not allowed to charge clients if they are not in attendance. This is vastly different to the block funding arrangements of the past where it was the norm to close for staff training and still receive the funding to do so.

We are constantly looking to find new and innovative ways to train staff. Traditional methods of sending people off to short courses, bringing experts in to run training (i.e. Vision Australia and Epilepsy Foundation) are still the norm however, other methods need to be sourced and wherever possible online training and webinars which can be completed out of hours need to be used.

During the year all staff became compliant against the requirements of the National Quality and Safeguard Commission to complete the Worker Orientation Module called "Quality, Safety and You". The Module is online and interactive, designed to assist people working in the sector to support people with disability and explain the obligations of all employees under the NDIS Code of Conduct. The Module was developed from the perspective of NDIS participants and covers:

- What the NDIS is, the role of the NDIS Quality and Safeguards Commission, and
- Roles and responsibilities under the Code of Conduct, including human rights, respect and risk.

Although the requirement was strictly for new staff, MiLife-Victoria took the position to mandate it for all staff. It has also been embedded into our induction program for new staff.

As said earlier, demand for staff is at an all-time high and everyone is competing for the same people. Organisations are now competing with individuals who are

more and more employing their own staff and negotiating rates that in many cases cannot be competed with. Whilst this is the very nature of choice and control, there are risks associated with taking this path. Often individual staff procurement means less protections for both the client and the staff member. Where a provider is responsible legally for the staff member to provide the requisite insurances, pay WorkCover, training, have policies and procedures in place, an individual engaging their own staff do not.

In the last twelve months we have seen a shift where several staff have left and

provided services to people under their own ABN's. Whilst this is perfectly fine and legal to do, it has highlighted our ongoing challenge to attract and retain staff in this competitive market place.

Over the next 12 months I will continue to review our HR policies, procedures and processes to ensure they are current and comply with the new standards. I will also be working on new ways to deliver training. Specifically, I will be implementing a series of training fact sheets and materials for staff that will complement the policies procedures and provide further information. I will also look at creating our own webinars and continue to arrange the mandatory

training activities relevant to people's roles such as Peg Feeding, Hoisting, Medication Administration, Managing Epilepsy, Managing Behaviour etc).

On behalf of everyone at MiLife-Victoria, I would like to thank all the staff for their ongoing commitment to the organisation and the clients we support. I have only been with MiLife-Victoria for a short time however, it is clear to see that we have a dedicated team who are all here for the right reasons. Thank you and I look forward to a very productive year ahead.

**Katie Basterfield**  
Area Manager Recruitment and Training

## Management Team



**Katie Basterfield**  
Area Manager  
Recruitment and Training



**Nisha Chand**  
Rostering Manager



**Vicki Charles**  
Team Leader Cranbourne



**Charlotte Novak**  
Team Leader Culburra



**Nicola Oldridge**  
Marketing Manager



**Karen Prosser**  
Finance Manager



**Kate Clipsham**  
Area Manager  
Group Services



**Popi Goulas**  
NDIS Client Administration  
Officer



**Tracy Haycroft**  
Area Manager  
Group Services



**Michelle Salembier**  
Administration Officer



**Ros Tindal**  
Asset Manager



**Millicent Tuhakaraina**  
Team Leader Culburra



**Kate Kendall**  
Area Manager Individual Support



**Allison Lord**  
Quality and NDIS



**Kath Moodie**  
Area Manager Learning  
Development and Quality



**Lorrain Vanderpol**  
Team Leader Langwarrin

“I have enjoyed the challenges of working at MiLife-Victoria after my student placement. The wide variety of work and the great clients that I assist make it all worthwhile.

I have happily taken on the role of team leader which has given me further opportunity to oversee the programs running smoothly and the clients excelling.

I think with all of the staff working as a team alongside all our wonderful clients is the key to success. At the end of the day it gives everyone satisfaction staff and clients. Working together to achieve goals is what it's all about and that's the job I will continue doing.”

Lorrain Van Derpol

“MiLife has given Maria purpose. She looks forward to each day and loves the staff, the friends she has made and the activities. In particular, she loves bowling, going to the library and Mi-MasterChef. She has become a little more independent in the kitchen, and her fine motor skills have improved. MiLife has supported and assisted Maria over many years and we are grateful for the constant support, care and assistance.”

Enza, Maria's sister

“I like working at MiLife because it keeps my feet firmly planted on the ground.”

Trish Mitchell



# Financial Summary

Ross Mackay - Chief Financial Officer



With the transition to the National Disability Insurance Scheme almost completed, the Organisation's financial profile changed significantly over the course of the financial year. Our guaranteed monthly funding from the Department of Health and Human Services diminished over the year as our clients shifted from the old system, to the new market.

Despite budgeting for a very minor surplus, the year-end deficit of \$156K (2018 \$180K) was the result of additional resources required to transform our staffing model to one that responded to client flexibility and choice and redirecting unfunded staffing hours. As a result, our earnings weren't enough to cover the increased staffing costs (+\$330K) incurred in the 2018-2019 financial year.

Despite the 8% increase in salaries and wages, overall expenses only increased by approximately \$125K, or 2.3%. Total revenue fell by 4% to \$5.205M (2018 \$5.416M).

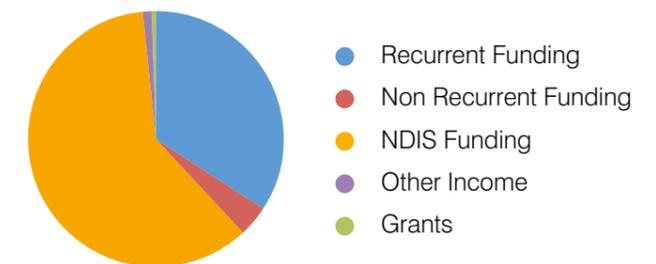
Whilst there was a year-end deficit, the assets of the organisation have dramatically improved due to a revaluation of our land and buildings. As a result, the \$5.65M increase shown in our Balance Sheet are more reflective of current day values.

As we move into the next financial year, our ongoing focus will continue to be on developing our services to remain sustainable in an NDIS environment.

## Summary

Total Revenue	2018-2019	%	2017-2018	%
Recurrent funding	\$1,779,499	34.2%	\$3,977,000	73.4%
Non recurrent funding	\$201,650	3.9%	\$234,000	4.3%
NDIS funding	\$3,150,014	60.5%	\$734,000	13.6%
Other income	\$53,301	1.0%	\$429,000	7.9%
Grants	\$20,673	0.4%	\$42,000	0.8%
<b>TOTAL</b>	<b>\$5,205,136</b>		<b>\$5,416,000</b>	

## Revenue 2018 - 2019



## Summary of Balance Sheet – as at 30 June 2019

	2018-2019	2017-2018
Total Current Assets (cash, receivables, other)	\$1,178,289	\$1,590,867
Total Non-Current Assets	\$7,756,062	\$2,107,091
<b>TOTAL ASSETS</b>	<b>\$8,934,351</b>	<b>\$3,697,958</b>
Total Current Liabilities	\$697,134	\$1,067,220
Total Non-Current Liabilities	\$888,486	\$787,965
<b>TOTAL LIABILITIES</b>	<b>\$1,581,620</b>	<b>\$1,855,185</b>
<b>NET ASSETS</b>	<b>\$7,352,731</b>	<b>\$1,842,773</b>

# Donors and Sponsors

**MiLife-Victoria welcomes sponsorships and donations, both financial and in the way of goods and services. Donations can be made at any time throughout the year either through our website, or by contacting our team at Head Office.**

Several one-off and many on-going donations were gratefully received from many families, staff, businesses and other friends and relatives. This year we also received a gift from Colin Hansen the grandfather of one of our clients, as part of his deceased estate.

We'd like to thank everyone who contributed, large or small, every little bit helps. To all families, friends, staff, small businesses, we are grateful for your support.

This financial year we have raised a total of \$17,362.35

Thank you especially to the following businesses and individuals who made significant donations throughout the year:

Lakeside Financial Charity Golf Day	\$6,000
Ross Hennig, Managing Director, Lakeside Financial	\$900
Cranbourne Arthritis Support Group	\$1000
Jennie Solis	
Pat Scown	
Gail Solomonz	
Lee Haycroft	
Royden Dsouza	
Mark Packiyathan	
Terri Carroll	
Vicki Charles	

- Trish Mitchell
- Val and Allan Horsburgh
- Les and Elaine Malseed
- Colin Hansen (deceased estate)
- Joyce Blencowe
- Bob Bree
- Geoff Bell
- Betty Whitehead
- Michael Harris (Telstra)

## Donations of Goods and Services

- Michelle and Bruno Salembier – Couch for Culburra House
- Focus Individual Support Services – Office furniture



Terri and Nicola at the Lakeside Financial Golf Day



## A special thank you

In November 2018 MiLife-Victoria was fortunate to be named the charity for Lakeside Financials' Annual Golf Day. This was a wonderful event which brought together a group of Lakeside Financial staff and their clients for an enjoyable day of golf all for a very good cause.

The golf course was buzzing with excitement throughout the day, even a short break while a thunderstorm passed didn't deter the enthusiasm and competitiveness among the teams.

The fun continued in the Long Island Club rooms with dinner and award presentations, plus a live auction with all proceeds from the day, a total of \$6,000, donated to MiLife-Victoria.

Following the event Terri Carroll invited Ross Hennig, the Managing Director of Lakeside Financial to visit the Cranbourne Learning Centre for a formal thank you and morning tea. This was an opportunity to show Ross

how his company's contribution would help support our clients, in particular the specialised transport program. Following his visit, Ross made a personal donation of a further \$900 to MiLife-Victoria.

Lakeside-Financial provides financial advice and offers a range of services including personal risk insurance, lending, financial planning, wills, estate planning and accounting services. The team are professional, friendly and easy to deal with and work together to assist clients with financial security and freedom. If you would like assistance with financial planning and to know more about their services visit [www.lakesidefinancial.com.au](http://www.lakesidefinancial.com.au) or phone 9596 5111.

On behalf of MiLife-Victoria I'd like to formally thank Ross Hennig, Andrew Lord, Gary Kennedy and Yvette Polley and the rest of the team at Lakeside Financial for a fantastic event and for their financial contribution and support of MiLife-Victoria.

# Partners and Projects

MiLife-Victoria through its programs and activities, works with many businesses and individuals throughout the year to build awareness and promote inclusion for people with a disability within the community.

MiLife-Victoria would like to thank the following individuals and businesses who have worked with us over the past year and to achieve our vision and mission:



Riding for the Disabled -  
Mornington Racecourse



Bunnings Cranbourne



Frankston Mitsubishi Motors



Beach St Barbers  
- Seaford



ABD Group

Alfred Health  
Backpacks 4 Vic Kids  
Balla Balla Community Centre  
Bayley House  
Beach Street Barbers  
Benton's Rise  
Blue Note  
Bowland Cranbourne  
Brotherhood of St Laurence  
Calvary Bethlehem  
Casey Council  
Casey Race Sports Complex  
Basketball and sports programs  
Cranbourne Arthritis Group  
Cranbourne Football and Cricket Clubs  
City of Casey  
Casey Fields  
Casey Safety Village  
Coles  
Cranbourne Lawn Bowls  
Cranbourne Library  
Cranbourne Youth Resource Centre

Disabled Surfers Association Mornington Peninsula  
Dknet Consortium  
(ASTERIA - Maryborough, CODA - Colac, Latrobe Life Skills - Bundoora, Mawarra - Warragul, MG Australia - Melbourne, Focus - Dromana, MiLife-Victoria - Frankston and Pinarc - Ballarat).  
DSP Electronics  
Ebdale Community Hub  
Frankston Arts Centre, Cube 37  
Circus workshop  
Frankston City Council  
Frankston Library  
Grateful Harvest  
Hasting Library  
Teaching communication and computer skills  
Hey dee Ho Educational Services  
Joy of the Earth Community Garden  
K'mart  
Karingal Place Neighbourhood Centre  
Kezel Cleaning  
Lakeside Financial  
Langwarrin Community Centre

Lynbrook Community Kitchen  
Lyrebird Drive Community Centre  
Market Day Meals  
Max Employment  
Meals on Wheels  
MetroAccess  
Frankston City Council, Mornington Peninsula Shire, City of Casey  
Marillac  
MND Association  
Monash Frankston  
Gym  
Mornington Racecourse  
Myuna Farm  
Doveton  
National Disability Services  
Narre Warren Oz Bowling  
PARC Frankston  
Peter K Motors  
Patterson Lakes Community Centre  
African Drumming  
Pelican Park Recreation Centre  
Pelican Theatre Company

Rain Hayne and Shine  
Balnarring  
St Vincent De Paul  
Chelsea  
Salvation Army Hastings  
Disco and op-shop  
Salvation Army Cranbourne  
Strike Bowling Frankston  
The Meadows  
TPGD  
VALID  
Victoria Police  
Cranbourne  
Village Cinemas  
Karingal  
Woolworths  
Cranbourne  
YMCA Basketball and Karate  
Zone Bowling

# How you can help

As a not-for-profit organisation MiLife-Victoria is grateful for donations, sponsorships and bequests from corporates, small business, families and friends. However large or small, financial or otherwise, every little bit helps to enhance the lives of people in our community who are living with a disability.

Donations and gifts will help MiLife-Victoria to:

- Continue its specialised transport services to ensure clients can travel safely to and from Learning Centres and continue to participate in educational programs.
- Provide opportunities for people with disabilities to reach their potential, learn life skills, access the community and be supported in their endeavours.
- Advocate at all levels of government to ensure that people with disabilities are well cared for and well provided for now and into the future.



## Make a donation

You can find a 'Donate' button on the MiLife-Victoria website at [www.milife-victoria.org.au](http://www.milife-victoria.org.au).

Show your support by clicking the link and making a financial donation.

Alternatively, you can send a cheque or donate over the phone.

Donations of goods or services is also welcome.

All donations over \$2 are tax deductible.



## Become a sponsor

A mutually beneficial partnership can create a great opportunity for both MiLife-Victoria and another organisation.

You can provide sponsorship, develop a fundraiser, or show your support through MiLife-Victoria's Workplace Giving Program.

How would you like your business to get involved?



## Leave a bequest

Leaving a gift to MiLife-Victoria is a practical and lasting way to show the value you place on the services we provide to people in our community who are living with a disability.

If you intend to leave a bequest gift to MiLife-Victoria, or you have included us in your Will already, please let us know. We would like to personally thank you so that you can be involved in discussing ideas about how you would like to see your gift used.

For more information about making a donation, becoming a sponsor or leaving a gift please feel free to contact MiLife-Victoria on 9775 7333, email [milife@milife-victoria.org.au](mailto:milife@milife-victoria.org.au) or visit us at our Head Office location in Hastings.

# MiLife-Victoria Locations



1

### Head Office

66 Victoria Street Hastings VIC 3915  
Ph: 9775 7333 Fax: 9770 6825  
National Relay Service 1300 555 727  
E-mail: [milife@milife-victoria.org.au](mailto:milife@milife-victoria.org.au)  
[www.milife-victoria.org.au](http://www.milife-victoria.org.au)  
Reg No. A0025487A

2

**Langwarrin Learning Centre**  
100A Aqueduct Road  
Langwarrin VIC 3910

4

**Cranbourne Learning Centre**  
36 Lyall Street  
Cranbourne VIC 3977

3

**Frankston Learning Centre**  
Suite 1 Level 1  
108-120 Young Street  
Frankston VIC 3199

5

**Culburra House**  
27 Culburra Avenue  
Frankston VIC 3199

## Thank you

Thank you to the staff, clients and families who have shared photographs, quotes and stories that have been incorporated into this Annual Report.

Graphic Design - Tony Papadopoulos Graphic Design.  
Writing and Editing - Board, Executive and Management Team



## Leaders in Disability Support

### Head Office

66 Victoria Street Hastings VIC 3915  
Ph: 9775 7333 Fax: 9770 6825  
National Relay Service 1300 555 727  
E-mail: [milife@milife-victoria.org.au](mailto:milife@milife-victoria.org.au)  
[www.milife-victoria.org.au](http://www.milife-victoria.org.au)  
Reg No. A0025487A

### Follow us on Social Media



@YourGoalOurMission



@MiLifeVictoria1



@milife-victoria



In the spirit of respect, MiLife-Victoria acknowledges the Boonwurrung members of the Kulin Nation and other Aboriginal Elders, past and present, who have traditional connections to the land on which we meet.