



MURRAY HUMAN SERVICES

2013/2014 ANNUAL REPORT

ACHIEVING GREAT LIVES

ECHUCA • KERANG • SWAN HILL • KYABRAM • ROCHESTER • COHUNA

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Front Cover Photo: Dale Sutton
Watermark: Skye Sipala

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Vision

A society that values the individuality and contributions of all people.

Our Mission

To empower people with disabilities to live great lives and to partner with people with disabilities to lead community change to achieve full community inclusion.



Matai Spencer at the Moama Community Garden



Kim Boland, Skye Sipala and Rebecca Gundry get cooking

Meet the Management Team



Scott Alexander
Chief Executive Officer



Jan Schulz
Finance Manager



Mandy Zanker
Human Resources Manager



Angela Townsend
Risk & Quality Manager



Nicole Doolan
Services Manager



Flip Evans
Marketing & Inclusion Manager



Brigid Herring-Neumann
Residential Services Manager



Toni Thomas
Fundraising Manager



Terri Hateley
Business Services Manager



Leanne Lockyer
Supported Employment Manager



Julie Watts
Program Manager Echuca/Kyabram



Maree Miliano
Program Manager Swan Hill/Kerang

Chief Executive Officer's Report

We can reflect with a degree of satisfaction on what has been achieved in the 12 months since our last AGM.

That year was bookended by two new, and exceptionally successful, events:

The very first MHS Gala Dinner was held at Morrison's Riverview Winery & Restaurant in Moama on the night of Friday, 1 November. With 160 people in attendance, it was a sell-out event.

And on Sunday, 10 August, a beautifully prepared course and fine wintry weather greeted the 100 golfers who teed off in our inaugural Lockington Golf Day.

Key staff appointments were made:

- Nicole Doolan as Services Manager.
- Julie Watts as Program Manager (Echuca/Kyabram).
- Brigid Herring-Neumann as Residential Services Manager.

And in January we celebrated Ross Hannasky's 30 years with MHS.

Significant infrastructure projects – Renovation and Renewal projects – have been commenced, and many completed, at most MHS sites, such as:

- A new kitchen for Harrod's Lane;
- Progressive roll out of new computers to all sites;
- Safety glass in all windows at Francis Street;
- Paroo Street landscaping;
- Task Force Kerang – a makeover of the building's Scoresby Street frontage, including the construction of a verandah;
- Percy Street Quiet Room;

In addition, a number of MHS fleet vehicles have been replaced this year.

Pre-loved, late model, low mileage and excellent condition buses for Kyabram and Echuca; dual cab utilities for Task Force Echuca and Task Force Kerang; and a truck for Task Force Swan Hill.

Our website and Facebook pages are vibrant, informative and ever improving.

Innovative programs continue to be introduced in Day Services.

And new contracts won in Supported Employment by Task Force.

March saw the celebration of the 50 year anniversary of the establishment of the Lady Byrnes' Centre in Swan Hill. MHS and Lady Byrne's Centre merged in 1999, under the name of Murray Human Services.

Today MHS has 130 staff delivering, and 200 clients receiving, an impressive array of services from 14 different sites.

Such significant growth has not, however, come at the cost of the aspirations of the founders of the Lady Byrnes' Centre and Murray Human Services.

The two organisations merged into one which has subsequently thrived – and there can be little doubt that similar values, aspirations and goals were central to making it a happy marriage.

MHS remains true to, and must never lose sight of, those original objectives of providing support to those with disabilities as well as their families and carers.

Long standing clients of MHS in Kevin Barry, Nunzio Savino and Douglas Thomson all died, but these sad events were all notable for the subsequent celebration of lives well lived, and the contribution of our staff, in particular, and our organisation as a whole, to that achievement.

We were fortunate to be able to collaborate and partner with wonderful organisations such as One and All, Community Living & Respite, Echuca Specialist School, Echuca Moama Rockets and Echuca Special Olympics.

We continued to benefit from the support of parents, families, carers, local businesses and community members, as well as the State Government's Department of Human Services and the Federal Government's Department of Social Services.

Thank you to all and, particularly, to the staff of Murray Human Services who are looking forward to yet another challenging and rewarding year ahead.



President's Report

MHS is an exciting and vibrant organisation.

We can see this by example of our clients' achievements and the ongoing progress towards great outcomes for clients, their carers and families.

The Board has set Strategic Objectives and we, as an organisation, are working towards achieving all of those Objectives. It is an ongoing and relentless effort to make sure our organisation is one of the future.



Readiness for the introduction of the National Disability Insurance Scheme (NDIS) is critically important – so, from the services we provide to the financial security of the organisation, all are being worked on to place MHS in the strongest possible position for the imminent challenges posed, and opportunities presented, by the NDIS.

Most MHS staff are employed under one of two Modern Awards, but there was a growing disparity in the wage rates paid to Day Services' staff compared to Supported Employment staff. To address this inequity, the Board approved the payment of above Award rates of pay to Task Force staff so that there is, as much as is practicable, parity between Day Services and Task Force staff wages.

The Board was of the view that it was a question of fairness and equity, where broadly similar work should be rewarded with broadly similar rates of pay. There are, to my knowledge, no other disability service organisations which have freely elected to support their staff in this way.

MHS' Board has a diverse membership, bringing with them knowledge and experience in many areas.

That membership is not static and this year we welcomed a new member, Andrea Fitzsimmons, to the Board.

I wish to thank all Board members for their input and ongoing support of MHS.

Our contributors and partners are an integral part of our organisation.

Donors, funding bodies and volunteers help make the difference to our clients' lives - we thank you for the ongoing support and help.

Achieving Great Lives can only happen with the unwavering support from staff and we can be proud as an organisation of the quality staff we have, thankyou.

Our Strategic Objectives are:

1. Great staff
2. Great services
3. Great workplaces
4. Sound financial management
5. Public awareness and engagement
6. Quality governance

Vince Fusti
President



Board members on a recent tour of MHS sites.

Board Profiles

Vince Fusti (President) - Vince was born in Echuca and has spent the majority of his life in the region. He is a qualified accountant and certified financial planner and a partner of Stubberfield Group. Vince has a long involvement in the local community through Echuca Moama Apex and Murray Human Services. He joined the Board in 2002 and has occupied several roles including that of President since 2008.

Joanne Mason (Vice President) - Jo has been a member of the Board since 2011 with her main focus being a high level of quality care, systems and forward planning. She has managed two businesses and established Echuca Homelectrix & Furniture 10 years ago. Having sold that business some time ago, Jo has a desire to put back into the local community through the disability sector.

Paul Glennen (Treasurer) - Paul has a lifetime's experience in retail and business banking and has been on the Board for three years. He has extensive financial planning experience from his time with the National Australia Bank and through operating his own financial planning business.

Elaine Coolahan - Elaine has personal experience with disability through her youngest son who has Down Syndrome. Her family has lived in the Kerang district for 30 years and Elaine has been a member of the Board since 2001. As MHS has evolved, Elaine's perspective as a parent on the future direction of the organisation has been invaluable. Elaine notes that MHS' focus is on developing new strategies for service delivery whilst continuing to identify new opportunities for people with disabilities to actively participate in the broader community.

Denis Gell - Denis brings substantial experience in the disability field to the Board. He managed the Lady Byrnes Centre in Swan Hill for 12 years and led the merger of the centre with Murray Human Services in 1999. A Board member since 2008, Denis is devoted to supporting vulnerable people in rural communities – especially those with disabilities, and families and children who are at risk.

Ted Paynter - Ted has been on the Board since 2012 and brings a diverse set of skills and experience to the table. This includes 30 years in Telstra's technical area and middle management involving training, quality, health and safety, staff and resource management. Ted spent nine years in a disability open employment organisation, finding jobs, placing clients and liaising with other support organisations to ensure ongoing and sustainable employment.

James Goulding - James joined the Board in 2013 and his son has been a client of MHS for the past 13 years. As a result of their involvement as parents, James and his wife Rose have a good understanding of the needs of MHS clients. James owned and operated a large dairy farm for 35 years but has now retired from dairying and taken up a role with the National Centre of Dairy Education Australia as an industry trainer. The NCDEA is a registered training organisation and similar to MHS where the focus is primarily on client needs.

Andrea Fitzsimmons - A certified practicing accountant and Director of a large motor vehicle group of companies, Andrea is the newest member of the Board. Andrea brings a strong drive for process and procedures in business management to the table. Having moved to Echuca eight years ago with her family, she loves being part of an inclusive and supportive community. A fitness fanatic, Andrea runs and enjoys water-skiing with her children. She is passionate about being part of the growth and future of MHS.



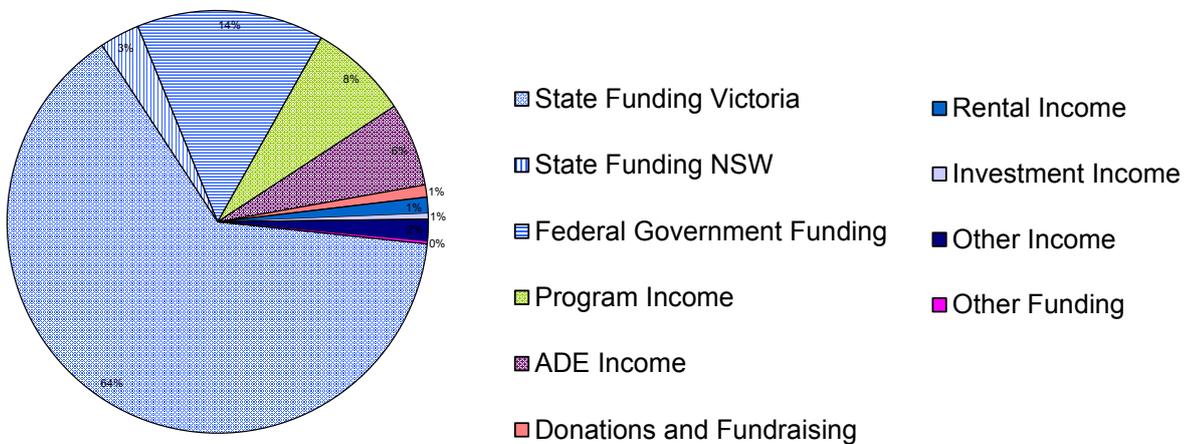
Here are just a few purchases made by Murray Human Services in the 2013/2014 financial year



Finance & Funding

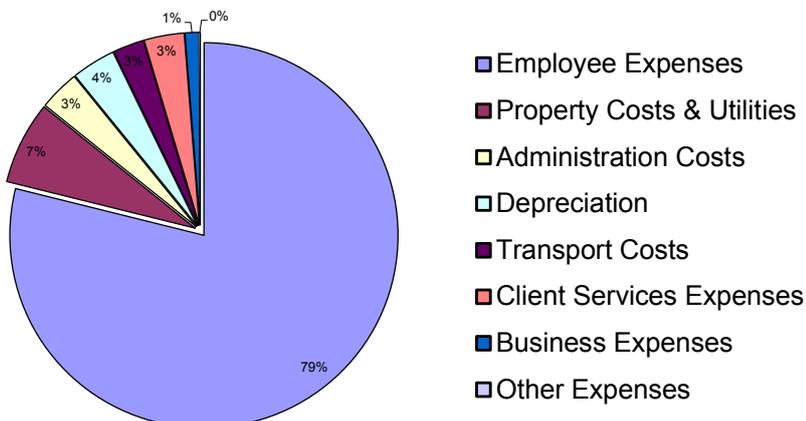
Income 2013 - 2014

State Funding Victoria	4,477,638
State Funding NSW	213,709
Federal Government Funding	1,005,022
Program Income	532,167
ADE Income	447,099
Donations and Fundraising	64,656
Rental Income	87,178
Investment Income	29,174
Other Income	117,690
Other Funding	13,045
	<u>6,987,378</u>



Expenditure 2013 - 2014

Employee Expenses	5,565,691
Property Costs & Utilities	489,039
Administration Costs	237,544
Depreciation	258,161
Transport Costs	181,675
Client Services Expenses	235,066
Business Expenses	80,857
Other Expenses	6,777
	<u>7,054,810</u>



Supported Accommodation

Long time MHS client and Burke House resident, Doug Thomson, died on Thursday, August 7, 2014. Doug's association with MHS began in 1986 but that is just part of his story which commenced in 1956 (the year of the Melbourne Olympics) when he was born in Kyabram. He had six siblings but in his early teens Doug's home life began to fall apart with, ultimately, all of his brothers and sisters being moved to various boys' and girls' homes around Victoria.

At age 16 Doug underwent an operation to repair a defect in the main blood vessel leading from his heart. Doug "died" on the operating table but was revived after 12 minutes and then lay in a coma for four months.

Although he eventually woke from the coma, Doug had an Acquired Brain Injury, the result of his brain being without oxygen for such a long period of time. MHS became part of Doug's new life, with programs to attend and then a house to share. His impact on MHS staff has been profound and will be lasting. Doug will be remembered for his humour, being a gentle and thoughtful soul, a positive thinker, caring, knowing exactly what he wanted and being prepared to speak up to get it, and his preparedness to speak up for the people he cared for. In 2007, after not having had a relationship with most of his family since childhood, his younger brother contacted him and that, in turn, led to contact with all of his siblings. But even more emotional and unexpected than these reunions, Doug was finally reunited with his mother after 35 years. This event filled a large void in his life. Let's give Doug the last word:

I love listening to people, and I love learning about their lives, I love the sound of John Williamson's music, I love war movies and most of all I love my friends and the people in my life.



Following a few setbacks our Paroo Street unit was completed and now has its first very happy tenant – Hannah Hunt.

The spacious block, and its future potential, was a key element in MHS' decision to build residential accommodation unit at Paroo Street.

The development of the back yard seeks to enhance the opportunities for that area to be not only be enjoyed by our residents, but also by their neighbours.

This is, of course, consistent with MHS' commitment to community inclusion for our clients.



Hannah Hunt at our Paroo Street Unit

Registered Training Organisation

Supported Employee Kelvin Riddle is the inaugural winner of our Great Achiever Award for his efforts through our Registered Training Organisation (RTO).

Kelvin's trainer, Karen Carpenter said he was characterised by his determination - describing him as a determined learner, determined to give digital literacy a "real go", through his efforts in learning to use an iPad, learning to write and send emails, and learning how to send a photograph in an email.

Over the 10 weeks of the course our Great Achiever learned to navigate his way around the iPad. With help of the dictation app, he was able to convert language into typed text and send his very first email to his trainer. Kelvin only needed to speak into the iPad and it converted his words into a typed page.

Our Great Achiever then went on to creating presentation pages, adding photographs that he had taken, and emailing them.



Kelvin with his Great Achiever certificate and prize

Our Registered Training Organisation (RTO) has been a hive of activity the past 12 months, with the creative cooking course in particular, proving popular.

This 10-week course teaches our budding chefs not only how to create mouth-watering recipes such as fried rice, pizza and banana cake, but also encourages confidence, bonding through team work while promoting the all important social aspects of the course.

Technology is also high on the RTO's agenda, with participants creating a digital cookbook on their iPads from the recipes.

Digital photography has been a real hit with clients spotted around town taking impressive photographs with their iPads. The end result will be a superb 2015 calendar available for sale later in the year.

The RTO Graduation was held in May, with 101 certificates presented to 68 ACE course graduates who had participated in Digital Literacy, Event Planning, Catering, Permaculture, Photography and Performing Arts short courses. In addition, we had graduates in Certificate II in Community Services, Certificate IV in Disability and Diploma of Disability.



Task Force

We were saddened to hear of the death, on Saturday, 24 May 2014, of Kevin Barry - one of our valued Supported Employees at Task Force Swan Hill.

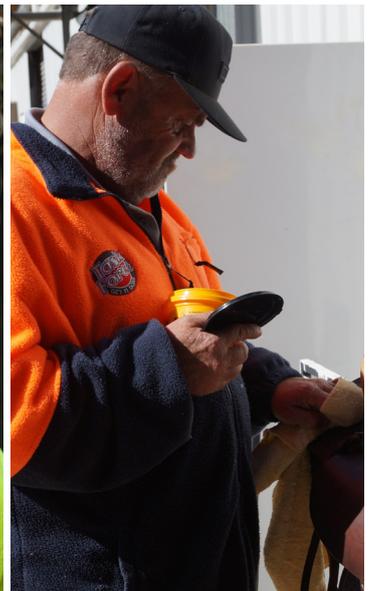
Kevin had been an employee with Task Force Swan Hill for many years, his involvement in supported employment going back at least as far as 1970 when he was employed in what was then called Pental Island Enterprises.

Task Force Supported Employment Manager, Leanne Lockyer, describes Kevin as "A colourful character with a great sense of humour, a great conversationalist and an all-round nice bloke."

Kevin will be missed by many.



Kevin Barry



Clockwise from top right:
Task Force Kerang team; Trevor Fulford; Joseph Hitchcock; Brad Leitch

Task Force

Task Force is an Australian Disability Enterprise which balances the goals of operating financially viable and sustainable businesses whilst providing meaningful employment for people with a disability.

Here is some of what we do:

Echuca

Litter Crew – Shire of Campaspe

Car Wash – Our Francis Street site

Car Wash contracts - various car yards, Echuca Regional Health, Njernda, Centrelink, St Lukes

Pavers/Secure shredding/Quality Control (Heinz) – Mundarra Road site

Cleaning/Laundry – Echuca Regional Health

Cleaning contracts – Perricoota Vines, Longs, Laser Electrical, Paul Weller MP, Kober, MHS sites, Moama RSL (wheelie bins)

Swan Hill

Cleaning Telstra tower sites (Scope) – Swan Hill & Kerang

Pallets

Polymaster

Star pickets plastic caps

Kindling

Cleaning

Lawn mowing

Kerang

Lawn mowing – Gannawarra Shire HACC Program

Second hand shop – MHS operated

Floral cupcakes – Smithers Oasis

Car wash – Victoria Police fleet, public, car yards



Steve Carroll



Day Services

Nunzio Savino

Client and friend of all at MHS, Nunzio Savino, died in July this year at the age of 51. A lifelong resident of Kyabram, Nunzio was born with a rare neurological disorder called Spinocerebellar Degeneration – a condition characterised by the progressive deterioration of the brain and spinal cord.

In 1981, at the age of 18, Nunzio's association with MHS commenced at Tehan House.

Nicole Doolan (currently MHS' Services Manager) penned "Nunzio's Story", published in 2011 – a sensitive and beautifully written homage to Nunzio and his family which concluded with this moving passage:

Nunz communicates with eye movements, subtle facial gestures and, when the occasion calls, a smile or laugh. It takes time and effort for him to move his eyes in the deliberate way needed to answer a question, but his eyes sparkle when someone gives him the time to allow his 'voice' to be heard. A little extra time can also enable Nunz to enjoy a joke and his effortless laugh brings his face to life. Luckily he has his mum (Maria) and sister (Clem) who are so tuned into Nunz that they only need to see the slightest (perhaps imperceptible to others) movement in his eyes or the turning of the corner of his mouth to understand what he is saying.

Nunz has had to overcome many obstacles throughout his life but has been blessed with personal courage and a loving, devoted family. Maria is thoughtful about her son's situation and her full time commitment to him. "If I wasn't with him who would be his voice? I must be strong, if I'm not strong for him, then ... what?"



Nunzio Savino



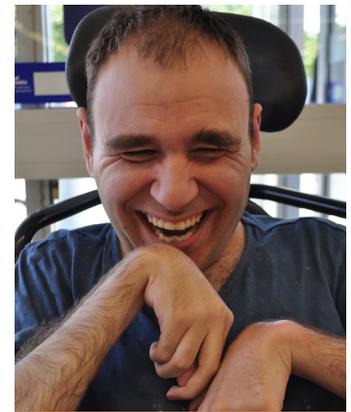
Kim Boland



Jack Hawkett



John Goudge



Nathan Gillie

Day Services

Murray Human Services offers a range of specialist day programs from our sites in Echuca, Kyabram, Swan Hill and Kerang, and outreach day services in Cohuna and Rochester.

From therapy based programs to arts, educational, assisted holidays and excursions, our services help to enhance the independence, confidence, self-esteem and life choices of each individual.

Much more than just a place to fill in the day, we provide adaptable and flexible programs, actively engaging with people to help them identify and express their needs and goals. Our staff engage with individuals to learn what is important to them and work together to develop a personalised plan.

Swan Hill 50th Celebrations

A 50 year reunion was held at Swan Hill in March, with over 80 people attending to reminisce and see just how far MHS has come.

A DVD display, photo boards, newspaper clippings and numerous other memorabilia proved popular with everyone.

Program Manager Swan Hill/Kerang, Maree Miliano, said the huge amount of planning came to fruition with the help of an army of dedicated staff and other helpers to make for a memorable night.



Swan Hill/Kerang Program Manager Maree Miliano with MHS Board member Ted Paynter at the 50 year Swan Hill reunion



Jayden Wright



Kim Boland



Julian Kennedy

Kanyana Auxiliary Report

After a month's recess our members were ready for another year.

Our first fundraiser was a Father's Day Luncheon at Rich River Golf Club where we were enlightened to all the marvellous opportunities available to the community at our new library. An enjoyable day was had by all.

November was show time. Members entered the non-competitive display with the theme to advertise our fundraising events. In this we had the help of members of MHS. Christmas came around very quickly. Our Christmas lunch was held at Taras Hall with many members and friends attending. Entertainment from the newly formed MHS band was enjoyed by all.

Our yearly Valentine's Day was held in the form of a luncheon at Rich River Golf Club with the MHS band once again giving joy to all.

The big Golf Day was held at Rich River Golf Club in February, and included our cake and produce stall and our monster raffle. Thanks go to the golfers and our many sponsors. This was a very financially successful day.

In May our Mother's Day Luncheon was a very enjoyable and profitable day with Country and Western music and plenty of fun.

During the year we had several raffles which were well patronised by the community. June, of course, is our biggest fundraiser with Roving Roast Dinner and our Mystery Bottle Draw and raffles held at the CWA Hall. We were proud to present MHS Chief Executive Office Scott Alexander with a cheque for \$7500.

My thanks go to all business houses, clubs and all generous supporters for their assistance during the year. Also to all members for the encouragement I have received.

Patricia Tyndall
Kanyana President



Renovations in the pipeline for Burke House



Kara on Valentine's Day



Robbie at Christmas time

MHS Matters

What a year it's been for getting our message out to the wider community in a range of formats.

Our Facebook page was launched in October 2013 and we now have in excess of 600 likes from people as far afield as the Middle East, UK and the Solomon Islands. This is an active page and continues to attract attention as staff, clients and the general public alike keep track of what we're up to.

The new and improved MHS website was launched by Limelight's Blair Stonehouse at our inaugural Gala Dinner held at Morrison's Winery on November 1 last year. The website is a living project and continues to grow and evolve with our organisation. The information available on our website makes MHS more easily accessible, with browsers able to locate documents and other information online.

Our quarterly newsletter, MHS Matters, has also grown in size and popularity during the past year. We receive regular requests from interested followers to be added to the email list and distribute a number of hardcopies around our sites. The newsletter keeps everyone up to date with staff and client milestones and other events, explains in pictorial form how our various branches work (eg. A Day in the Life of Task Force), introduces a Board member in each publication and mentions upcoming events.

We are all very proud of our newly released Task Force Video which shows our people from Echuca to Swan Hill rocking along to the soundtrack 'Happy'. This has been months in the making with the assistance of Limelight and is a fun and catchy video – just try and sit still while watching it!



Ross Hannasky

For someone who thought working at MHS would be a good 'stop gap', Ross Hannasky has shown an incredible commitment and staying power, celebrating 30 years with MHS.

Ross started off in 1984 as a bus driver with what was then called Tehan House.

He said the early days were a lot different to today – dog collars were used to restrain wheelchairs on buses and without the luxury of air-conditioning, it was a common sight to see him stripped to his jocks cooling off in a water channel on his way home. The bus driving gig worked in well with the hay season and supplemented his farming income.

Ross and Vikki tied the knot the same year and went on to have two children, Breean and Jake. The couple celebrated another milestone event in May this year when they became grandparents, courtesy of Breean.

Ross has tried his hand at just about every available role in MHS over the years, both paid and unpaid.

"It was always going to be a temporary thing," he said.

"Then I started filling in doing casual shifts for programs.

"I've also had the pleasure of working in supported employment."

He became a carer– but he has really always been a carer, even when he was driving buses. Ross is passionate about helping others.

"Seeing skills gained and new competencies – that's just fantastic," he said.

"It's the best thing - there's not enough hours in the day to have a go at everything."

A 'yes' man through and through, Ross sees the positive in any situation – no matter how bad most of us may think it is, saying some of his worst days are his best days.

Fun motorbike days on the farm have been running for a few years now and are popular with both staff and clients alike.

Other passions of Ross' are his dirt bike, fishing and just hanging out with family and friends over a barbecue and a few frothies.

"I know I have things to offer ... though I'm lacking in other areas," he said.

"But a busy day's a good day!"



Our Partners

MHS takes pride in having special relationships and a strong involvement with a number of partners in the community. Here are just a few:

Special Olympics Victoria (Echuca Campaspe)

This committee aims to assist regional athletes to achieve their goals of participating in local, regional, state, Australian and world sporting events. We also aim to increase awareness and raise the profile of Special Olympics Victoria. Three MHS staff members are on the Special Olympics Victoria Echuca Campaspe Committee: Helen Owen, Flip Evans and Angela Townsend.

Campaspe Primary Care Partnership

The Campaspe Primary Care Partnership (PCP) is a voluntary alliance of primary care providers who have a responsibility for delivering primary care services in the Campaspe area. PCP member organisations work with the community and the Department of Health on priority health needs of the Campaspe catchment for a vision in building healthier communities through partnership, collaboration and integration. Risk & Quality Manager Angela Townsend represents MHS on this committee.

Rockets

The Echuca Moama Rockets Football Club is a club that offers football participation for players of all abilities. Marketing & Community Inclusion Manager Flip Evans is the Rockets' President and MHS Ambassador Anthony Stevens the coach.

Echuca-Moama Rotary Club

MHS has a great partnership with the Echuca Moama Rotary and we were grateful to receive \$2000 from the Steam Rally held in June. Those funds will go towards the purchase of a state-of-the-art adjustable change table for our Percy Street site. This will complement the ceiling tracking and hoist installed at the Percy Street site in 2013 and will be of great benefit to clients and staff alike.

Moama and Kerang Community Gardens

Community Gardens are a shared place where people of all ages, experience and abilities come together in a supportive community context to experience the reward of gardening and have access to affordable fresh fruit and vegetables. MHS clients have several plots to nurture in both Moama and Swan Hill while learning about plants, food, soil, compost, using water responsibly and about each other.



Clockwise from top right: Growing food and friendship at the Kerang Community Garden; Robbie Goulding chats to Rockets coach Anthony Stevens; Echuca Moama Rotary Immediate Past President Chrissy Weller presents a cheque for \$2000 to Phillip 'Flip' Evans as proceeds from the Steam Rally held in June.

Our Partners

Thank you very much for your generous support!



Our Donors

Lions Club of Swan Hill
 Lions Club of Murrabit and District
 Lions Club of Merrigum
 Lions Club of Kyabram
 Landrow Properties
 Hip Pocket Echuca
 Salters Motor Panels Kyabram
 Steven Oliver Plumbing
 O' Neills Body Works
 Insurance House Echuca
 Harvest Hotel Echuca

Steven Orr Electrical Echuca
 Caledonian Hotel Echuca
 Engine Action Echuca
 Shane Luke Building
 Crowe Car Sales
 Having Money – Lockwood Partners
 Office Choice Echuca
 Longs Electrical
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Perricoota Vines
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 Cantech Engineering
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 Forty Winks
 Echuca Steam Rally
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Dianne Williams Solicitors
 Carpet Innovations & Blinds
 Kennaughs Garden Centre
 Border Inn
 South Fabrics
 Moama Post office
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 Noels Quality Meats Moama
 Campaspe Glass
 Rich River Flooring Xtra



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