

ACHIEVING GREAT LIVES



# 2014/2015 ANNUAL REPORT

MURRAY HUMAN SERVICES

ECHUCA • KERANG • KYABRAM • SWAN HILL

## Contents

Vision and Mission .....	1
Leadership Team.....	2
President's Report.....	3
CEO's Report .....	4
Financials at a Glance.....	5
Client Photo Collage .....	6 & 7
Residential Services Report .....	8
Registered Training Organisation Report.....	9
Task Force Report .....	10
Day Services Report .....	11
Kanyana Auxiliary Report .....	12
Our Partners .....	13



Caroline Hall



*Front Cover Photo: Hannah Hunt  
Back Cover Photo: Ryan Nichols*

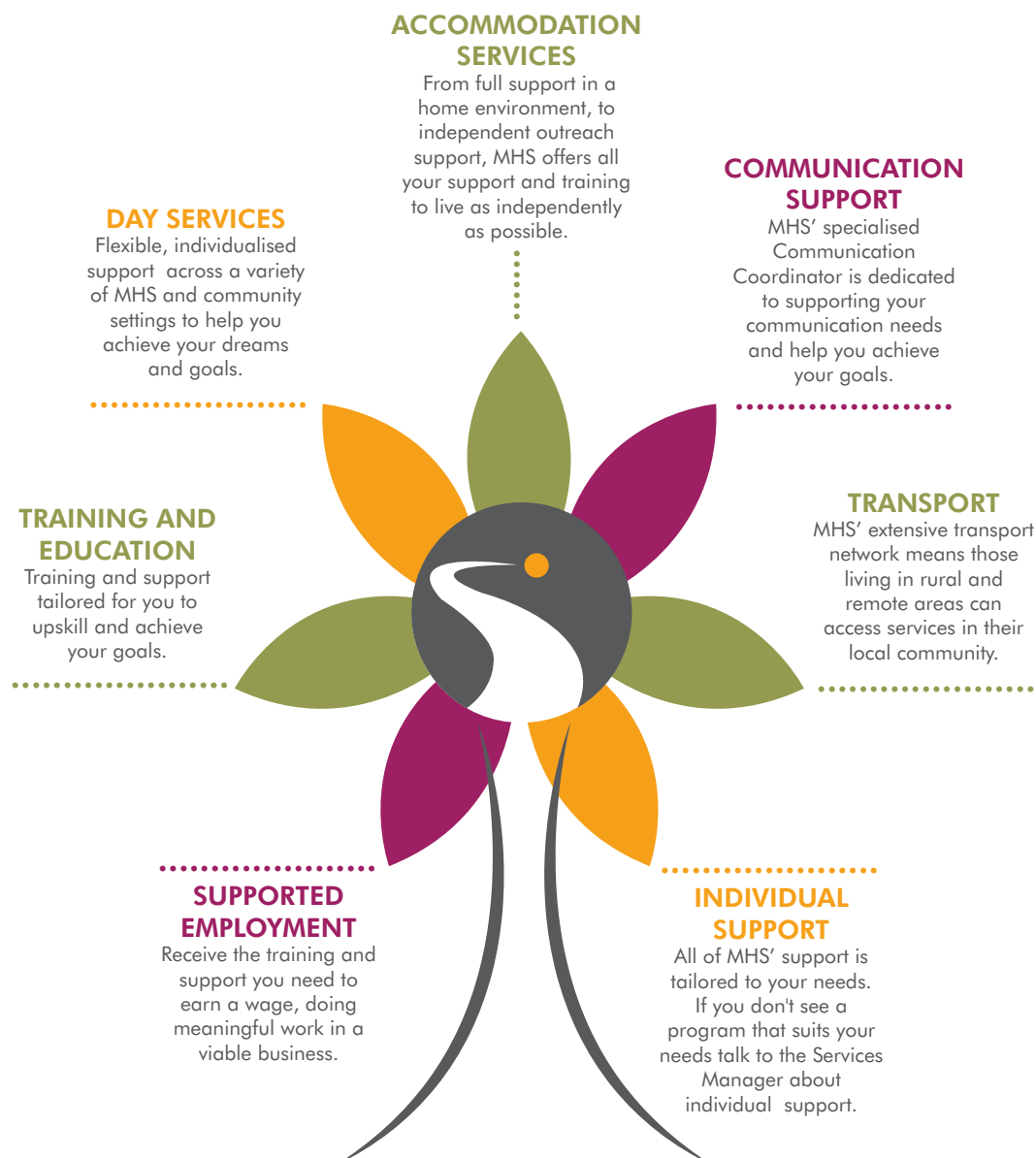
*\* All images have the permission of those pictured.*

## 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.



## PATHWAYS TO INDEPENDENCE

Choose one or more services that will help you forge the pathway to your independence.  
Move from one to the other as you gain skills and your needs change.

## Meet the Leadership Team



Scott Alexander  
Chief Executive Officer



Jan Schultz  
Finance Manager



Mandy Zanker  
Human Resources Manager



Nicole Doolan  
Services Manager



Maree Miliano  
Program Manager Swan Hill/Kerang



Julie Watts  
Program Manager Echuca/Kyabram



Leanne Lockyer  
Supported Employment Manager



Phillip Evans  
Enterprise & Inclusion Manager



Toni Thomas  
Fundraising Manager





## President's Report

The year has passed quickly and as we reflect on it we can see many great achievements by the people we support – from life skills and employment to social activities and community inclusion, the year has rewarded many.

The Board has set objectives for MHS so that we become National Disability Insurance Scheme (NDIS) ready – a big task for the organisation, its staff, clients and families as there is still so much unknown about how the NDIS will actually operate. I congratulate all on the efforts so far and ask that we all work together to make sure we continue to assist in achieving great outcomes for people with disabilities.

We will continue to work on enhancing services with the implementation of many initiatives that are client focused over the coming year.

I look forward to seeing the long awaited, much needed, benefits for clients and families as the NDIS and MHS move into this new environment.

It is important to recognise the efforts of all staff, families and carers as well as our funding bodies, especially Kanyana Auxiliary, who all are working towards achieving great lives for people with disabilities.

Vince Fusti  
President



Vince Fusti  
President

### MHS Board Members



Denis Gell



Elaine Coolahan



Paul Glennen  
Treasurer



Geoffrey Tighe



Andrea Fitzsimmons



Ted Paynter  
Vice President



James Goulding

## CEO Report

Financially MHS had a solid last financial year.

Revenue from operating activities rose by 3.6% and expenses by 2.5%

The organisation returned a modest surplus, before extraordinary items, of \$21,817.

MHS had a turnover in the 2014/15 financial year of \$7,250,000.

Our investment reserves now exceed \$1,000,000.

Compare that with MHS' liabilities for long service leave and other entitlements of \$762,000 - in other words, for every dollar of potential liability, MHS has \$1.36 to cover it.

Further, we have no debt and own property and other fixed assets valued at over \$8,000,000.

Your organisation is in good financial health.

A feature of the year was community involvement - some of the high profile community events our staff and clients were actively involved in included the Torrumbarry Summer Start up Ute Show, Shire of Campaspe Business Clean-up day, Remembrance Day, ANZAC Day and Australia Day.

The common theme with all of these events was the integral role the people we support played in the planning, preparation and presentation of each event.

We are reshaping our workforce, recruiting not so much on experience and qualifications but on the values held by those employees – values which are consistent with those of our organisation.

We have continued to promote learning opportunities throughout MHS.

Our Registered Training Organisation has developed innovative short course programs for the people we support and also delivers Certificate and Diploma qualifications for our staff and external students.

Our portfolio of Supported Employment contracts has grown. This is paid employment in commercially viable businesses. Our Supported Employees are not volunteers.

The traditional Day Program model, which is still being offered, has been expanded to greatly increase the flexibility of services offered. This is a ground breaking approach in the delivery of day programs which is responsive, and tailored, to the individual needs of the people we support.

We have continued to invest in the rejuvenation of our infrastructure and equipment.

Large projects have included the renovation of the Burke House bathroom and the acquisition of a dual cab ute for Task Force Kerang.

There have been a raft of smaller projects with many more slated for completion during each program break.

All of this activity has had the backdrop of the National Disability Insurance Scheme (NDIS), which will arrive in Echuca and Kyabram in May 2017, and in Swan Hill and Kerang in January 2019.

MHS has embarked on major, organisation wide, projects to ensure that we are prepared for the NDIS – projects which will change the way we do business.

Mutually beneficial collaboration with organisations such as One and All, Community Living & Respite, the Specialist Schools in Swan Hill and Echuca, Mallee Sports Assembly and Echuca Special Olympics remains a feature of MHS' delivery of services and supports.

The tireless Kanyana Auxiliary maintained its stellar fundraising efforts and we continue to benefit from the support of parents, families, carers, local businesses and community members, as well as Victoria's Department of Health and Human Services, the New South Wales' Department of Family and Community Services, and the Commonwealth Department of Social Services.

Thank you to all and, particularly, to the staff of Murray Human Services who are looking forward – perhaps with a little apprehension - to a particularly challenging but rewarding year ahead.



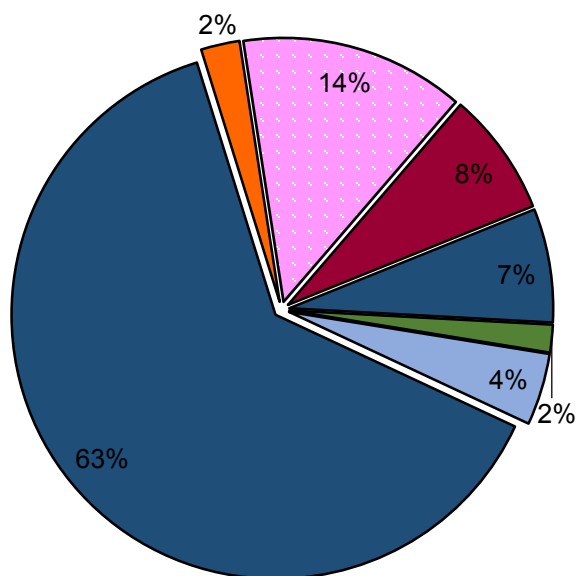
Scott Alexander  
Chief Executive Officer



# Financials at a Glance

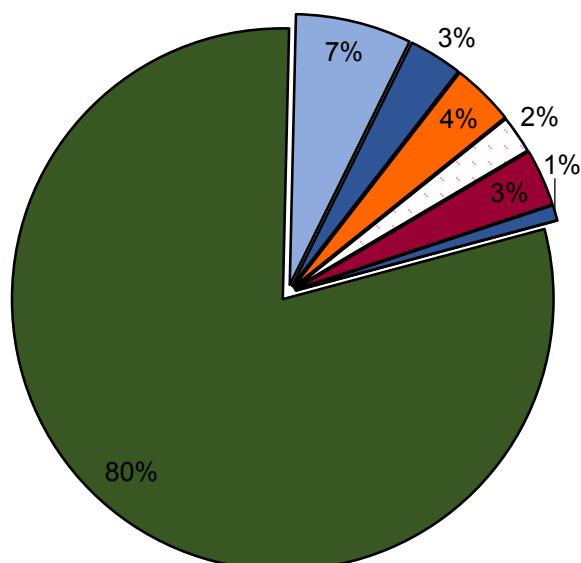
## Income 2014-15

- State Government Funding (Vic)
- State Government Funding (NSW)
- Federal Government Funding
- Day Services Program Income
- Task Force Income
- Donations and Fundraising
- Rental & Other Income



## Expenditure 2014-15

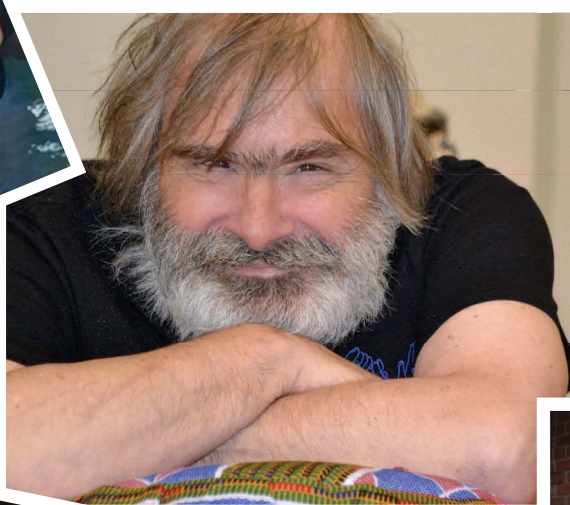
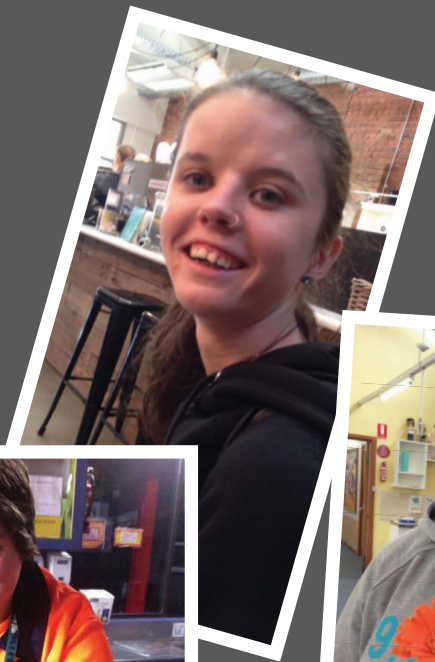
- Employee Expenses
- Property Costs & Utilities
- Administration Costs
- Depreciation
- Transport Costs
- Client Services Expenses
- Business & Other Expenses











## Residential Services Report

MHS provides support to 6 people who call Burke House, in Haverfield Street, Echuca, home. Supports are also provided to people with disabilities living independently in their own home.

Like all MHS services, Residential Services aim to support people with disabilities to live the life that they value in their own community. This is attained through designing supports that allow people to achieve success by being fully involved in their own lives. These we know as “active supports” and they have empowered residents to enjoy many achievements over the last 12 months – well done to you all! These accomplishments are many and varied, are of the utmost importance to each individual, and include learning the skills to:

- Be involved in community groups independently for the first time in their life
- Do their own chores
- Advocate for themselves at every opportunity
- Initiate and maintain their own relationships with family and friends
- Choose a social life that makes them feel good
- Complete education and training
- Overall, live a better quality of life

MHS provides only as much active support as is needed for people to be happy and comfortable in their home environment and to facilitate their achievement of great things.

Nicole Doolan  
Services Manager



Caroline Hall



Nicole Kateiva



Sarah Bernaldo



Ian Tobias



David Jackson



John Goudge





## Registered Training Organisation Report

What a great year the RTO has had in 2015! Our Creative Kitchens groups did the catering for the Lockington Golf Day and the Careers Expo, our Intel Learn Easy Steps was introduced to clients and staff and the Employment Ready course started.

### Pre accredited courses

A horticulture course was delivered to Supported Employees during 2014. Learners participated in 8 full days of gardening fun, filling truck tyres with soil in preparation for the planting of seeds and seedlings, making a scarecrow to keep birds away, learning about composting and worm farming and enjoying their shopping expeditions to buy plants. Learners became familiar with different vegetable seedlings, learned to identify weeds and gained an understanding of weather patterns and how they affect the garden.

Employment Ready was a new course introduced in 2015. Learners were introduced to, and role played, "meet and greet" techniques, interview strategies, manual handling and work health and safety rules as well as completing online career quizzes and developing awareness of their employability skills. The course was a fun learning experience for all.

Intel Learn Easy Steps was another new course for 2015. Intel introduced learners to basic computer applications, an understanding of operating systems, using the internet, email and social media. Learners enjoyed the use of the brand new laptops and took ownership by changing screens and backdrops at each session immediately they knew how too!

Creative Kitchens runs for 10 weeks each term and is very popular. All participants gained knowledge in cooking, kitchen skills, safe food handling, safe use of kitchen appliances and general food preparation and serving. Some of the learners in Creative Kitchens were invited to cater for the Careers Expo 2015. Five learners prepared morning tea and lunch for 120 guests at the Expo, a great opportunity to share their knowledge and show off their impeccable manners!

### Accredited Training

The RTO currently has enrolments in Certificates III, IV and Diploma of Disability. We have school based apprentices, in Echuca and Swan Hill, all very involved in their studies and their positions in Day Services and Task Force. The RTO also has trainees in Swan Hill, Kerang and Echuca. In 2015 we expect to see 15 completed traineeships for MHS Staff. WOW! This will mean a very big Graduation next year!!

At this year's Graduation night we celebrated with 146 learners receiving certificates of participation. Our Greatest Achiever award went to Kerrie Heddle for her desire to learn new skills and her humour which flowed onto others during the Creative Kitchens sessions.

Karen Carpenter  
RTO Trainer



Creative Kitchens  
Program



Intel Learn Easy  
Steps Course



Kerrie Heddle and  
Peter Fawcett,  
Graduation 2014



## Task Force Report

Task Force is a business. It makes products and provides services, like any other business. It operates like any other business. But there is a difference. Task Force provides paid employment to 79 people with a disability and provides a supported work environment with a focus on training and continuous learning. Task Force pays its Supported Employees a wage using a wage assessment system that is endorsed by the Australian Fair Work Commission.

Supported Employees receive on the job training as well as training from our Registered Training Organisation with courses offered such as Employment Ready, Introduction to Horticulture, Intel and iPad training.

Task Force has numerous contracts providing Supported Employees with a wide scope of opportunities to be trained and upskilled whilst engaging in meaningful employment in a commercial environment.

### Task Force Echuca

Task Force Echuca has two sites. Francis Street is the site the car wash operates from. As well as private and fleet vehicles, Task Force also has "spray 'n wipe" contracts with D'Alberto Holden and Echuca Nissan.

Task Force Echuca subcontracts Supported Employees to Echuca Regional Health and Johnny & Lyle's Restaurant, a litter crew is contracted to the Shire of Campaspe, and there are contracts with Morrisons Winery, Bright on the Murray, Hauslers, Perricoota Vines, Echuca Worker's & Services Club and many others.

The Mundarra Road site offers a secure shredding service, assembly and disassembly table work and our paver production is housed there.

Task Force Echuca has 47 Supported Employees in paid employment.

### Task Force Kerang

Task Force Kerang has been running a successful Second Hand goods shop with a focus on upcycling for the last 3 years. The shop provides an opportunity for Supported Employees to upskill with customer service training. Task Force Kerang also has a contract with the Gannawarra Shire (garden maintenance), survey peg painting, car washing, plant propagation, a grounds maintenance contract with Telstra and other contracts such as assembly and packaging. Task Force Kerang employs 14 Supported Employees in paid employment.

### Task Force Swan Hill

Task Force Swan Hill manufactures export pallets (a by product of which is splitting and packing kindling), has cleaning contracts, a Telstra grounds maintenance contract, assembly and packaging contracts and garden maintenance. Task Force Swan Hill employs 18 Supported Employees in paid employment.

Leanne Lockyer  
Supported Employment Manager

Phillip Evans  
Enterprise and Inclusion Manager



Task Force  
Swan Hill



Task Force  
Kerang



Task Force  
Echuca



## Day Services Report

In response to feedback from clients, families and carers, and to the upcoming National Disability Insurance Scheme (NDIS), MHS has made a number of significant changes to Day Programs. There is now a broader range of Day Program structures that enable everyone to truly tailor their time at MHS:

- 1:1 – Access any MHS or community programs
- Choice – Traditional MHS Day Programs
- My Way – Highly structured and/or sensory based Day Programs
- Butterfly – Highly flexible Day Programs, responding to your changing daily needs
- Work Ready – Learning Employment Ready skills, at your own pace

The NDIS presents an unprecedented opportunity for people with disabilities to achieve their goals and aspirations. Being prepared will ensure everyone can make the most of it. MHS can assist people to prepare for the NDIS in a range of ways:

- Program outcomes that align seamlessly with the NDIS
- Planning and Support Teams that will assist people to prepare plans that are NDIS ready
- Communication supports and advocacy programs to ensure people can voice their choices
- Education and resources built up from decades of involvement and partnership with the local community

MHS' quality support staff and variety of specialised programs, sites and transport options allows everyone to forge their own pathway to independence.

Nicole Doolan  
Services Manager



Day Services  
Echuca



Day Services  
Kerang



Day Services  
Swan Hill



Day Services  
Kyabram

## Kanyana Auxiliary Report

The Kanyana Auxiliary has certainly had a busy and exciting year this past 12 months.

Kanyana has had a long association with MHS dating back to 1984. The Committee seeks to raise funds to enhance programs and fund improvements for the direct benefit of clients at MHS.

Once again Kanyana hosted many raffles and fundraising luncheons such as Christmas, Mothers' Day, Fathers' Day and Valentine's Day luncheons, which are always well patronised and a lot of fun. We also hosted an "open garden" morning tea and a members' lunch held at the Rich River Golf Club.

The Committee went on a VIP tour of Echuca MHS sites which was very informative and rewarding. It was also nice to meet so many of the clients and see their beautiful artwork at High Street South.

During 2015, Kanyana received a bequest from the late Douglas Thomson. The Committee will ensure these funds are used to honour Douglas' memory.

This year Kanyana proudly presented MHS Chief Executive Scott Alexander a cheque for \$8,500.00 A truly superb effort, well done ladies!!

Finally, thank you my hardworking committee, those who have supported our numerous raffles and fundraisers, I appreciate the support.

Joan Mitchell  
President



Echuca Site  
Tour



Mother's Day  
Luncheon



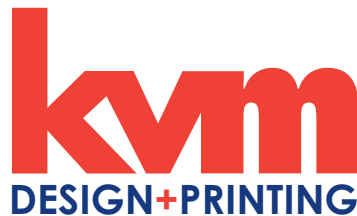
Kanyana Charity  
Golf Day





## Our Partners

MHS would like to thank our many valued partners that have generously given donations and supported our events during 2014-2015, including:





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