



Maureen Hewitt
Victorian Disability Awards
'Excellence in Advocacy and
Promotion of Human Rights
Award' Winner 2016

ANNUAL REPORT

2015-2016



MURRAY HUMAN
SERVICES INC.



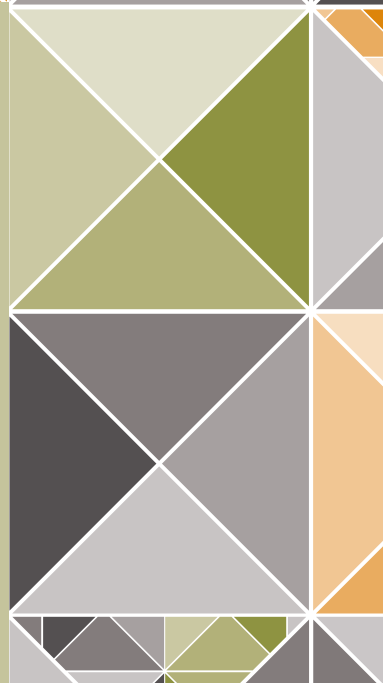
MAUREEN HEWITT

Maureen was the 2016 Victorian Disability Awards' Excellence in Advocacy and Promotion of Human Rights Award Winner.

The Victorian Disability Awards recognise people and organisations who make outstanding contributions to empowering people with a disability and creating an inclusive community. The Awards celebrate excellence and acknowledge the achievements of individuals, teams and organisations who work with vision and commitment to support people with a disability achieve their goals and aspirations.

Maureen attends MHS Day Services in Swan Hill and is an irrepressible advocate and voice for improved services and access for those with a disability within the Swan Hill region.

The Awards are a joint initiative between National Disability Services and the Department of Health and Human Services.



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Left: Task Force Echuca Supported Employee, Kellie McIntosh with honorary mascot 'Odie'

Below: Supported Employees at Kerang overseeing the construction of the new verandah. L to R: Blake Rogers, Dale Sutton and Nicholas Hahnel.



OUR 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.

ACCOMMODATION SERVICES

From full support in a home environment, to independent outreach support, MHS offers all your support and training to live as independently as possible.

DAY SERVICES

Flexible, individualised support across a variety of MHS and community settings to help you achieve your dreams and goals.

COMMUNICATION SUPPORT

MHS' specialised Communication Coordinator is dedicated to supporting your communication needs and helping you achieve your goals.

TRAINING & EDUCATION

Training and support tailored for you to upskill and achieve your goals.

TRANSPORT

MHS' extensive transport network means those living in rural and remote areas can access services in their local community.

SUPPORTED EMPLOYMENT

Receive the training and support you need to earn a wage, doing meaningful work in a viable business.

INDIVIDUAL SUPPORT

All of MHS' support is tailored to your needs. If you don't see a program that suits your needs, talk to the Services Manager about individual support.

PATHWAYS TO INDEPENDENCE

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 2015/16 financial year was a successful period for Murray Human Services (MHS), during which the organisation strengthened its financial position. Further, the Board accelerated the implementation of our NDIS Readiness plan in preparation for the arrival of the National Disability Insurance Scheme (NDIS) in the Echuca region in May 2017 and then in the Swan Hill region in January 2019.

A continued pattern of improvement and system readiness has underpinned the strong financial result and the client focused services that will support MHS' transition to the NDIS. An organisation with a strong financial position and client focused service delivery provides security to clients, families, carers and staff along with the provision of high quality services continuing to deliver great outcomes for clients.

With the NDIS commencing its MHS rollout in May 2017 it is imperative that if you (as a client, family member or carer) have any concerns about how the NDIS will change the services you receive, please make time to discuss this with us. The knowledge we have gained from visits to trial sites, analysis of information and experiences from the site visits is extensive. I am sure working with you we will have the ability to provide reassurance around your needs. Please also remember that the NDIS is focused on providing Choice and Control to the client – let's work together to make sure this is achieved.

I would like to thank our staff as they have continued to focus on the delivery of high quality service for clients whilst working diligently to prepare for the NDIS. In addition I thank Kanyana for their final donation to MHS as that Auxilliary has recently wound down after many years of wonderful support.

I look forward to May 2017 when we can see the actual implementation of the true benefits of the NDIS – I am sure the benefits will continue to help the people we support achieve great lives.

Vince Fusti

President



MHS Board Members



Andrea Fitzsimmons



Denis Gell



Elaine Coolahan



Geoff Tighe



Ted Paynter

CEO'S REPORT

Great organisations have great systems. MHS is committed to achieving both outcomes.

So, for example, in the past year MHS has accelerated, and increased, investment in our transition from paper based to electronic record keeping – most notably in the areas of client and staff management with the acquisition and implementation of two software platforms, SupportAbility and enableHR.

Great organisations have great employees.

MHS is also committed to this outcome – our organisation will prosper if we have well trained, skilled staff who are able to consistently deliver excellent services to the people we support.

So, as an example, we have in the past 12 months had an unprecedented number of our staff (with significant financial and other assistance from MHS) engage, and graduate, in accredited qualifications such as a Diploma of Disability.

And great organisations have a great relationship with the people they serve.

From September 2015 to June 2016 MHS undertook, with the assistance of an external consultant, a Customer Experience project – which was the first step in overhauling how our organisation interacts with the people we support, their parents, families and carers, as well as the broader MHS community.

The next step is to embed in our organisation's day to day behaviour the principles of the Customer Experience program which place the people we serve at the centre of decision making processes.

These are just three examples of MHS' commitment to its pledge to be the best it can possibly be.

The National Disability Insurance Scheme (NDIS) has provided impetus for these, and many other, projects.

Our Board has long recognised the need to allocate substantial funding for such initiatives, most of which require planning, development, implementation and embedding over time frames of months if not years.

In the last financial year, notwithstanding very significant expenditure on these future defining developments, MHS had a surplus of \$245,869 a very pleasing result.

We live in exciting times. The NDIS and other reforms in the disability sector generally, and MHS specifically, are testament to that.

Whilst enthusiastically engaging in, and embracing, this new and volatile environment MHS maintained, of course, its core services of Day Programs and Supported Employment as well as a vast and varied range of other activities.

We continued to:

- > invest in the rejuvenation of our infrastructure and equipment.
- > reshape 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.
- > promote learning opportunities throughout MHS.

- > build our portfolio of supported employment contracts, and paid supported employment opportunities. None of our Supported Employees are volunteers.
- > review and enhance our suite of Programs with that process being better informed by feedback from the people who participate in the programs.
- > improve the accessibility of Day Programs, an endeavour which has included the publication of tailored Program Books for Kyabram and Swan Hill/Kerang, in addition to Echuca.



We had moments of celebration, such as the Victorian Disability Award successes of Maureen Hewitt (Excellence in Advocacy and the Promotion of Human Rights) and Phillip Evans (Excellence in Employment Outcomes).

And we had moments of great sorrow with the deaths of Jenny Pay, David Jackson and Tom Ray.

As always, the 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.

MHS again featured prominently in community events such as Remembrance Day, the One and All Inclusion Days and the Business Clean Up Day.

The Kanyana Auxiliary ceased its operations after three decades of fundraising, during which time almost \$250,000 was raised for MHS. Kanyana comprised a remarkable group of people who have left an enduring legacy for, and an indelible debt of gratitude from, the organisation they so selflessly worked for over such a long period of time.

We welcome a new fundraising group – the FUNraisers – who have hit the ground running with enthusiasm and energy.

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 to what will be a wonderfully exciting year for our organisation and the people we serve.

Scott Alexander
Chief Executive Officer

FINANCE REPORT

During the 2015/16 financial year, revenue from operating activities rose by 1.9% and expenses decreased by 0.6%.

MHS had a turnover in the 2015/16 financial year of \$7,420,480.

Our investment reserves exceed \$1,000,000 and our total current assets are \$2,462,306.

Compare that with MHS' liabilities for long service leave and other entitlements of \$853,338 together with other current liabilities of \$528,225 - in other words, for every dollar of potential liability, MHS has \$1.78 to cover it.

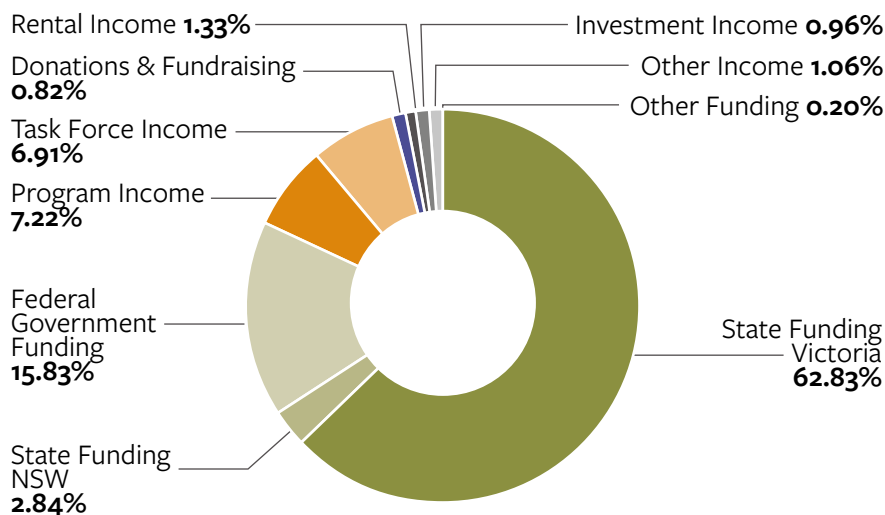
Further, MHS has no long term borrowings and property and other fixed assets valued at over \$8,000,000.

Your organisation is in good financial health.

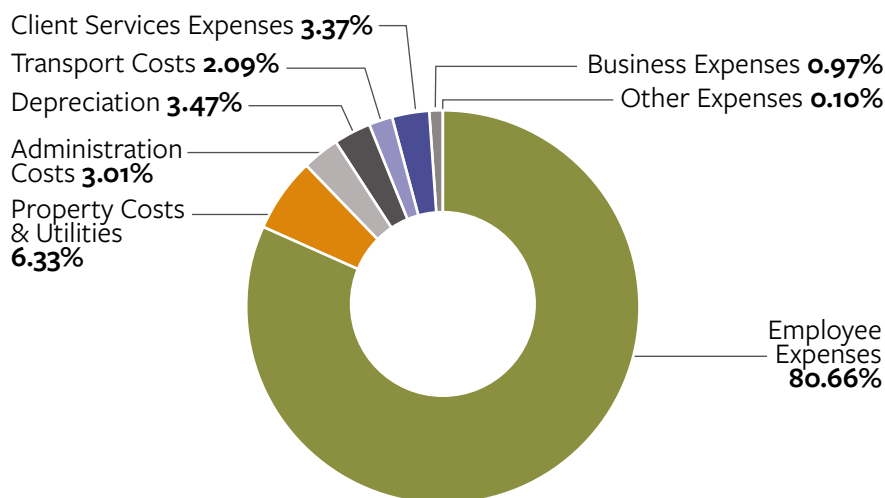
Jan Schultz

Finance Manager

Income



Expenditure



Below: Did you know MHS has our very own band? They're called Myriad. Led by Tess Witchell, the band meets out of hours once a week to rehearse.



DAY & RESIDENTIAL SERVICES

Thank you to everyone across all MHS' services who has been involved in our Customer Experience project. Your feedback has been vital to developing services that meet the needs of the community and help to prepare us all for the rollout of the National Disability Insurance Scheme (NDIS) in 2017. The project is ongoing, so I thank you in advance if your involvement continues and/or we make contact for the first time over the coming months.

MHS has also implemented a new software system that dramatically increases the ability of the organisation to meet the challenges of the NDIS world, but more importantly it allows us to provide more individualised and focused supports to anyone accessing any service at MHS.

Individual Supports (Day Services)

Day Services has continued to evolve over the last 12 months to meet the individual needs of clients, families and carers, particularly moving into the landscape of the NDIS. Services are totally flexible and are no longer bound by the old day program model. These flexible Individual Supports can be accessed:

- > at any of MHS' sites
- > within the community
- > from home
- > in a group
- > with 1:1 support
- > in MHS programs
- > in any other community program
- > in any combination of the above
- > at times of the day and week that suit the individual

Combine this with the:

- > large number of specialised, NDIS focused, programs that MHS has developed, and continues to develop
- > transport service for rural and regional clients
- > planning and support teams to assist individuals with their NDIS readiness
- > decades of community involvement and creating networks
- > dedicated support staff

and anyone can choose their own pathway to independence in their own local community.

Kyabram has welcomed Janet Hawthorn as the new Team Leader. Echuca has seen the closure of Francis Street as a site for Day Services and Individual Supports, meaning High Street South and Percy Street are now the bases for these services. Swan Hill has seen a similar restructure, with Rutherford Street no longer utilised, and Harrods Lane now being the base for all Individual and Group Supports.



Shared Supported Accommodation and Attendant Care (Residential Services)

With the welcoming of two new residents this year, Shared Supported Accommodation services are again provided to six people who call Burke House home. The new kitchen and other changes at Burke House have made a real difference – empowering Active Support, resulting in all residents becoming more independent and involved in the day to day running of the household. The new Residential Supervisor, Lyn Brook, is championing this culture of choice, control and independence.

Attendant Care Services are also provided to people with disabilities living independently in their own home. Like all MHS services, these community based supports encourage individuals to be as independent as possible and be fully involved in their choices for a better quality of life.

Nicole Doolan

Services Manager

***Below left:** Ian Tobias with the newly modified kitchen including lowered benchtops, with thanks to The Jack Brockhoff Foundation.*

***Below:** John Goudge with front loader washing machine (generously donated by Kanyana Auxiliary), promoting independent living.*



RTO

MHS is a Registered Training Organisation (RTO) that offers accredited courses in the disability sector. Currently these are CH33015 Certificate III in Individual Support, CHC43115 Certificate IV in Disability and CHC52015 Diploma of Community Services.

In addition to being an RTO, MHS is also a Learn Local provider, through which we have developed and delivered a number of short courses (known as ACE courses) to the people we support:

Employment Ready - Echuca

A very exciting time was had by all participants in this 30 week course held at High Street North. In 2016 we incorporated an Introduction to First Aid and Basic NDIS Information for the learners.

All learners enjoyed learning the basic steps of First Aid with bandaging being the hit of the session. Basic NDIS included discussions on Person Centred planning, watching success stories and information videos.

Once again learners sharpened up their OHS skills and manual handling; they also completed forms, used iPads to share their technology skills and participated in mock job interviews both as an employer and as an employee. There was a lot of fun and laughter in these sessions.

Employment Ready - Kerang

It has been a great opportunity for the RTO to stretch out in 2016 with the guys at Kerang being involved in the Horticulture version of Employment Ready, all designed around their work environment. Darryn Sleep (Support Worker) delivered the course to eight Supported Employees. First Aid, customer service, numeracy and literacy and OHS were the key components of these sessions. Learners used iPads, some for the first time, and took progress shots of their seeds growing into plants, accessed gardening websites for information, made progression measurements on their plants using a tape measure, followed the steps of OHS in a retail environment and nursery. Learners also got to participate in job interviews, completing appropriate forms and developing new ideas such as reading a floor plan and mapping. Very exciting!



Creative Kitchens - Echuca

This cooking session is run four times a year for 10 weeks and is always a hit. Learners enjoy preparing the food, cooking the food and eating the meal together. This course brings out the best in team work and communication with the guys using their social skills and manners in the kitchen and around the dinner table. In 2016 the learners got to choose a favourite recipe to share with the class; everyone had a turn at choosing and sharing the foods that they like. This was a great way to experience new foods and flavours and new mixes of foods. Desserts have been exciting too – from seasonal fruits and ice cream to pineapple pancakes, yum.

Digital Literacy - Echuca

Learners used the iPads to make Keynote presentations about using the iPad, used the Maps app to search their addresses and the POW app to take photographs of themselves, turn them into funny photos and email these for printing. Learners were also involved in other aspects of photography through the use of Photo Booth and the iPad camera where they added the photographs to emails. Learners enjoyed using Google to search for specific places to get information and download information to add to the emails that they typed up and sent. Literacy and numeracy skills were advanced throughout the sessions through researching, typing up emails and using passwords. There were some very dedicated learners in this group.

Term 4 is all booked up for Horticulture and the return of Event Planning.

2017 will see the running of Creative Kitchens, Employment Ready and Horticulture again and some new courses that are still under construction!

Karen Carpenter
Trainer

Above: Cameron Farrar upon receiving his award (at our RTO's 2016 Graduation) for Greatest Achiever.

Left: Kerang Supported Employee Ashley Teasdale.

TASK FORCE

Task Force has continued to grow at all sites, providing paid employment to 50 Supported Employees in Echuca, 14 in Kerang and 18 in Swan Hill.

Once again this year we were excited to be able to deliver paid employment opportunities to graduating students from the Echuca Specialist School and Swan Hill Specialist School. Task Force provides an environment for the employees to be trained on the job within a culture of continuous learning. An Employment Ready course was successfully run (by our Registered Training Organisation) for the Supported Employees in Echuca and Kerang, with the latter having a particular focus on being an Introduction to Horticulture, which complemented that site's nursery operations.

We were lucky to receive a sponsorship from Echuca Paddlesteamers for all three sites' Employee of the Month, with recipients being awarded a paddle steamer cruise – thank you Echuca Paddlesteamers!

2016 saw Task Force take on a different approach to our annual review of Supported Employees' Employment Assistance Plans with a more 'person centred plan' style in preparation for the fast approaching National Disability Insurance Scheme (NDIS). Another new approach for NDIS readiness is the Task Force Social Hub which will provide broader community involvement, recreational activities and increased social and community participation. A Planning/Pizza night was held recently which proved to be a great success, with our Supported Employees brainstorming their ideas for the Hub.

We were very proud to be a finalist in the '2015 GMCU Allianz Campaspe Murray Business Awards' and, taking it one step higher, Enterprise & Inclusion Manager Phillip Evans won the 'Excellence in Employment Outcomes Award' at this year's Victorian Disability Awards.



Task Force Echuca

Francis Street is now the sole operating site for Supported Employment in Echuca with the relocation of the Mundarra Road operations to Francis Street. This move has proved to be successful with more opportunities for Supported Employees to work on a wider range of contracts from the one site. Contracts running from the Francis Street Site are the car wash, security shredding, Little Blue Towels, table work – a large contract from Heinz has kept the crew busy this year. Offsite contracts include car washing at local car yards, commercial cleaning, garden maintenance and a partnership with the Shire of Campaspe and Ellwaste has provided many opportunities throughout the year for our litter crew including the disassembly of mattresses for re-cycling (and saving on landfill). Task Force greatly appreciated the donation of a brand new trailer from Ellwaste. New shade sails have recently been erected at Francis Street to create a more comfortable working area in the summer for the car wash crew.

Task Force Kerang

Task Force Kerang continues to run a 2nd hand shop, Gannawarra Shire garden maintenance, local private garden maintenance, Telstra site maintenance, painting of survey pegs, Oasis assembly of florist supplies, as well as developing its own plant nursery. A recently acquired contact is the grounds maintenance for the new Barham Bridge site. Task Force Kerang's site took on a more attractive appearance this year with the completion of the new verandah and façade and also a new side fence and entrance.

Task Force Swan Hill

Task Force Swan Hill's manufacturing of export pallets hit the big time this year with a feature in The Weekly Times Farm magazine. Other contracts include Telstra site maintenance, private garden maintenance, Ellwaste mattress disassembly and commercial cleaning. A popular product produced just in time for last Christmas were recycled pallet Christmas Trees. Some of the other special orders manufactured at Task Force Swan Hill include vegetable boxes and a very interesting cubby house.

We were saddened at the death of Supported Employee Tom Ray earlier this year. Tom was a great employee of Task Force and is very much missed.

Leanne Lockyer
Supported Employment
Manager

Phillip Evans
Enterprise & Inclusion
Manager

Left: Task Force Echuca with their 2015 GMCU Allianz Campaspe Murray Business Award.

Above: Task Force Swan Hill Supported Employee, Tom Ray.



KANYANA AUXILIARY

A brief history

The Kanyana Auxiliary ceased operations in June 2016 – here is a short history of the stellar contribution of this dedicated group.

Leading up to the establishment of the Kanyana Auxiliary in 1982 letters were sent to CWAs and many other clubs in the Echuca district inviting representatives to attend a meeting at the Echuca Hospital. This first meeting saw around 30 attend and a unique era of fundraising for people living with disability began – the first of its kind in the region.

Kanyana Auxiliary was originally established as the fundraising arm of the supported accommodation at Burke House, which was built in the early 1990s for young people living at the Lumeah Nursing Home for the elderly due to their acquired brain injuries.

A small group of locals set out to establish a facility that would provide a more satisfying life for young people living with disability in Echuca Moama.

Since then Kanyana Auxiliary has raised more than \$230,000 (not including 2016) over its 34 years and its hundreds of members, and moral and financial supporters, are extremely proud of the positive life-changing impact their hard work has had on so many.

Over the years this energetic and hard working group has organised a long list of regular functions and events each year – sometimes as often as once a month – including luncheons, dinners, bus trips to Melbourne, golf days, bowling days, concerts, quilt displays, Tupperware parties and raffles.

A fun and simple approach was the hallmark of the Kanyana Auxiliary, and its members were always up for a challenge.

The memories of successful events and handing over cheques at its Mid-Winter Madness dinner will be remembered by those involved and all those who have benefited from Kanyana's hard work and community-minded attitude.

Murray Human Services thanks the Kanyana Auxiliary for its amazing fundraising efforts over 34 years. The group will be missed, but certainly not forgotten.



OUR PARTNERS

MHS thanks our many valued partners that have generously given donations and supported our events during 2015-2016.

Premium Partners



Partners

| | | | |
|----------------------------------|---------------------------------|-------------------------------|-----------------------------|
| AFL Central Murray | Echuca Lions Club | KVM Printing | Pip's Hair Salon |
| American Hotel | Echuca Lucky Lotto | Kyabram Refrigeration | Reece Plumbing |
| Apex Club of Echuca Moama | Echuca Mazda | Lenards Swan Hill Square | Repco |
| Ash Hall Cycles | Echuca Moama Dairy | Longs Electrical | Richard Robb |
| Beechworth Bakery | Echuca Moama Taxis | Lorraine Lea Linen | Riverine Herald |
| Bennetts Sports | Echuca Paddlesteamers | Maddison Livestock & Property | Rochester Native Nursery |
| Billabong Ranch | Echuca Paramount | Majors Supa IGA | Rochester Sportspower |
| Border Inn Hotel | Echuca Pump Shop | Mallee Turf | Rochester Tyre & Batteries |
| Bottle-O Swan Hill | Echuca Radiator Services | Mallee Tyres | Rotary Club of Echuca |
| Brandrick Architects | Echuca-Moama Taxis | Marlene Muirhead | Rotary Club of Echuca Moama |
| Brian Wood | Elders Residential Echuca | Marraboor Pharmacy | Rotary Club of Swan Hill |
| C&D Tiles | Eyles Engineering | McGillivray Electrical | Rural Co |
| Campaspe Glass | Feedomatic | Merridale Angus | Savoury Bite |
| Clarks | Finders Keepers | Michael & Glenys Kennedy | Semoz Paintball |
| Coles | Fireworks Victoria | Mitre 10 Swan Hill | Shane Luke Building |
| Complete Services and Automotive | Forty Winks | Moama on the Murray | Shirley Fowler and Family |
| Coolabah Turf | Gary Miligan | Moama Post Office | Showbiz Cinema |
| Cottams Family Butchers | Gloria Jeans | Moama Village Pharmacy | Smartmove Computing |
| Dacey's Carriage Service | Graeme & Lorraine Morris | Morrison's Winery | Steve Oliver Plumbing & Gas |
| Dempsey Galvin Timber & Building | Having Money Lockwoods | Murray Downs Golf Club | Swan Hill Club |
| Dennis & Lesley Robinson | Hearn Plumbing | Murray Goulburn | Swan Hill Disposal Store |
| DeTrazani | Horsfalls Optometrist | N8 Health Group | Tellers Restaurant |
| Dianne Williams Solicitors | Hunter Rural Merchandise | Nichol Trading | The Watershed |
| Dorman Electrical Contractors | Imoshun Hair and Beauty | Noel Watson | The Wild Orchid |
| Drowning Sorrows | Insurance House | North Vic Pest Control | Tracy McLoughlan |
| Dun Murphy's | Italian Social Club - Swan Hill | O'Neill's Bodyworks | Tripodi and Taverna |
| Eager Beaver Maintenance | Jaguar Car Club | Office Choice | Underground Constructions |
| Echuca Auto Group | Java Spice | Paperatzi | Up Up 'N Away Balloons |
| Echuca Betta Electrical | John Moyle | Paul Evans Welding | Wayne Bradbury Photography |
| Echuca Hotel | Kennedy's Showcase Jewellers | Peter Walsh MP | Wayne McPoyle |
| | Kezzas Gifts | Petstock | Wilhome Meats |
| | King Pin | Phillip Spowart | |
| | Kober | | |



SITE LOCATIONS

HEAD OFFICE

461-463 High Street
Echuca
03 5480 6611

TASK FORCE (SUPPORTED EMPLOYMENT)

22-26 Francis Street
Echuca
03 5480 2699

26 Shepherds Road
Swan Hill
03 5033 2722

16 Scoresby Street
Kerang
03 5450 3036

DAY SERVICES

228-230 High Street
Echuca
03 5482 1075

16 Percy Street
Echuca
03 5480 2690

17 Albion Street
Kyabram
03 5853 1990

Harrods Lane
Swan Hill
03 5033 1351

Kerang Learning Centre
35 Victoria Street
Kerang
0400 927 623

RESIDENTIAL SERVICES

Paroo Street
Haverfield Street