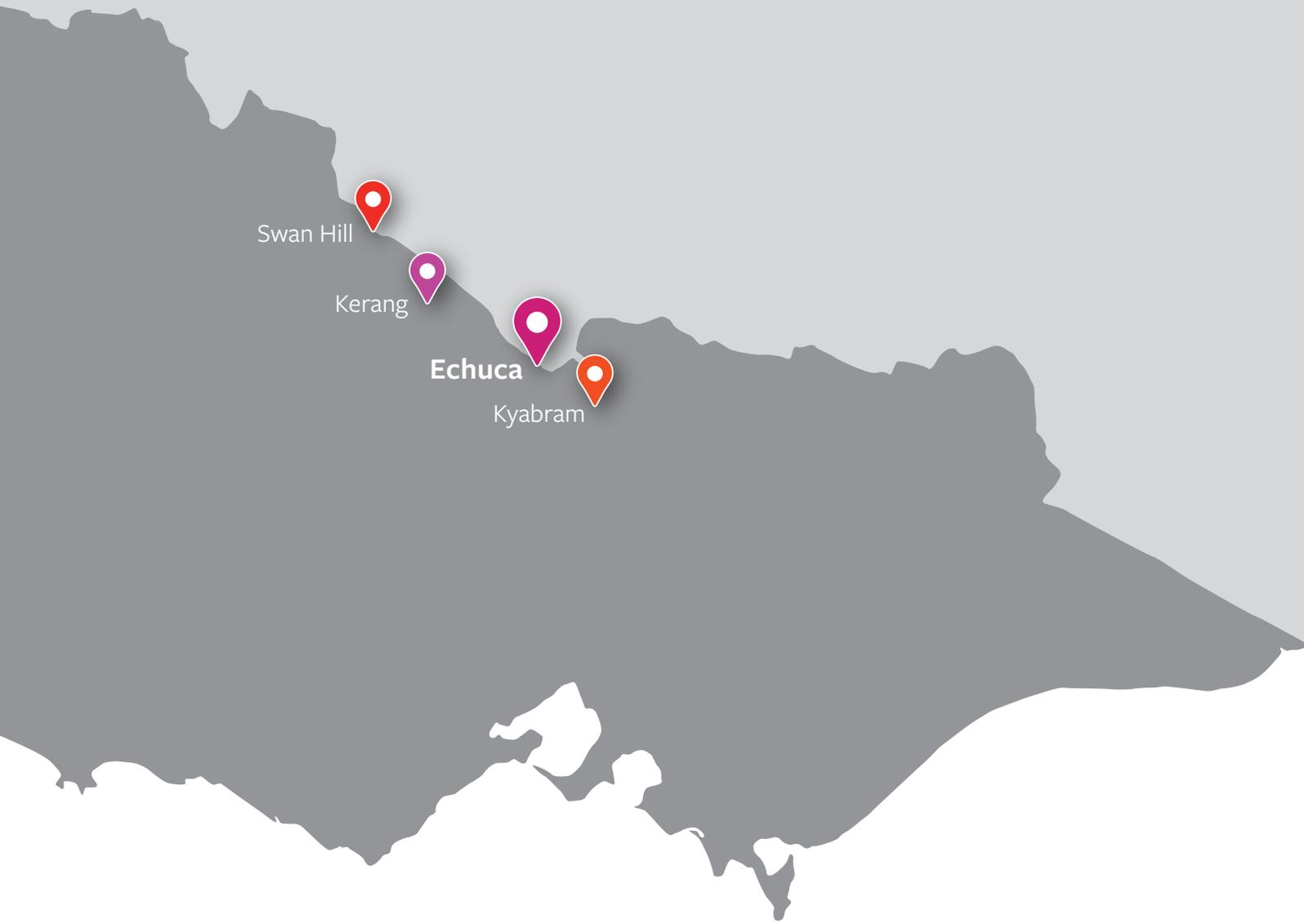




# ANNUAL REPORT 2018





## WHERE WE WORK

Vivid acknowledges and pays tribute to the traditional custodians of all the lands on which we work. We pay our respects to their elders past and present. We express our sincere gratitude for their love and care of the land and all life.

We are committed to creating a community where people of all abilities thrive.

Our values:

▶ GROWTH

◀ INNOVATION

▲ FUN!

▼ TEAMWORK

◀ INTEGRITY & RESPECT

# WELCOME TO A VIVID NEW ERA



**SCOTT ALEXANDER**  
CHIEF EXECUTIVE OFFICER

This Annual Report marks the beginning of a brand new era for our organisation. With our long and proud history laying the foundation for the vital work that we do, the transition from Murray Human Services to Vivid was a significant and momentous leap forward.

This leap was largely driven by the introduction of the National Disability Insurance Scheme (NDIS) which presented an opportunity to closely look at the way we designed and delivered services.

The shift from Government block funding for standardised services to a customer-directed approach required us to review and rethink the way we had planned and delivered our services for so many years.

We have worked with the people we support, their families and carers, our staff and the general community to reshape our organisation to be responsive and contemporary.

Huge changes such as the transition to the NDIS need to be approached in a truly collective and collaborative way. There is just no way that we could embrace this new environment without a range of projects and teams working together in a coordinated and considered fashion.

A suite of Key Strategic Projects have effected this change and continue to be developed by our staff. Broadly speaking, these projects have resulted in:

- A ground up review of day programs, with the emphasis being on feedback and input from the people we support, their parents and carers, and support staff;
- Engaging technology to shift the organisation from paper based to electronic record keeping and reporting;

- The implementation of a software program (SupportAbility) as Vivid's Client Management System which, amongst other things, is now the tool for client goal monitoring and communication, and staff rostering;
- The recruitment of skilled staff to strengthen the commitment to customer directed service provision;
- And, of course, the rebrand from Murray Human Services to We Are Vivid.

Underpinning all of this work is our overarching commitment to creating a community where people of all abilities thrive and that commitment is based on the values that influence our decisions and day to day work.

These values are the theme of this year's Annual Report.

For each value, there is a wealth of stories we could draw upon. A few have been selected from the past year to give you a snapshot of the work that is occurring daily in Echuca, Kyabram, Swan Hill and Kerang.

The stories you will read are Vivid in action.

Together, We Are Vivid.

**Ted Paynter**  
President

**Scott Alexander**  
Chief Executive Officer

# OUR BOARD

Vivid's Board Members are a group of volunteers who actively oversee the governance of our organisation. It is their role to ensure the sustainability and strategic leadership of Vivid. Our Board Members are:



**TED PAYNTER**  
PRESIDENT

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.



**RACHEL MCASEY**

Rachel Mcasey is the Leader of Staff & Governance at St Joseph's College Echuca and joined the Board in 2018. She brings a wealth of experience to the Board and complements the expert skill sets of the other members with her experience in Human Resources and Compliance. Rachel holds a Bachelor of Business & Arts, a Diploma of Education and is currently studying her Masters of Instructional Leadership at Melbourne University. The mother of two young children grew up in Lockington and brings a unique perspective to Vivid having navigated the National Disability Insurance Scheme with her daughter who has Arthrogryposis.



**VINCE FUSTI**

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 had a long involvement in the local community through Echuca Moama Apex and Vivid. He joined the Board in 2002, has occupied several roles and is currently the Chairman of the Board's Finance Committee.



**ANDREA FITZSIMMONS**

A Certified Practicing Accountant and Director of a large motor vehicle group, Andrea joined the Board in 2013 and brings a strong drive for process and procedures in business management to the table. Having moved to Echuca in 2006 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 Vivid.



**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.



**DARYL NEIL**

Daryl Neil's son Lachy is a Supported Employee with Vivid Work Crew in Kerang. It was Lachy's transition from school to supported employment that inspired Daryl to accept an invitation to join our Board in 2017. Daryl considers himself "almost a local" of Kerang after living there for the past 39 years. He runs his own Handyman & Labouring business and was keen to bring a parent perspective to Vivid's Board. Daryl's wife Amanda is also actively involved with the organisation, studying her Certificate IV in Disability through Vivid Learning. The couple have three children – Lachy, Jackson and Shelby. Daryl is passionate about raising public awareness for people living with disability and is playing a vital role in Vivid's rollout of the NDIS in the Mallee region.

# OUR STAFF

Vivid employs over 150 people to work at our sites in Echuca, Kyabram, Swan Hill and Kerang at our sites and in the homes and communities of the people we support. Vivid's employees are a diverse group of people who bring a wide range of skills and experience to the roles they work in.

Every staff member is valued and is vital in achieving our organisation's purpose... To create a community where people of all abilities thrive.



TEAM LEADERS

SUPPORT WORKERS AND TRAINERS

ADMINISTRATION

LEADERSHIP

SUPPORTED EMPLOYEES

# OUR WORK

Vivid provides a range of care, support and pathways for over 250 adults with an intellectual disability. Support plans are flexible and designed to suit individual needs.



Vivid Living is a diverse range of active support, day programs and a boutique residential service tailored to the needs and goals of the people we support. Transport services are also available for those who live out of town. Over the past year, Vivid Living has:

Provided support to **202 PEOPLE** in Day Programs



Employed **102 STAFF** members to provide support within Vivid Living programs

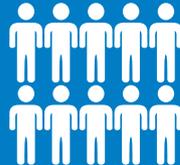


Provided supported accommodation to **SIX RESIDENTS**, 24 hours a day, 7 days a week



Vivid Work Crew is paid, meaningful and supported employment in a range of work environments to suit individual needs and capacity. Vivid is a School Leaver Employment Supports (SLES) provider and ready to help people transition from school into supported employment. Over the past year, Work Crew:

Employed **88 PEOPLE** living with a disability



Partnered with **51 BUSINESSES** to offer meaningful jobs that build the skills and capacity of our Supported Employees



**1176 PAID HOURS** worked per week by Supported Employees



Vivid Learning provides quality training and education for people employed in, or wishing to gain employment in, the disability sector. We also offer courses for people with a disability who would like to learn new skills like cooking, gardening or technology. In 2017/18:

**2840 HOURS** of learning were provided to adults with a disability



Vivid Learning was the **ONLY ORGANISATION** in Echuca to provide specialised training in disability and case management



Provided 11 courses to **59 PEOPLE** with a



# GROWTH

## THERE'S NO HOLDING BEC BACK

Bec Cheep works as a Supported Employee with Vivid Work Crew in Echuca and she's a bit of a superstar when it comes to taking on new challenges and trying new things. Bec lives independently and a huge milestone was passing her driving test and getting her very own car. Through the Barista Program at Vivid's Hub, Bec has mastered the art of making a beautiful coffee – a skill she relishes in sharing when anyone is visiting Vivid Work Crew in Echuca.

Bec recently became engaged to her partner Jason. In addition to Jason, Bec's other passions are her dogs and her family. She dreams of becoming a Support Worker – and we know that Bec can do anything she puts her mind to.

Early in 2018, Bec was asked to become a mentor with the I CAN Network. I CAN is driving a rethink of Autism.... from 'I can't', to 'I can.' The Network provides mentoring to young people on the Autism Spectrum to live life with an 'I can' attitude. We can't think of a more suitable mentor for young people!

Bec's role as a mentor involves her participating in a one hour session every fortnight where she assists with strategies for communication, confidence and skill building. Bec said that she "loves helping young people be inspired, without their disability holding them back."



# INNOVATION

## REENGINEERING OUR BUSINESS FOR SUCCESS

The introduction of the National Disability Insurance Scheme certainly was a catalyst for transformation and required our organisation to take an innovative approach to everything we do in order to ensure the success, prosperity and future of Vivid. In the lead up to the NDIS roll out, we began working with staff, the people we support and our community to reshape our organisation to be responsive to clients' needs and deliver the services and support that they want.

There were many facets to this change, one of the most significant being the creation of our new brand, Vivid. This new identity involved a rethink of who we are, what we stand for and what we represent within the wider community.

Vivid adopted the framework of Human Centred Design for the transition from Murray Human Services to Vivid. What does this mean? Simply put, we are ensuring that our customers are at the very core of all of our processes and strategy.

Behind the scenes, an equally seismic shift has occurred with our product design. This project has revolutionised our core business of Day Services by streamlining our programs into eight key areas focusing on the goals and support needs of our clients.

We are Vivid and we now keep that mantra at the forefront of our daily work and long term goals.



# FUN!

**L-R:** Elain Roberts, Marg O'Brien, Helen Clyne, Jan Donchi, Jan Grant and Denise Lees



## LADIES' DAY OUT... FOR A CAUSE

Our 'FUN'Raising Committee certainly live up to their name with a series of annual events that bring together the wider community of Echuca and surrounds. The committee consists of 14 women who have a commitment to raising funds to support people with a disability. From the day that the committee formed in 2016, they decided to make FUN their mantra. Their flagship event is the Oaks Day Luncheon which is held in November. Guests enjoy a three course lunch, complimentary bubbles on arrival and the opportunity to win amazing prizes thanks to the generosity of local businesses. The event is a sea of colourful frocks and hats and the sounds of chatter and laughter among friends fills the venue. Thanks to our 'FUN'Raisers, \$9065 has been raised within the 2017/18 financial year.

## DANCING THE NIGHT AWAY

Over two hundred people packed Moama Bowling Club on 21 September 2017 for the annual Dinner Dance. With the theme of 'emergency services' you could see a range of police, fire fighters, army personnel and hospital staff. This event has been running for over 20 years and continues to be an amazing display of sheer joy and true community inclusion. Created, organised and hosted by Vivid's very own Client Representative Council, the event also welcomes people with disabilities from all around the region including Maryborough, Kyneton, Castlemaine, Gisborne, Bendigo and Seymour. Vivid Swan

Hill, Kerang and Kyabram made a great effort in coming to visit their Echuca peers – it is always great to see people from all Vivid sites get together. Vivid's very own band Myriad performed at the Dinner Dance and the centrepieces and decorations were made by Vivid's art program. Best of all, there is no doubt that this event gets everyone up on the dancefloor. Talk about fun! It has to be one of our favourite events on the calendar each year.



Members of the Echuca Fire Brigade with Vivid staff and clients

# TEAMWORK

## A SMOOTH TRANSITION REQUIRES A TEAM EFFORT

For people with a disability to be well supported it requires a community. In 2018 we introduced two new transition programs, both of which reflect the collective effort required to effectively provide quality support.

A new partnership with Echuca Specialist School has formalised a transition program for school leavers as they begin the process of entering supported employment.

The Transition Training Program is a four week, hands on program with the aim of preparing school leavers for a work environment. The key components of the Transition Training Program are:

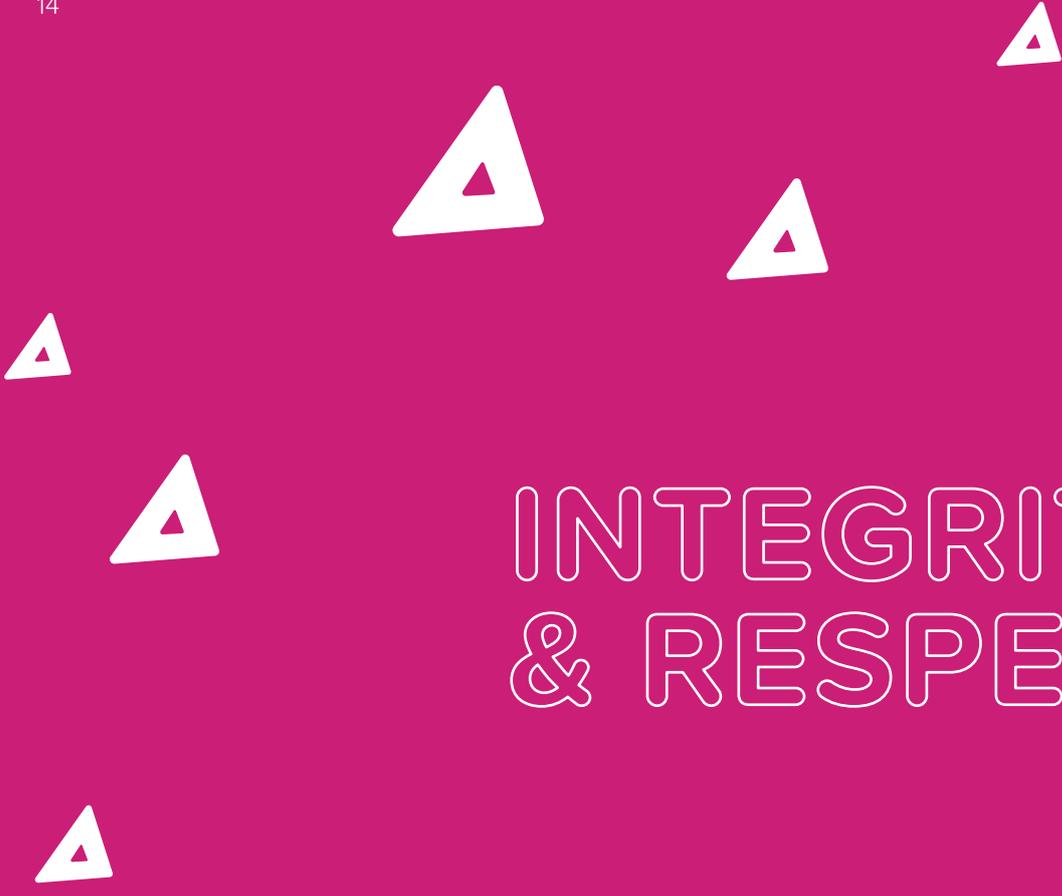
- A dedicated Support Worker oversees the program;
- A dedicated Mentor, Josh Cheep, who is a current Supported Employee and graduate of the Specialist School. This Mentor role allows for peer level support and adds another dimension of guidance to our transitioning students. As a former School Captain, Josh is very much in his element in this role;
- Participants are given a training uniform so they feel part of the Crew;
- During the four week program, participants complete a general induction, OH&S training, link in with and observe the operations of various work contracts;
- At the end of the program each individual is given an assessment report which details how they went. This stands them in good stead for when they finish school and return for an interview to be part of the Crew, or explore other employment opportunities.

Vivid Work Crew offers an alternative 12 week training program for mature newcomers, just like Luke Peters (pictured right), who are keen to gain supported employment, may be new to the area, have come from Day Services or are not accustomed to a working environment.

Both of these training programs rely on a collective effort from staff, local partnerships, families and supported persons to be successful.

**Pictured:** Luke Peters and Rob Mai





# INTEGRITY & RESPECT



Lauren Murray  
and Tijo Thomas

## TIJO GOES THAT EXTRA MILE

Tijo Thomas has worked with Vivid for three years and within that time he has established himself as a Support Worker who is very much a role model for our values of integrity and respect.

Tijo supports people in a variety of programs both on site at Harrods Lane in Swan Hill and out in the community. He attends to personal care and meal assistance and has expanded his cooking repertoire in the cooking program. Everyone at Harrods Lane loves it when Tijo shares his traditional Indian cooking in the cultural cooking program – an extra delicious treat.

Tijo initially joined the Vivid team during his student placement and then asked if he could continue in a volunteer capacity when the placement had been completed. Swan Hill Program Manager Maree Miliano could see that Tijo represented the kind of staff member who would thrive at Vivid and provide quality care to the people we support. So she soon offered Tijo a paid position and he hasn't looked back!

Maree says that "Tijo always comes to work with a smile on his face. He is always happy and will give every program his best effort. Tijo goes the extra mile every day as it's just part of his nature. He is always helping others, asking if there is anything he can do to help and willing to try new things."

# BE VIVID!

Visit [www.wearevivid.org.au](http://www.wearevivid.org.au) to find out more!

There are so many ways that you can contribute to the creation of a community where people of all abilities thrive.

**DONATE!** Every little bit counts and any contribution will go directly to the people we support.

**BECOME A VIVID MEMBER** for as little as \$5 per year.

**ATTEND AN EVENT** hosted by the Vivid 'FUN'Raisiers. They host movie nights throughout the year as well as the annual Oaks Day luncheon.

**A GIFT IN YOUR WILL** is a lasting legacy that will ensure people with disabilities have the support they need well into the future.

**GIVE YOUR CAR A SUPER WASH** by Vivid Work Crew to ensure people with disabilities have paid and meaningful employment.

**SHARE YOUR SKILLS** by becoming a volunteer.

**ENROL IN A COURSE** through Vivid Learning to kick start your career in the disability sector.

**DO BUSINESS WITH US!** Your business can display true community inclusion by partnering with Vivid Work Crew. Check out the businesses that are on board on page 18.

Say hello to a rewarding career and **JOIN THE TEAM** at Vivid!



# FINANCIALS 2017/18

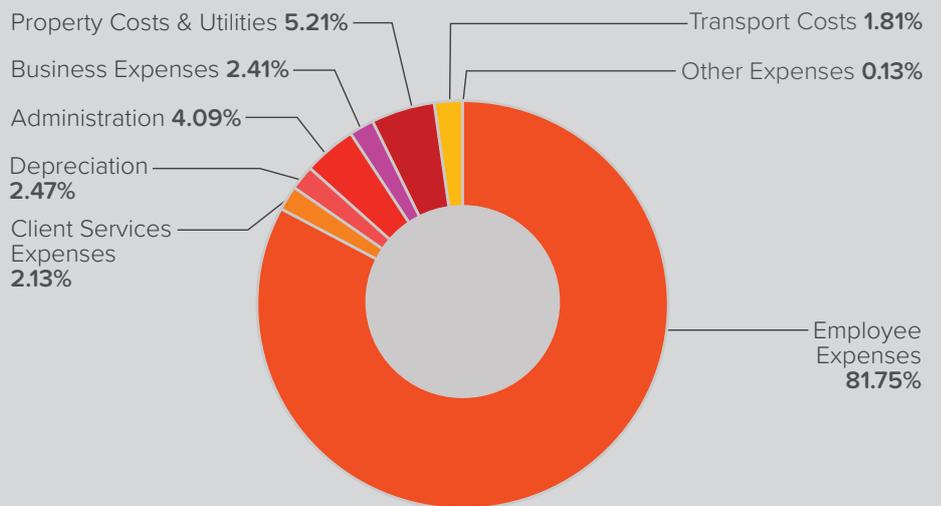
During the 2017/18 financial year, Vivid’s revenue increased by 10.9% and expenses were up by 12.82%. Vivid had a turnover of \$9,044,511 for the 2017/18 financial year, compared to \$8,155,044 in the preceding year.

Our investment reserves remained very healthy at over \$1 million together with total current assets of \$3,472,067.

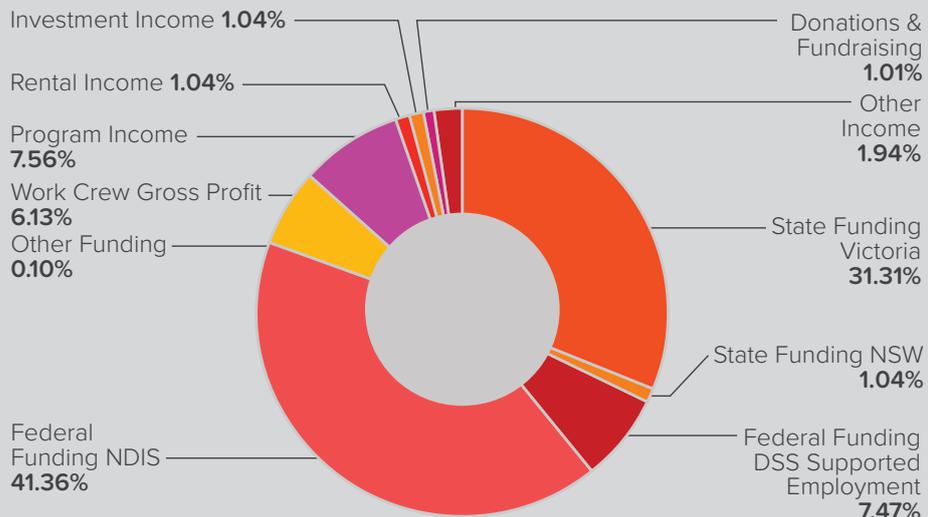
Vivid’s liabilities for Long Service Leave and other entitlements are \$1,174,160 together with other current liabilities of \$628,111. So, for every dollar of potential liability, Vivid has \$1.93 to cover that – an increase from \$1.91 last year.

Further, Vivid has no long term borrowings and our property and other fixed assets are valued at over \$8,300,000.

## EXPENDITURE



## INCOME



# VIVID WORK CREW

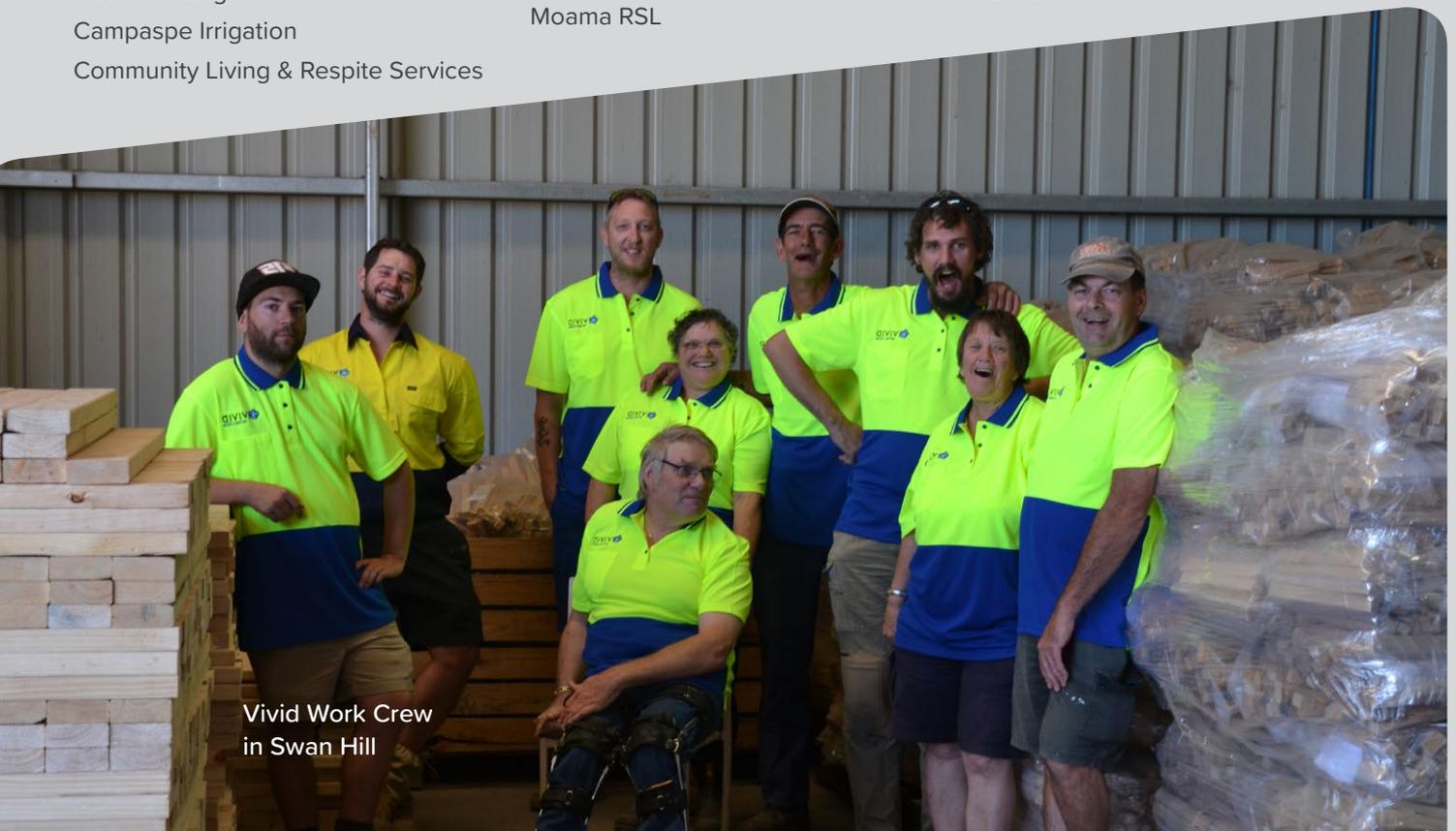
## BUSINESS PARTNERS

Vivid partners with businesses in all the locations we work. Our business partners utilise Vivid Work Crew for a range of jobs and contracts including gardening, fleet and office cleaning, secure shredding, packaging and more. Our 'Labour for Hire' partnerships enable businesses to fill gaps in their employment structure depending on the jobs at hand and their human resource needs.

These partnerships go beyond a business transaction. They are a recognition that people of all abilities have a place within the business community. All of Vivid's Supported Employees are in paid employment.

The businesses that partner with Vivid Work Crew are:

Antonio's Restaurant	Country Concrete	Morrison's Winery
Boats and More	D'Albertos	Nature's Cargo
Bright on the Murray	(Thompsons Motor Group)	National Disability Services
Busy Bean	Department of Justice / Parks	Northvic Asphalt
Echuca Nissan	Victoria	North West Survey Design
Echuca Mini Mix	Echuca Club	Oasis
Merool on the Murray	Echuca Community Mental Health	Ocwen Energy PTL trading as
Naughtons Pools	Echuca Mazda	Lowes Petroleum (BP)
Njernda	Echuca Moama Physiotherapy	Perricoota Vines Retreat
Anglicare Victoria	Echuca Regional Health	Peter Walsh MP
Ambulance Victoria	Echuca Used Cars	Polycon
Bendigo Health Care Group	GrainCorp Operations	Polymaster
Brandricks Architect	Haeusler's	Shire of Campaspe
Buildpro	Horizon Committee	Shire of Ganawarra
Bupa Aged Care	Johnny & Lyle	Veolia – (Ellwaste)
BYL Espresso	Longs Electrical	VicSuper Eco Farm
Cadel Trading	Metaland	Vivid
Campaspe Irrigation	Moama RSL	
Community Living & Respite Services		



Vivid Work Crew  
in Swan Hill

# THANK YOU!

Vivid thanks the many individuals, businesses and organisations that provide support. Whether it is in-kind donations, philanthropic support, volunteering or corporate partnerships, it is all vital and allows us to create a community where people of all abilities thrive. Together, we are Vivid!

## LIFE MEMBERS

Fran Galvin

Richard Moore

Jack Squire

Don Healey

John O'Mahoney

Fay Williams

Ian Hickey

Ken Peat

## HONORARY MEMBERS

Lynn Benham

Pat Hanson

Keith Silverwood

Margaret Butler

Joan Mitchell

Shirley Thompson

Jeanine Campbell

Marlene Muirhead

Betty Travena

Barbara Fitzpatrick

Marg Orso

Patricia Tyndall

Olivia Gregory

Maree Power

Elaine Hancock

Heather Richardson

## 'FUN'RAISING COMMITTEE

Bronwyn Barlow

Sandra Escott

Elaine Roberts

Jeanine Campbell

Jan Grant

Jenni Stephenson

Janice Collins

Denise Lees

Clare Umbers

Helen Clyne

Wendy Long

Jan Donchi

Marg O'Brien



We are committed to  
creating a community  
where people of all  
abilities thrive