

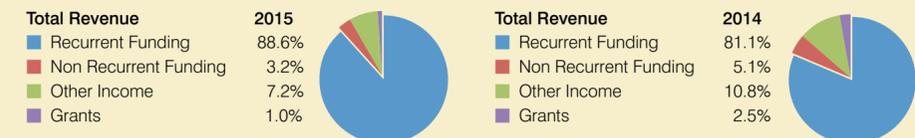
Financial Report

The financial commentary is a brief overview and extract from the audited financial statements for the 2014/2015 financial year.

As the organisation strives to improve its financial stability as we head towards the NDIS, we are pleased to advise that the financial results for 2015 again reflect an increased surplus from the previous year. Revenue streams were up by 1.7% to \$4.139m (2014 \$4.071m) and expenses increased by 1.3% to a level of \$4.113m (2014 \$4.062m). The resulting operating surplus was \$25.9k (2014 \$9.1k).

DHS funding remains our main revenue source, contributing 88.6% of total income.

Total Revenue	2015		2014	
Recurrent Funding	3,669,000	89%	3,321,000	81%
Non Recurrent Funding	131,000	3%	206,000	5%
Other Income	296,000	7%	442,000	11%
Grants	43,000	1%	102,000	3%
	4,139,000		4,071,000	



Summary of Balance Sheet - as at June 30 2015

	2015	2014
Total Current Assets (cash, receivables, other)	\$478,672	\$290,076
Total Non Current Assets	\$2,740,589	\$2,775,518
TOTAL ASSETS	\$3,219,261	\$3,065,594
Total Current Liabilities	\$845,697	\$690,919
Total Non Current Liabilities	\$938,856	\$965,964
TOTAL LIABILITIES	\$1,784,553	\$1,656,883
NET ASSETS	\$1,434,708	\$1,408,711

**A copy of the full audited Financial Statements can be found on our website: www.milife-victoria.org.au under the Annual Reports heading.

Sponsors and Donors

Each Year MiLife-Victoria receives donations of support from generous individuals and businesses, to assist clients and help with the activities we run. Once again we would like to say a huge Thank You to everyone who has generously contributed to the Organisation by donating money, goods and services this year.

MiLife-Victoria gratefully accepts financial gifts to support the work we do. If you would like to make a donation please phone 9775 7333



MiLife-Victoria has been very supportive to not only Georgia but the whole family and has allowed Georgia to explore new possibilities to expand on her skills and participation in the community.

- Sue Brandon, Parent.

Financial donations for the 14/15 year;

Wunderlich Family	\$100.00
Ritchies Stores	\$10.19
Refide Fenning	\$8.00
Les & Elaine Malseed	\$26.00
Christine Walker	\$38.00
Frankston Business Chamber	\$5,169.00
- proceeds from Trivia Night	
Dekauwe Family	\$1000.00
- proceeds from xmas lights	
Arthritis Foundation	\$1000.00
Mark Packiyathan	\$30.00
This is a total of	\$7,381.19

Donations of goods and services for the 14/15 year;

- BUNNINGS - Hastings - Lawn Mower
- WISE EMPLOYMENT - Large and small tables, Chairs
- EmbroidME - Mens and Ladies Clothing, sportswear and caps

Strategic Directions

MiLife-Victoria has this financial year seen the completion of our amended 2012 – 2015 Strategic Plan. The majority of that plan was aimed at preparing the Organisation for the NDIS.

Despite the challenges we have faced this year, and there have been a few, MiLife-Victoria has achieved the following against our priority areas in the last twelve months:

1. Remaining informed of changes in the sector through the CEO's involvement in the National Disability Services state committee.
2. Continuing to review our transport services to determine viability for the future
3. Completed the work required to understand our costs
4. Held meetings with clients and families regarding planning for the NDIS
5. Implementing the HR component of Supportability for staff

The next 3 years will be crucial for MiLife-Victoria in terms of planning and preparing for the NDIS. The Board have spent a great deal of time attending forums and conferences to gain a better understanding of the NDIS and how it will impact the Organisation.

Through this learning and time spent with families and staff, the Board have come to understand what they need to do and have decided to take a different approach in terms of Strategic directions for the Organisation and not planning more than two years in advance.

Leading up to implementation of the NDIS, the priority areas we will focus on include;

1. Our clients, current and future, and the systems required to support them
2. Families and planning for the NDIS
3. Workforce strategy and systems
4. Finance, systems and working capital
5. Information, Communication and Technology (ICT)
6. Marketing

Our Vision & Mission

Creating opportunities and pathways to connect people with a disability to community.

Our Mission is to provide an environment;

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

Accessible Holiday House

In the last twelve months our fully accessible holiday house, Culburra House, has been utilised by services such as DHHS, Yooralla, Scope, Villa Maria, WOW Tours, Interchange, Outlook and some Community Members to provide holidays to people with a disability and their families. The house is for hire to anyone with a disability, their friends, family and carers.

This year:

- 31 holidays were booked by families and other service users
- A 69.5% Occupancy rate was achieved (this was an increase of 28% from last financial year)

As the interest in Culburra House has increased this year, we have exceeded the occupancy target of 53.2%.

The house is available for rent to families and other disability organisations. Anyone interested in booking accommodation should call 9775 7333.



Head Office: Suite 1, Level 1, 108 - 120 Young Street Frankston VIC 3199
Ph: 9775 7333 Fax: 9775 7300 E-mail: enquiries@milife-victoria.org.au
www.milife-victoria.org.au
Reg No. A0025487A



Leaders in Disability Support



President & CEO Report

It is with great pleasure that we present the CEO and President's Report on behalf of MiLife-Victoria. We are literally now just under 12 months away from full rollout into the National Disability Insurance Scheme (NDIS). On 16th September 2015 history was made with the announcement that the Victorian and NSW State Governments had signed the bilateral agreements with the Commonwealth for the full rollout of the scheme across both states (other states and territories to follow later in the year). We now understand that MiLife-Victoria will begin phasing into the scheme from the 1st of April 2018 through to September/October 2018.

The last twelve months has been a mix of preparation and anticipation of this announcement. We have been watching closely how the scheme has been going in the Barwon trial site and trying as best we can to understand how and what changes we need to make in order to work successfully in an insurance based environment. In the absence of having any real clarity about the scheme and as it is an evolving system, it has been somewhat difficult to make concrete decisions about the way forward.

To this end, last year the Board commissioned a report from LDC Consulting to look at the overall impact that the NDIS will have on MiLife-Victoria and how a major change of moving from block funding to contracts with individuals will affect the Organisation and how we do things. Whilst the report highlighted a number of key challenges that MiLife-Victoria will face in its transition to the NDIS, the area that dominated most of our time and energy over the last twelve months was around finances and ensuring we have enough working capital to transition into the scheme.

Over the course of the last year we have looked at a number of options to resolve the working capital issue, including the potential sale of assets, notably the Langwarrin site. Following extensive consultations both internally and externally with all key stakeholders, it was decided that for many reasons the Langwarrin site would not be sold at this point in time, instead the office downstairs in Frankston will be. We expect that through a combination of the sale, a targeted growth strategy in the coming years together with the extended time, we will have generated the required working capital to manage the transition into the scheme.

Although we have more time now it is important that none of us become complacent. There is still a significant amount to do both at the organisational level and with individuals and families over and above ensuring we have sufficient working capital. Over the next year we will focus on the following four key priority areas;

1. Working closely with families and individuals, understanding and completing the planning tools
2. Working closely with staff to transition into the scheme
3. Systems and Processes, ensuring we have the infrastructure, technology and tools required to operate in the new environment
4. Working Capital, continuing to raise enough money to manage the transition

It is an exciting time for everyone and even more so now that we all know when we will phase into the scheme. At this point I would like to take this opportunity to thank everyone for their outstanding work over the last year. From the Board and Management team to all the direct care staff, drivers, volunteers, families and clients, you have all been incredibly patient and this has been greatly appreciated and we look forward to working with you all again next year.



Darlene Neu
President



Terri Carroll
Chief Executive Officer

The Organisation

Our first year as MiLife-Victoria has been fast paced and interesting, with its fair share of challenges, high and low.

Heading into the year we had held many consultations with key stakeholders regarding our plans for the future, including the potential sale of some assets. Whilst selling assets was not a widely supported option, most people understood the intention and reasons why. Unfortunately, after extensive failed discussions with the DHHS in relation to being released from a property deed held over the Langwarrin property, the decision to sell has been put on hold.

We have continued to deliver on our commitment to work with key stakeholders to prepare for the introduction of the NDIS and have achieved this by holding two rounds of meetings with clients, families and carers. Each round consisting of forums during the day, in the evening and on the weekend.

Prior to the last round of meetings held we sent out a survey and feedback from this has helped inform the ideas we have for the future.

Over the next twelve months we will continue to work hard on finalising the new framework for programs that we plan to implement in preparation for the NDIS. Consultations with families and carers about the framework has given us enormous confidence regarding our way forward.



I am delighted about the information that has been passed onto families and carers and in particular the workshops that have been put on regarding the NDIS. - Anne Nunn, Parent.



Recruitment and Training

The achievements of clients receiving support from MiLife-Victoria and the success of the Organisation relies heavily on the quality of staff we employ and the ongoing training and support we provide to them.

We are continually looking for ways to improve our recruitment processes. This year we have updated our interview questions and included tools to assess basic computer skills and goal writing abilities.

A good induction sets new staff members on the path to becoming excellent workers. In recognition of this we have reviewed and improved our induction processes and updated our Staff Handbook to support new staff through the first 3 months of their employment with MiLife-Victoria.

In the next 12 months MiLife-Victoria will continue to improve its recruitment processes to aid us in selecting individuals whose attributes and values are compatible with our values as an Organisation and will work in partnership with us to support clients to achieve better outcomes.

We are committed to providing staff with regular, high quality and relevant training. In the next financial year and to support this we have allocated more resources than ever to our training budget. A particular focus is on training staff to be better able to support clients with complex communication needs.

To support this further MiLife-Victoria has committed to the creation of a new Communication Support Leader role.

- Staff turnover has dropped to around 10% this year, with approximately half these people leaving to pursue other employment
- Received 23 applications in response to vacant positions
- 4 Students completed placements

MiLife-Victoria has given me a great opportunity to be part of the TEAM at Cranbourne after completing my Cert 4 in Disability as an adult. They have made it so easy for me as the support and Training has always been there. - Amal Phippen, Instructor.



Client Profile

The total number of people supported across the Organisation in the following areas over the last financial year was 303.

- 106 Accessed Day Program Activities
- 51 Received Individual Support
- 132 Accessed Respite Services
- 14 Attended ACFE courses

Of these people 54% were females and 46% were males.

The ages of individuals ranged as follows:

- 49% are aged 16-35 years
- 36% are aged 36-55 years
- 15% are aged 56+ years

Primary Disability Type Distribution



"I love coming to MiLife and being in the fund raising program to and help others". - Melissa, Client.

Partners and Projects

Once again this year, MiLife-Victoria has worked with many individuals, organisations, businesses and networks, to promote inclusion for people with a disability and build community capacity. As always our goal is to support people with a disability to be fully included in their communities and valued as genuine citizens for the contribution they make.

MiLife-Victoria would sincerely like to thank those who have worked with us this year:

- Brotherhood of St. Laurence
- Bunnings Cranbourne
- Cardinia Shire Council – Community Strengthening Team
- Casey Council – MetroAccess, Community Inclusion Activities
- Disabled Surfers Association – Mornington Peninsula Branch – Let's Go Surfing!
- Frankston City Council – Disability Access and Inclusion Committee
- Greater Frankston Business Chamber & various members – Bus Fundraising
- Langwarrin Community Centre – ACFE Literacy
- Mornington Peninsula Shire – Disability Access and Inclusion MetroAccess
- National Disability Services – State Committee
- The Salvation Army – Cranbourne
- The dKnet consortium of services – Online document management and sharing
- The Motor Neurone Disease Association – Information, Referral and Education
- AMF Karingal and in particular Sandra Sever and her great team
- Cranbourne Library
- Casey Arc
- The Cube Frankston
- Cranbourne Arthritis group
- Cranbourne Lawn Bowls
- Cranbourne YMCA
- Hampton Park Community garden
- Cranbourne Community Centre
- Hampton Park Community centre
- Pelican Park Hastings
- Narre Warren Library
- Meals on Wheels Frankston
- Casey Race Cranbourne
- RDA buggy rides Mornington
- Hastings Library
- Bunnings Hastings
- The Hub Hastings
- Hastings Community House
- Salvation Army Hastings
- Church Street OP Shop Hastings
- Peninsula & South East Regional Communication Service – Zita Canning
- Behaviour Support Services Complex Care and Service Design – DHHS



Group Activities

Day Program activities delivered by MiLife-Victoria offer the opportunity for individuals to be part of a group whilst maintaining an emphasis on achieving personal outcomes.

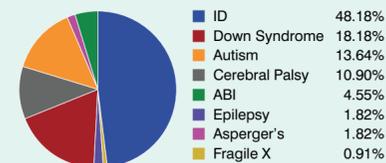
Programs are tailored to an individual's needs and choice. Individuals are provided with ongoing day to day support to assist them to achieve their goals and aspirations to work, live and play. They can be in groups or on their own, at one of our own sites or in the community. Whatever and wherever they choose, there is enjoyment and plenty of social interaction for all.

MiLife-Victoria staff are fully trained to meet individual client needs. In the last 12 months the Cranbourne and Hastings sites have maintained their focus on community access with an increase of programs in the community. At Cranbourne the local arthritis group donated \$1,000 for communication resources. At Hastings a new relationship has been developed with a local CRU where clients are overseeing the maintenance of the vegetable garden and have the opportunity to use the Yurt (a portable round tent) with its wonderful amenities.

The Staff have also had a focus on communication with many clients now using community request cards and iPad's enabling them to have better quality interactions within their communities.

- 18 Full time and 21 Part time Staff are employed to deliver the Day Programs
- 106 Clients access Day Program Activities
- 28 Site based programs were offered during the year
- 83 Community based programs were offered during the year

Primary Disability Type Distribution



From our experience we feel very comfortable leaving our son in the care of the staff at MiLife as they are genuinely caring people and when you walk into the building the atmosphere is relaxed. They provide a variety of programs and we believe they are targeting the best of our sons abilities and provide such a wide range of programs. The location is in good proximity to the community and this is very important to our son. Communication is open and the follow up is always certain. We have been very grateful to be invited along to family and carer meetings as we have learnt so much about the future of the NDIS. - Rocco Gerardis, Parent.

Individual Support

Throughout this year we have seen an increase in the number of clients using their funding more flexibly, to access a variety of activities within their local communities. A day at the Footy, the production of "The Lion King" and a night at the Melbourne Zoo, are just some of the activities chosen. We have also had an increase in staff employed to cater for this growing need of Individual Support services. Clients may also require assistance with personal care, home duties and attending a variety of appointments. MiLife-Victoria offers flexible Individual Support Services 24 hours a day, 7 days a week, 365 days a year to respond to Individual requests.

31 staff were employed to deliver Individual Support

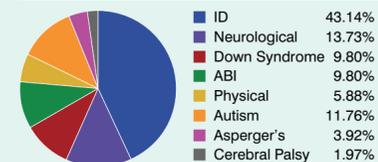
8 Clients were supported in their own homes

26 Clients were supported to access their community

17 Clients used their funding flexibly to access both Individual support and day programs

A total of 13,988 hours of support provided over 365 days of the year

Primary Disability Type Distribution



VOLUNTEER PROFILE –

Georgia has been volunteering with the YMCA for over 3 years. Her journey commenced after a successful interview back in March 2012 with the then Volunteer Coordinator of Casey Race, Janelle. Georgia has told us she remembers it well, "I gave Janelle my resume and she gave me a uniform, name badge and a list of tasks"

One of the first tasks on the list was to help with the YMCA Open Doors programs. This program raises money to help people who are disadvantaged.

"I helped with fundraising by collecting donated library books then pricing to be sold. The bookshelf is located in the main entrance at YMCA Casey Race"

Georgia also helped out with the Hydrotherapy pool, gym area, toy room, and with lost and found belongings. One of Georgia's other tasks was to help out the staff in Creche with cleaning and other duties.

More recently Georgia has been helping out the Café in the YMCA Casey Indoor Leisure Centre. Georgia assists with food and lolly prep, stocking shelves and customer service.

Georgia is an important member of the team!

Respite

Every year MiLife-Victoria provides holidays for people with a disability, that live at home with a carer. The holidays are designed to give carers a well-deserved break, as well as provide the client with a holiday to remember! All our holidays are planned to meet individual needs, so clients have all the say in what they do. During this last year the people on holidays have enjoyed visiting Phillip Island, Peninsula Hot Springs, Tree Top Adventures Belgrave, Science Works, Healesville Sanctuary, live performances and many other great activities.

- 2 staff and 1 part-time coordinator
- 132 clients this year
- 12 clients with complex needs
- 2948 hours of respite available (approx. 14740 hours for all clients)

"I love everything about respite!" - Lavinia Spencer, Client.



In Memory



This past 12 months, MiLife-Victoria has continued to provide a variety of support to people with Progressive Neurological Disorders, such as Motor Neurone Disease (MND), Parkinson's and Multiple Sclerosis. The supports requested vary from lawn mowing to personal care as well as financial assistance to purchase Mobility equipment.

We would like to thank those partners and families who welcome our staff into their homes and for allowing us the privilege of supporting them and their loved ones through challenging times.

During this past year the following people passed away. We wish to take this opportunity to pay our respects to their partners, children, families and friends.

Atilla Zsunyi, Percy Wallbridge, Annette Hanslow, Van Chan Dang, Anthony Lay, Phillip Glassborough

A.C.F.E. (Adult Community & Further Education)

The ACFE Programs for 2014/2015 have been delivered across 4 key areas of education, Vocational, Adult Literacy and Numeracy, Employment skills and Digital Literacy. These courses have predominately been attended by people with disability as well as community members interested in gaining skills to work in the disability sector. These programs have been conducted in venues both organisationally owned as well as within the community across the City of Casey, Mornington Peninsula Shire and Frankston City Council.

ACFE funding obtained this year included \$93,353 for Student Contact Hours.

- 15 ACFE courses were offered across the year
- 142 Students enrolled
- 14 of these students are external
- 11,340 Student contact hours were delivered

ACFE category	Planned 2015 (SCH)	% of total 2014/2015 planned delivery
Vocational	3,260	29%
Adult Literacy & Numeracy	1,040	9%
Employment Skills	4,640	41%
Digital Literacy	2,400	21%
Total	11,340	100%



Transport

This financial year MiLife-Victoria has continued to provide transport when many other services have decided not to.

We have provided bus services to the local government areas of Casey, Greater Dandenong, Mornington Peninsula Shire, Cardinia, Frankston and Kingston.

For the last couple of years we have been reviewing transport, looking at ways we can reduce costs and ensure clients spend less time on the bus.

It is still unclear how transport will be funded under an NDIS and with increasing costs and no additional funding to support organisational transport, the future of this service is in doubt. However, we will continue to work with individuals and families to develop personalised transport plans that take into account other potential solutions to this issue.

The best lift to my day is seeing how excited clients are when I show up in the morning to drive them to MiLife-Victoria. Their smiles make my day. - Bob Bree, Driver.