

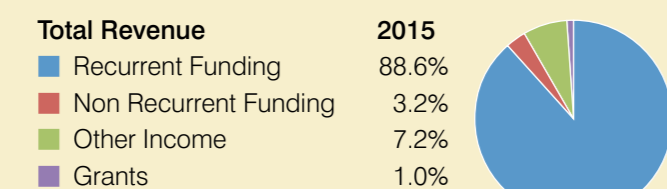
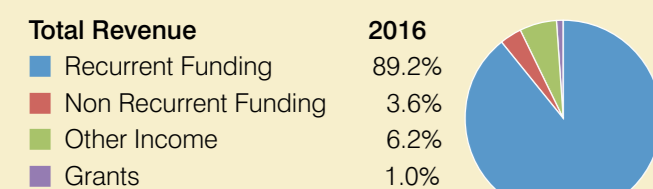
## Financial Report

The financial commentary is a brief overview and extract from the audited financial statements for the 2015/2016 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 2015/2016 again reflect an increased surplus from the previous year. Revenue streams were up by 8.2% to \$4.478m (2015 \$4.139m) and expenses increased by 6.3% to a level of \$4.374m (2015 \$4.113m). The resulting operating surplus was \$100.0K (2015 \$25.9K).

DHS funding remains our main revenue source, contributing 89.2% of total income.

| Total Revenue         | 2016         | 2015         |
|-----------------------|--------------|--------------|
|                       | \$'000       | \$'000       |
| Recurrent Funding     | 3,995 89%    | 3,669 89%    |
| Non Recurrent Funding | 162 4%       | 131 3%       |
| Other Income          | 276 6%       | 296 7%       |
| Grants                | 45 1%        | 43 1%        |
|                       | <b>4,478</b> | <b>4,139</b> |



### Summary of Balance Sheet – as at June 30, 2016

|   | 2016               | 2015               |
|---|--------------------|--------------------|
| Total Current Assets (cash, receivables, other) | \$ 629,265         | \$ 478,672         |
| Total Non Current Assets                        | \$2,679,008        | \$2,740,589        |
| <b>TOTAL ASSETS</b>                             | <b>\$3,308,273</b> | <b>\$3,219,261</b> |
| Total Current Liabilities                       | \$ 940,383         | \$ 845,697         |
| Total Non Current Liabilities                   | \$ 833,141         | \$ 938,856         |
| <b>TOTAL LIABILITIES</b>                        | <b>\$1,773,525</b> | <b>\$1,784,553</b> |
| <b>NET ASSETS</b>                               | <b>\$1,534,748</b> | <b>\$1,434,708</b> |

\*\*A copy of the full audited Financial Statements can be found on our website: [www.milife-victoria.org.au](http://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.

### Financial donations for the 15/16 year;

|                            |                 |
|----------------------------|-----------------|
| Les & Elaine Malseed       | \$50.00         |
| Christine Walker           | \$3.00          |
| Mary Ukosich               | \$8.00          |
| Jim & Carol Price          | \$6.00          |
| Frankston Business Chamber | \$500.00        |
| Telstra Shop Karingal      | \$50.55         |
| Betty Whitehead            | \$50.00         |
| Lupco Talevski             | \$2.00          |
| Marie Hell                 | \$100.00        |
| Jack & Jenny Hopmans       | \$6.00          |
| NAB Frankston Branch       | \$58.00         |
| Helen & John Lambert       | \$30.00         |
| <b>TOTAL Donations</b>     | <b>\$863.55</b> |

### Donations of goods and services for the 15/16 year;

- Dulux Paints – paint for Langwarrin A building
- Colin & Vivienne Moody – Tables, Chairs and a Fridge



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

## Strategic Directions

In 2015 MiLife-Victoria Board along with representatives of the staff team held a strategic planning day. The focus of the day was discussion around what the NDIS means for our customers, our staff and the Organisation, as well as what planning was required for the years leading up to the NDIS roll out.

We now know that MiLife-Victoria will start to transition into the new system by the end of 2016 and continue to transition until 2018.

The following are the key priority areas for MiLife-Victoria during this transition period;

1. Work closely with individuals, their families and significant others to understand the changes and be fully prepared for roll out in 2018.
2. Work with staff to understand the changes coming from the NDIS as well as the impacts and opportunities this will have on their job roles.
3. Understand and implement the required business and operational systems to operate within an insurance based market
4. Ensure enough working capital to transition into the scheme

Areas of focus over the next twelve months against these priority areas will be;

- Continue preparation for the NDIS by finalising meetings and individual plans with the Day Service customers and start working with individuals who have ISP packages to understand the NDIS and develop their plans
- Reconfigure the Day Service activities in preparation for the trial in 2017, map and cost both accommodation services and the transition to living, 'I'm movin out' program.
- Work with the Staff Consultative Committee to co design the changes to programs and support the entire team through the upcoming changes
- Continue to improve our financial position through a targeted growth strategy and with the sale of both Frankston offices

## 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

External services who utilised Culburra: Villa Maria, Interchange Northern, Yooralla, Impact Support Services, Gellibrand, WOW Tours, DHS Mildura, Interchange Gippsland, Interchange Inner East, Scope Victoria.

- 52 Holidays were booked at Culburra by MiLife-Victoria and other services
- A 32.6% Occupancy rate was achieved

The occupancy is down by 11.5% from last financial year's target partly due to a reduction in the number of Respite holidays we have run.

This reduction in occupancy is partly impacted by our decision not to launch the holiday house online booking website. We are currently formalising a plan to use this property for accommodation under the NDIS.

It is expected that the house will still be available next year for rent to families and other disability organisations.

**Anyone interested in booking accommodation should call 9775 7333.**



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Reg No. A0025487A



Leaders in Disability Support



## President & CEO Report

It is with great pleasure that I present the CEO and President's Report on behalf of MiLife-Victoria.

We are now over 3 months into the rollout of the National Disability Insurance Scheme (NDIS) and anticipation of what to expect is building for everyone. We are monitoring the rollout in the North East Metropolitan Area very closely, learning about the scheme, adapting as much as we can and making the necessary changes as required.

Whilst MiLife-Victoria does not officially transition fully into the scheme until 2018, we have formally registered as a provider of supports under the NDIS.

The services we have registration for so far are;

- Accommodation/Tenancy
- Personal Activities – High
- Assist Personal Activities
- Assist Life Stage Transition
- Daily Tasks/Shared Living
- Development Life Skills
- Participate Community
- Group/Centre Activities

I am aware that the roll out of the NDIS so far has been challenging on a number of fronts, but I do remain optimistic that individuals and families will be better off in the long term under this new system. Early reports are telling us that generally a 'phone call' meeting with a planner instead of face to face meetings are being conducted. In the funding people are receiving today in the current system, is predominantly the figure that they will receive in their first plan. We would all agree that a phone meeting is not appropriate to discuss a person's needs and situation or explain something as complicated as the NDIS, so my advice to families and carers is simple; do not accept this and insist on a face to face meeting.

As we monitor what is going on externally with respect to the NDIS, we continue to internally focus on our priorities for transition into the scheme. The family meetings for Day Service Clients are nearly complete with writing of plans now well underway. We are on track to have everything in place for the trial in 2017 which will see some changes to the current group services we run i.e. more home to community, change in group compositions etc.

We continue to work with staff to prepare them for the changes they will encounter when working in the scheme. The trial next year will be the opportunity for us to create an environment that closely mirrors what it will be like under the NDIS. A staff consultative committee has been formed and the elected representatives will play a pivotal role in co-designing the trial and working with us to implement the changes.

Supportability, the Client Relationship Management System we implemented several years ago, continues to evolve and is accommodating many of the aspects we need it to for us to operate in an NDIS environment. Having three people entering into the scheme early will enable us the opportunity to test all of the systems we have in place and develop new ones before we head into full rollout in 2018.

As you will see by the annual accounts we have improved our working capital position. This has been achieved through a targeted growth strategy and very close monitoring of our expenses, which has resulted in a sound surplus for the year end. We still need a further cash injection to be able to comfortably manage the transition and as such are in the process of selling both offices in Frankston.

Our efforts for the next twelve months will continue as they have been for the last twelve. We will continue to work hard and focus on supporting individuals and families to prepare for their transition to the NDIS, support staff to make the necessary changes to work in an insurance based environment and build our working capital to ensure we have the financial capacity to operate and transition to the NDIS. We have a brilliant team from the drivers to the Board and everyone will continue to work hard and do their bit to ensure another year of continued success.

On behalf of Darlene and the full Board, I would sincerely like to thank all staff and volunteers for your dedication and commitment, not only within your day to day jobs but for the support and everyday successes, big and small, you achieve with the individuals you support and I look forward to working with you all again next year.



Darlene Neu  
President



Terri Carroll  
Chief Executive Officer

## The Organisation

As you read through the report this year you will notice a change in language. As we recognise the need to become more business-like, we acknowledge the need to change the way we see the people we support. Moving forward we now see our clients and carers as customers, purchasing services from us, this will help us become a more customer driven Organisation in the ways we plan and deliver our services.

MiLife-Victoria has continued to grow in 2015/2016 with positive feedback from existing and new customers about the services we offer and how we run them.

This past year has been one of constant change and challenge for the whole of the Organisation. We have had to keep up with a lot of information as we've learned more and more about the National Disability Insurance Scheme (NDIS).

Our ideas continue to evolve as information comes from the roll out and National Disability Services. We have taken advantage of and will continue to receive training and education around what to expect and how we should best try to prepare for the NDIS.

Our focus this year was to continue to meet with families, get as many plans completed as possible in preparation for a trial of new services next year, and we are well on track with this goal.

We have created a plan to see us through the full roll out of the NDIS and over the next two years we are committed to doing our best to support customers, carers and staff as completely as possible to successfully transition to the NDIS.

*The best thing I did for my son Jeffrey was to enrol him at the*

## Recruitment and Training

In the last 12 months we have again focussed on employing staff with passion and values that help MiLife-Victoria to be the great organisation that is it. We have done this through the use of values based questioning at the interview stage and drawing on the information gathered through reference checks to ensure they are the right fit for the team and our customers. A focus on ensuring that our new staff are having regular check in's (Professional Support Sessions) with their managers has allowed them to feel more supported in the first 3 months of employment. We have been able to track this through the use of Supportability, to record the sessions and know when they are coming due.

We commenced advertising through Care Careers this year, which is a site that has been set up for advertising positions specifically for Aged & Disability care workers. The response we are getting has improved the quality of the applications we are receiving for potential new staff. The advertising through this website is also much more cost effective, creating savings we can utilise elsewhere.

This year we have also used our systems differently taking advantage of improved functionality. In Supportability we are able to track training for people to see when it is coming up and schedule training when it is needed.

We have also utilised dKnet to communicate upcoming training to staff.

In the next 12 months we will further expand our use of Supportability and dKnet ensuring it is utilised more extensively for staff in relation to internal jobs and upcoming training.

We will implement training to assist staff with the transition to NDIS, giving them confidence working more in the community, rather than site based activities.

- Staff turnover is sitting at around 15% with reasons being a combination of retirement, change of careers and moving interstate.
- We received 94 applications in response to 12 vacant or newly created positions
- 2 students completed their placement with us, with another 2 to complete within the next few months.

*Hastings Site in Hastings. I have experienced a truly person centred approach by all staff to improve my sons abilities to have a quality lifestyle in the community. Staff have listened to my wishes to slot Jeffrey in to programs where he is happy, comfortable and enjoys the activity. Most important for me there is an outcome where I have seen my son able to access the community without being reliant on me. A communication program has been put in place to assist my son, this has taken effort from staff and the family, it has been a joint exercise, which shows all are working together to improve my sons abilities. The other clients at the centre are supportive of my son who is non-verbal; this respect has come from the way staff interact with the clients. Staff have always made me welcome visiting the site.*

*As we work toward the NDIS, it is good to know MiLife-Victoria is consulting with parents and keeping them informed. The way ahead must be that the service sector works to deliver high quality support and care to people with a disability and also recognise the role their parents / carers play in their life. MiLife-Victoria ticks all the boxes for me, admiration for Terrie and Karen and the MiLife-Victoria team, for the way you have set a high standard of delivering programs for people with a disability.*

*Deeply grateful  
Marie Hell (Parent to Jeffrey Hell)*



*The best part of being an instructor at MiLife-Victoria is contributing to and helping to create an environment that is conducive to helping customers achieve their goals and reach their fullest potential. I look forward to each day as it brings new opportunities to make a positive difference.*

*- Anita Rendell*

## Client Profile

The total number of people supported across the Organisation in this last financial year was.

137 Accessed Day Program Activities  
57 Received Individual Support  
142 Accessed Respite Services  
12 Attended ACFE courses

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

The ages of individuals ranged as follows:

42% were aged 16-35 years

41% were aged 36-55 years

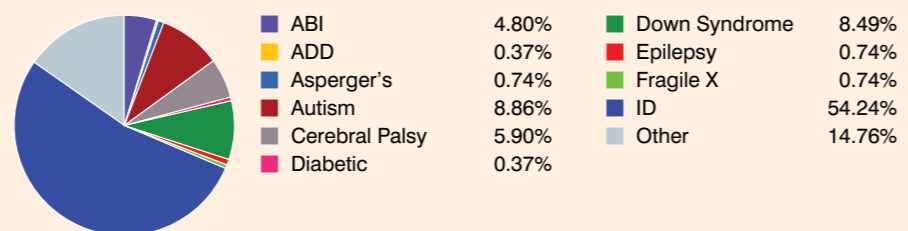
17% were aged 56+ years



*I like the way people listen to me when I am at MiLife-Victoria, they make me feel good about myself. And the staff and clients are really friendly.* – Corey Imlach

*I am looking forward to the changes coming with the NDIS, MiLife-Victoria have been supporting this change in such a positive manner.* – Vikki

### Primary Disability Type Distribution



## Partners and Projects

Every year our network of partners grows with MiLife-Victoria increasing relationships with various individuals, organisations, businesses and network groups. Our goal in creating these relationships is always to promote inclusion for people with a disability and build community capacity, so people with a disability are 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:

- Operation Christmas Child
- Living Safer Sexual Lives Project Metro Access MPSC
- AMF Frankston - Sandra Sever and her great team
- Behaviour Support Services Complex Care and Service Design DHHS
- Brotherhood of St. Laurence
- Bunnings Cranbourne
- Bunnings Hastings
- Cardinia Shire Council – Community Strengthening Team
- Casey Council – MetroAccess, Community Inclusion Activities
- Church Street OP Shop Hastings
- Cranbourne Football and Cricket clubs – Casey Fields
- Cranbourne Library
- Disabled Surfers Association – Mornington Peninsula Branch – Let's Go Surfing!
- Frankston City Council – MetroAccess
- Greater Frankston Business Chamber
- Hampton Park Community Centre
- Hampton Park Community Garden
- Hastings Community House
- Hastings Library
- Hastings Hub
- Langwarrin Community Centre – ACFE Literacy
- Meals on Wheels Frankston
- National Disability Services – State Committee
- Pelican Park Hastings
- Pelican Theatre Company – Hastings
- Peninsula & South East Regional Communication Service - Zita Canning
- RDA Buggy Rides Mornington
- Salvation Army Hastings
- The Cube Frankston
- The dKnet consortium of services – Online document management and sharing
- The Motor Neurone Disease Association – Information, Referral and Education
- The Salvation Army – Cranbourne



## Group Activities

Group activities continue to be a popular choice for many of our customers and this year our objective was to continue meetings with families, those currently accessing group activities, to support them to understand the coming changes with the NDIS.

We began with information workshops to explain the scheme and how it will affect them. Then we moved to individual meetings to help people develop their individual plans ready for when rollout occurs.

These plans will allow us to develop programs for the trial in 2017. Already customers are starting to change what they are doing. Earlier this year one person from Langwarrin moved to the Cranbourne site with another starting a trial there soon too.

By the 1st July 2016 92% of Workshops were completed and 52% of the Goal writing meetings and plans had been completed across all the sites.

Next year we begin a new program for school leavers,

based at Casey Fields, supported by a partnership with Cranbourne Football and Cricket clubs. This program will assist young people to figure out where they want to go after school, help them take that next step in their study goals or career.

Demographics

- 22 Full time and 25 Part time Staff are employed to deliver the Day Programs
- 137 Customers accessed Day Program Activities
- 15 Site based programs were offered during the year
- 72 Community based programs were offered during the year

*I have found the staff at MiLife-Victoria very positive and committed to helping my son find the programs that support his goals. The staff are very approachable and helpful when I need to discuss his progress and programs.*

*– Judy Giles*

## Individual Support

MiLife-Victoria has continued to support its customers throughout the past year with their individual needs. For some this may involve personal care, attending appointments, skill building, such as meal preparation or assistance with household and independent living skills. For others we have provided support with a variety of community access activities which include shopping, bill paying, support to attend employment or volunteering, travel assistance and support to attend study, just to name a few.

We also provide support to customers wanting to access recreation and leisure opportunities such as an overnight stay and spa in Daylesford or the Australian Open Tennis. These supports are vital to help people maintain their social connections.

The number of staff employed in this area has continued to grow to support the needs of Customers and the services required. These flexible support services are offered 24 hrs day, 7 days a week, 365 days a year to cater to the varying needs of Individuals.

Demographics

35 staff employed to deliver Individual Support

10 customers were supported in their own home

28 customers were supported to access their community

19 customers used their funding flexibly to access both Individual Support and Day Programs

A total of 18,239 hours of support was provided

over 365 days of the year



*This year, I went to the Australian Open tennis with my individual support worker Denille. It was a very warm day, but I had lots of great fun at the tennis.*

*– By Rachel King*



*My support worker helps me to use the correct money to pay for my shopping and bills.* – Melissa Molesworth

## In Memory

For many years now MiLife-Victoria has had the privilege of providing 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, personal care and financial assistance to purchase Mobility equipment.

We would like to thank the customers, partners and families who welcome our staff into their homes and allow us to support them and their loved ones through challenging times.

During this past year the following people passed away.

Michelle Copeland, Robert Geddes, Michael Hansen, Luigi Migliaccio, Sandra Lawrence

Early in 2016 many friends and support staff from MiLife-Victoria farewelled Samantha Tanner, a wonderfully creative young woman, who sadly passed away unexpectedly.

We wish to take this opportunity to pay our respects to the partners, children, families and friends of these customers.

## Respite

This year we have increased the number of Customers able to access the respite holidays by dividing some of the 7 day holidays into two separate holiday opportunities with a 5 day and a weekend option. This has allowed for some people with high support needs on the waiting list to have an opportunity to attend sooner.

The people attending the holidays decide on the activities they want to do each day and usually attend their first day with plenty of suggestions. Some of the holiday activities have included a visit to the Coal Mines, Melbourne star and Eureka Tower.

We continue to receive great feedback from Customers who amongst many other things tell us that the friendships they have established on the holidays have been maintained post the holidays which is very pleasing feedback indeed.

Demographics

2 staff and a part time coordinator

142 customers attended Respite Holidays

15 customers with complex needs:

2,792 hours of Respite were delivered  
(13,960 for all customers)

*"Tess enjoyed the weekend as usual and came home with a smile on her face. Thanks for the excellent program"*

*– Pamela McDonald*

*"We love the blurbs and photos as we can discuss different aspects of the holiday with more clarity"* – Pamela Luks



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

Our focus this year has been to develop courses and tools which would enhance learning for all customers involved.

We introduced a number of new courses attracting new people who have not been involved in education for quite some time. These courses have given students the opportunity to learn skills and knowledge required to prepare them for work, volunteering or to move into accredited training. These have been held in the local government areas of Frankston and Casey.

As part of the enrolment process Language, Literacy and Numeracy assessments provide the Tutors with a much sounder understanding of the students' needs so that they can build this into the learning and write and develop courses that are very much tailored to the audience and their needs.

- 7 ACFE courses were offered across the year – all being 12 month programs
- 64 Students enrolled
- Of these 12 students are external
- Extra funding was approved with an increase of 12,139 Student contact hours delivered

| ACFE category             | Planned 2016 (SCH) | % of total 2016 planned delivery |
|---------------------------|--------------------|----------------------------------|
| Vocational                | 2,380              | 20%                              |
| Adult Literacy & Numeracy | 3,405              | 28%                              |
| Employment Skills         | 6,354              | 52%                              |
| Total                     | 12,139             | 100%                             |



## Transport

Given the changes coming with the NDIS we continue to work on a transport strategy, working with individuals and their families/carers to develop a personalised transport plan that supports them to get to and from the activities they want to do. Whilst there may still be some bus transportation, it is expected that most people will access their activities directly from home to community and back again using various modes of public transport.

Typically our vehicles do over 200kms per day travelling from Langwarrin to Koo Wee Rup, Hastings to Rye and Cranbourne to Edithvale and back, as well as the kilometres driven during programs throughout the day. With our ageing fleet, maintenance is of crucial importance, and we only have the weekends to service vehicles as needed. Our mechanic, Fernando at MADJ Service Centre looks after MiLife-Victoria vehicles as a priority, he maintains them ensuring they are all in road worthy condition, as the fleet must be checked each year in April by Transport Victoria, as part of an independent bus inspection.

We would like to thank our customers, parents and carers for their patience during difficult times, and our drivers for the great job they do.