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# A Year in Review

## President and CEO Report

**It is with great pleasure that I present the CEO and Presidents report for the 2017/2018 year on behalf of MiLife-Victoria. We prepared for a tough year as we finally took our turn to transition to the NDIS however, none of us could ever have imagined just how tough things would get. There have been changes on many fronts both internally and externally, all of which have influenced both our future direction and end of year results.**

Two initiatives that we had planned to execute this year unfortunately did not eventuate. Due to changed rules of the external system provider, the back of house shared service arrangement with Pinarc Disability Services in Ballarat was in the end not financially feasible as there were no cost savings short or long term in it for us. Further, the transport strategy did not gain the momentum we were hoping for and as such, we did not reach our target to raise the necessary funds we needed to maintain subsidised transport for our customers.

It was not all bad news on these fronts however. Whilst the partnership with Pinarc to share back of house services did not eventuate, we remain close working partners and continue to share and collaborate in other ways. The process to automate our Finance and Client Management systems went ahead regardless and we are now at the tail end of finalising these projects.

In addition, the transport strategy did raise enough money to purchase a second hand

vehicle to replace one of the older vehicles in the fleet. A number of businesses came on board offering their financial support too. We hope that these relationships will continue and evolve into other forms of sponsorship in the future.

The NDIS has challenged us internally to become more efficient and business like. In doing this, we must be at all times critically aware of the decisions we make, the impact that these decisions will have both short and long term and be prepared to change direction at a moments notice. Changes to policy and direction of the NDIA is commonplace and our experience has been that these changes come without notice or fair warning. It is a very difficult landscape to navigate and is not helpful when trying to make sound and well considered business decisions.

Straddling two systems, the old DHHS and the new NDIS, has been complicated and difficult to say the least. We have worked tirelessly with individuals and their families to support them at their meetings and make their transition as seamless and painless as possible. In the main, this has proven to be very worthwhile, as most customers have come away with plans that have met their needs and have returned to us to continue to provide the support.

During the course of the last year, we have reviewed and changed the structure adding new positions and creating area managers. The irony of these changes is that the NDIS mandates through inadequate pricing, to become more efficient and reduce our overheads. The reality is that we have had to invest more resources (staff and

systems) to meet the requirements and administration burden that the NDIS brings with it.

Whilst we continue to remain positive about the scheme there are so many issues yet to be resolved and still so much work to be done. Not everyone will be deemed eligible and even those who are, still may not be able to access the supports they so vitally need. There is significant risk of market failure in many areas, of particular note to us is the provision of 1-1 support. The funding provided by the NDIA does not cover the costs to provide this support and until the agency address this, 1-1 support across the county is being withdrawn as a service offering. This situation is and will continue to have a dire effect on many people, none more so than those with high and complex needs.

With all the challenges we face and continue to face transitioning into the scheme, it is a privilege and honor to work alongside the many and varied amazing people we have at MiLife-Victoria. The people I refer to are the staff and Board who work tirelessly and really care about what they do and want only the best for our customers and families. To work in this sector now we need to be comfortable with being uncomfortable, to work with constant uncertainty. At MiLife-Victoria, I am proud to say that we continue to work as a team to problem solve, find solutions to ensure that all our hard work pays off and that we can continue to provide services and support to our customers well into the future.

The next twelve months I expect will be another very difficult and challenging year as we continue to transition into the scheme. We have many more customers yet to transition and with the NDIS still in the design phase, more changes are sure to come. We will continue to advocate

for better pricing across all areas and in particular one to one support. We will maintain our support to customers and their families in their meetings with the NDIS and to have their needs fully met in their plans. We will also continue to work with current and future staff and support them in their transition to the scheme.

I would like to thank everyone from the drivers, direct care staff, administration, management and executive team; and the Board for your dedication and tireless effort throughout the year. It is tiring and there is a lot of hard work ahead of us still however, I am sure if we continue to tackle the issues in the same manner as we have done in the past; together, then we will get through it just fine.

I hope you enjoy reading in more detail the annual report for the 2017-18 year.



**Darlene Neu**  
President

**Terri Carroll**  
Chief Executive Officer



# Our Mission and Vision

## About us

MiLife-Victoria a Not for Profit Community Service Organisation whose purpose is to support individuals to, as much as possible, be in control of their own life and achieve their goals, dreams and aspirations. We proudly do this in partnership with family, carers and their natural supports.

We are Department of Health and Human Services (DHHS) Quality certified as well as a registered NDIS provider supporting over 250 people in the areas of Day Support, Lifestyle and Recreation options, Individualised community, in-home and personal care support, Support Coordination, Adult Education and Transport.

## Our vision

**To create opportunities and pathways to connect people with a disability to community.**

## Our Mission

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 relationships.
- 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 participations and engagement in community life.

## Our Values:

- Diversity
- Respect
- Choice
- Inclusivity
- Collaboration
- Partnerships

# Key Achievements

Against the strategic plan

## The following were key priority areas for MiLife-Victoria last year.

1. **Work closely with individuals, their families and significant others to understand the changes and be fully prepared for the 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.**

Particular areas of focus over the last twelve months against these priority areas were:

### a) **Developing a transport strategy and developing individual transport plans.**

Transport is and has always been a key support to customers however, it has always been largely an unfunded service. Customers have been charged the equivalent of the mobility allowance but, this figure nowhere near covers the full amount of the transport costs.

It was initially thought that the NDIS would provide sufficient dollars to cover individuals transport requirements however, sadly this is not been peoples experience. Transport remains a funded support under the NDIS but is heavily capped.

Given this, a transport strategy was developed in mid-2017 which involved a fundraising effort with a target to raise \$420,000, the figure we need to cover our transport costs. The aim was to seek approximately 1400 sponsors, all committing to an on-going donation of \$300 per year. It was an ambitious target and unfortunately despite our best efforts it was not achieved. We did however manage to raise approximately \$35,000 of which we have been able to purchase a new second hand vehicle with some left over to contribute to another.

Not one to give up, we continued to look for a solution and at the last minute did just that. Changing our thinking and taking the emphasis off vehicles and transport and onto providing support to get people to and from their activities, provided the solution that we had been looking for.

Essentially, transport under the NDIS is claimable in two ways. The first is through 'Transport Allowance or Transport Contribution' (the equivalent of the mobility allowance) and is payable for mileage, taxi's etc. The other is through 'carer support'. This claimable area is designed to assist a person to get to and from their activities. After modeling our current costs using this thinking and pricing under the NDIS, it was pleasing to report that our transport service could continue.

Upon finding this solution, families (on their persons on their behalf) have in their planning meetings, argued the need for additional carer support on the grounds that they cannot access public transport as they do not have the cognitive skills to manage, they may have limited mobility or communication, significant health needs,

transport may not be available where the person lives, taxis are unreliable and are not always the safest option and the list goes on.

Whilst the numbers obtaining this additional support are low at the time of writing this report, they are expected to grow significantly in the coming months.

Clayton and Desiree use MiLife-Victoria's specialised transport services to get themselves to and from home to the learning centre or to a program within the community.



### b) Undertaking and supporting family and in preparation for the NDIS.

This year we have introduced another NDIS Planner to assist Rhonda Pagonis and support families as they make the transition to the NDIS. Heather van der Sluys has been a welcome addition and provided immense support to both Rhonda and MiLife-Victoria families who have made, or are in the process of making the transition this year.

Rhonda and Heather continue to meet with individuals their families and carers to identify what needs and supports are required now and in the future. The pre-planning they have done and their attendance at the NDIS meetings have really helped customers and their families to be not only well prepared but have in nearly all situations enabled better outcomes for peoples plans.

This service is vitally important to customers and families of MiLife-Victoria and will continue post transition. So important is this service, we are appointing a third person to the team later in the year. Their roles will continue to support existing families to navigate the system and provide a valuable resource to new entrants into the scheme and who want to come to MiLife.

Some statistics as at 30 June:

71 customers have had their meetings (excluding Respite)

48 yet to have a meeting

8 new customers to MiLife-Victoria

38 customers have requested Support Coordination through MiLife-Victoria

### c) Defining our suite of service offerings.

Staying true to who we are and not losing sight of where we have come from is paramount to our survival under the NDIS. With so much opportunity for growth it is tempting to diversify and branch out in to other areas however, at this early stage of the scheme and with so many unknowns still, continuing with what we know and do

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*“As a planner, I organise meetings to assist our clients and their families to support them through the transition from DHHS funding to NDIS funding. In these preparation meetings, we talk about what and how the NDIS will affect them. We discuss what is working now and what is not working in their lives and what goals they may want in their new plan to support them through the next 12 months.*

*We also advocate for and support people in their meetings with the NDIA representatives. Most of the time we will have two to three pre meetings with each family as well as meetings with staff at the sites so that we can best represent the individual concerned.*

*Many families have thanked me for this support saying that they could not have done this without me; it is like a maze for them. They tell me that the support they receive is the best as I understand and grasp the situation and they do not.*

*I have had one family member say that they loved the fact that I listened to them and respected their wishes; their goal was for a more independent life for their person, and reflected in the plan and package they received from the NDIS. She thanked me for being open to absolutely everything they wanted and the way I approached the NDIS planner was professional and empowering for them.*

*Support through the planning process is vital for families to understand and get through one of the biggest reforms we have seen since the introduction of Medicare. I think it is a credit to MiLife-Victoria that they have allowed me to support these families; many have brighter futures than before.”*

**Rhonda Pagonis**  
NDIS Planning

well has been considered our best option.

MiLife-Victoria has for the last 26 years provided group and individual activities either at one of our owned facilities, in the community or in a persons home. The organisation is well regarded for these services and in particular has a good reputation for working with people who have high and complex needs.

In the last few years streams were introduced, MiHome, MiSport Recreation & Leisure, MiLearning and Development, MiCommunity and MiTransport. Each stream now has a curriculum framework with various interrelated modules that can either be run alone or as a full course in conjunction with other streams.

At the start of 2018, new timetables were introduced using the curriculum. Typically many of the programs and activities on the timetable at this stage are designed to maintain individuals skills however, it is envisaged that in the next 1-2 years, full courses with clear learning outcomes will be offered.

The curriculum has given much needed guidance for staff to run their programs and enables greater accountability for what

“

*“The NDIS has provided us with the opportunity to develop group activities with a structured focus on developing and maintaining valuable skills. Our customers have the choice of to participate in a vast selection of activities that, support social connection and interaction whilst at the same time learning, out in the community or in one of our Learning Centres.”*

**Alison Lord**  
Quality & NDIS Administration

occurs in the program on a week to week basis. Notes and evidence of the program and customer is recorded in Supportability providing much needed evidence for customer NDIS planning meetings each year.

Individual support has been an integral service offering of MiLife-Victoria since 1996. Sadly, the NDIA through its poor pricing has placed this service in jeopardy, not just for us but for all services across the country. Simply the rate that is being paid by the NDIA for this service is too low and in many cases does not cover the costs for staff. At best we can only provide this service with a full time staff member during the week only. This is unsuitable to many customers in the scheme as the majority of support required is after hours and on weekends. We will continue to advocate for better pricing in this area in the coming year.

### d) Developing a growth strategy, both immediate and long term.

All growth for MiLife-Victoria must be well planned and considered as we transition to the NDIS. There must be sufficient cash in our reserves to manage the change of customers moving from block funding in advance to providing services and receiving payments for them in arrears.

Plans for very moderate growth over the last twelve months were in place and this was achieved. This was through a mix of ACFE, DHHS and NDIS participants becoming customers of MiLife-Victoria. Perhaps the biggest growth area in the last 12 months was in Support Coordination. Whilst some of these customers are existing customers of MiLife-Victoria, a good proportion of them are new. Some of these customers have also gone on to purchase other services from us too.

In addition to customer growth and to boost our working capital position, Head Office was sold in the last 12 months and a 4 x 4 lease back arrangement was entered into. In addition, continued monitoring and

*“We are passionate about caring for our clients as we transition to the new world of NDIS. Our growth strategy is not simply about growth in numbers but about a stronger client proposition. We strive to truly understand the needs of our clients so we can offer the right level of support to help better their quality of life.”*

**Mark Packinyanathan**  
Board Member

controlled spending has further assisted our financial position. Although straddling two systems has proven challenging on one hand, it has provided some much needed security on the other. As individuals roll into the scheme we are have still been able to rely on a steady stream of income from those still in the DHHS system.

#### **e) Support and build our workforce in the face of massive change.**

The NDIS is transforming the disability sector from block-funded support to an individualised model that empowers people with a disability to decide what support they receive, who provides it, and how it is provided.

For MiLife-Victoria staff, this shift is demanding new skills and new ways of working, with a focus on active support to facilitate inclusion and independence for people with disability.

These changes affect the structure of our workforce and subsequent employment arrangements. In order to provide flexible and responsive services to customers, the need for staff to work in this manner too, is crucial.

*“The Staff Consultative Committee is an elected committee made of Staff and Management representatives. It provides a focused, consistent, effective communication forum between staff and management where:*

- *All staff have the opportunity to have their opinions, ideas and attitudes reflected upon and discussed by the Committee.*
- *MiLife-Victoria management have an opportunity to have their opinions, ideas and attitudes reflected upon and discussed by the Committee.*

*In the last twelve months the meetings have largely been focussed on the NDIS and the changes that this will bring for the staff. It is a challenging time for everyone and we value this forum to have trusted open and frank conversations.*

**Vicki Charles**  
Elected member of the  
Staff Consultative Committee.

Throughout the year we have continued to run workshops and CEO briefings with all staff to help them understand the impacts of the NDIS and work with them on changing to meet the needs of customers and demands of this new system. Many staff have already shifted to working more flexibly and others are moving to this way too.

#### **f) Review client, employee, financial system and technology and implement or change as required.**

The management team has over the course of the year worked very hard to update systems and processes with regards to reporting, finance and billing under the NDIS. Becoming efficient and accurate is key to surviving in the NDIS world. Billing for services as soon as they are completed and signed off is the only way to ensure a continued stream of income coming in.

It was planned to work in a shared capacity with Pinarc Disability Services using their Financial Accounting System however, this did not eventuate due to a change of rules with the system provider. We did gather great intelligence from the partnership though, which became key to us in helping automate our systems MYOB and Supportability. In the next financial year we will introduce Calxa, a new budgeting tool.

Supportability continues to be our main source of truth for tracking all staff and customer related information. We continue to work with the developer to make improvements and work with our Dknet partners to learn and get the best use out of the system.

We still have a way to go before we have fully transitioned however, the work done

thus far puts the organisation in a good position to manage what is still yet to come.

#### **g) Develop a Marketing Strategy for now and into the future.**

A marketing strategy has been developed and is well under way in its execution. Led by Nicola Oldridge, MiLife-Victoria Marketing Manager, a new website has been developed and will go live in the coming months. We now have a greater social media presence and have shifted our communication with key stakeholders (mostly) away from paper to E-newsletters. Further, new resources are being developed to promote to the broader community, programs and activities on offer.

The marketing strategy pertains deliberately to the current period. Until all customers have transitioned we need to be cautious of our marketing to attract new customers. Further, the NDIS marketplace is forever changing and until such time as it is settled it is difficult to develop a strategy that will take us into the future.

*“In order to enable us to continue to provide services under the NDIS, a key focus has been on systems and process improvement. The assistance of peer agencies who have shared their learnings and advice, including Pinarc Disability Services, Leisure Networks and Bayley House, has been invaluable and much appreciated.”*

**Carolyn Nicholson**  
Chief Operations Officer

*“The Marketing Strategy identifies MiLife-Victoria’s point of difference and what is unique about the programs and services and the experiences we provide our customers. We have focused the strategy on our current customers and their families, with the aim to develop a new strategy in the coming year that will allow for future customer growth.”*

**Nicola Oldridge**  
Marketing and Communications  
Manager

# MiLife-Victoria Streams

**MiLife-Victoria is a registered Department Health and Human Services (DHHS), Commonwealth (Continuity of Support Program - COS), Learn Local (Adult Education) and NDIS provider.**

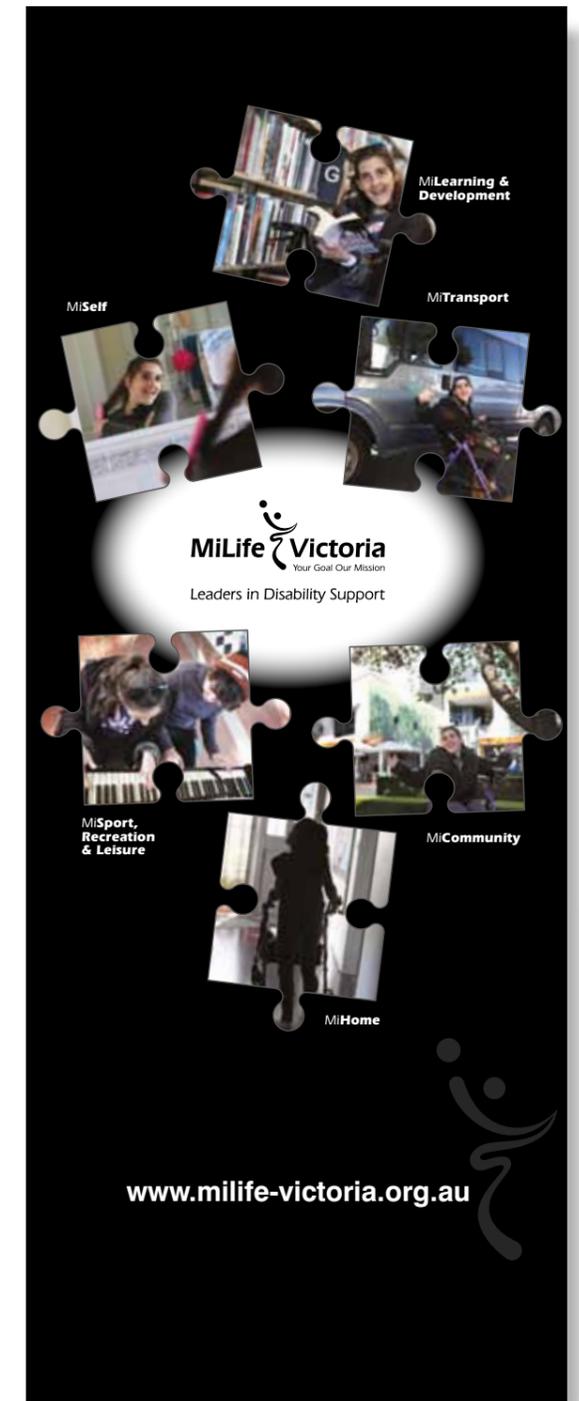
The NDIS registration areas are:

- Personal Activities High
- Assist-Life Stage, Transition
- Assist Personal Activities
- Daily Tasks/Shared Living
- Development-Life Skills
- Participate Community
- Group/Centre Activities
- Assist-Travel/Transport
- Behaviour Support (Vic)
- Support Coordination
- Plan Management (not currently provided)
- Accommodation (not currently provided)

Over the last twelve months, we have supported more than 250 customers across Day activities, Adult Education, Support Coordination and on our specialised Transport Service.

All programs and activities are in the local community, in one of MiLife's own Learning Centres in Langwarrin, Hastings or Cranbourne or within persons own home and fall into one of six streams, MiSelf, MiHome, MiSport, Recreation & Leisure, MiLearning and Development, MiCommunity or MiTransport.

Using specially designed and written curriculum, all core and capacity building programs build on and maintain people's skills and knowledge in areas of their choice and in their plans. They are meaningful and outcome driven.



[www.milife-victoria.org.au](http://www.milife-victoria.org.au)





## MiSelf

'It's all about me, looking after myself and living the life I want.'

**Objective: Focus on the person and all things related to the person.**

The MiSelf stream covers areas such as Personal Development, Affairs and Life, Choice and Control, Relationships, Personal Safety, Therapy, and Learning and Technology.

This stream offers programs and activities ranging from Beauty and Fashion, Personal Grooming, Social Communication, Music and Aromatherapy, iPad and Computers, Reading/Audio and Storytelling and Literacy and Numeracy.

*In March this year Cranbourne customers had the opportunity to engage with officers from Cranbourne Police and ask questions regarding how to stay safe in the community. After the presentation and question time, they took turns to sit in the police car. Everyone thoroughly enjoyed the experience and learned a lot."*

**Vicki Charles**  
Instructor



Coffee with a cop at Cranbourne

*A group of women goes to the library after spending the morning working out at Monash gym. "They sit together and relax in the comfy chairs, unwind after all the physical activity in the morning. Krystal enjoys reading recipe books and magazines whilst Debbie likes to look on the computer and read story books whilst Rachelle enjoys some quiet reading time in a comfy chair."*

**Martine Adams**  
Instructor



Krystal reading recipe books



Rachelle reading in the comfy chair



Debbie on the computer at Frankston Library



Sok working on the empowerment circle

## MiHome

'It's all about where I live, my personal space and how I look after it.'

**Objective: Focus where a person lives. Building skills and independence no matter what the living circumstances.**

MiHome focusses on home maintenance and all areas of daily living. Individuals learn about sustainability and the environment, cooking, domestic and living skills as well as personal shopping.

For those wanting more advanced learning and want to live more independently, there are capacity building courses in managing daily routines/schedules, menu planning, shopping and advanced cooking, managing and mending clothes, laundry to money management, banking and budgeting, managing emergencies, home maintenance, looking after pets and much more.

One of the activities we provide under MiHome is MiMasterchef. In this program, individuals can prepare and cook anything from a simple toasted sandwich to a basic evening meal. They learn skills to read and follow instructions, of purchasing and preparing ingredients, using kitchen equipment such as toaster, microwave, stovetop and oven to handling money and paying for items.



Cooking is also taken out into the community, where the group can learn to use the barbecue in the park to cook sausages and chops for lunch. This activity is perfect for capacity building, communication and working together as a team to prepare a meal.



Jacob participating in the Green Team at Langwarrin



Tysone doing his washing at the laundry mat



Bruce participating in MiMasterchef



Bruce making a cup of tea



Kiely and Aydan having a BBQ at Hastings foreshore



# MiSport, Recreation and Leisure

'It's all about new experiences, having fun and socialising with my friends and family.'

**Objective:** To have fun. It involves active or passive participation in an activity. This could be watching a game, being involved and doing the activity, or a combination.

This stream is about experiencing new things, having fun and socialising with friends and family. It may involve participating in or watching sport, taking up and learning a hobby or leisure activity such as art and craft, gardening or reading. It is about getting out and to the movies or watch a band play live, going on a holiday, swimming, bowling or playing golf just to name a few.

An example of one of the programs is gym class, where a group from Hastings Learning Centre go to Pelican Park Recreation Centre once a week.

"I'm learning about health and fitness and how important exercise is. It's good to look after yourself," tells Jackie who enjoys going to the gym and exercising on the treadmill and the bike.

With the support of a fitness trainer and MiLife-Victoria staff, the group use the gym equipment to do some strength and body weight training on a weekly basis.

Another successful program is the weekly disco held at the Salvation Army building in Hastings. With the music pumping loudly, everyone enjoys singing and dancing along to the music. Many others from the community come to join this activity too.



Andrew playing the drums at the Salvation Army disco

Adam, Matthew, Nicholas and Jacob out bushwalking



Andrew and Olga at the Salvation Army disco



Helen making craft boxes



Jackie at Pelican Park gym



Jodie and Karen in art class



Rachelle and Matthew enjoying music and dance



Vicki and Ryan at Strike Bowling



# MiCommunity

'It's all about my place in society, where I work, live and play.'

**Objective:** Being an active member of ones own community.

My Community is about ones place in the community where a person works, lives and plays. It is about becoming an active member of the community and accessing services such as Centrelink, council, hospitals and health centres.

This stream also covers learning about civic participation, citizenship and understanding about voting, current affairs, and volunteering.

One of the programs that falls within this category is Meals on Wheels. Participants from Cranbourne deliver meals each week to members of the local community. These meals go to people who cannot cook for

themselves. This program has been running for many years now and the participants involved really enjoy the service they are giving to people in their community.

Having programs out in community is a great way for individuals to learn social and communication skills. These skills are practiced at all times whether travelling on public transport, catching up with friends for a coffee, doing the grocery shopping, going to the library to borrow a book or simply doing ones banking.

MiCommunity crosses into other streams too. It could be doing a course at a community centre, playing a in a sporting activity, or taking a dip at the local pool.



Working in the Joy Street Community Garden



Vicki spinning a plate at the Cube 37 Circus Workshop



Debbie reading a book at the Libraby



Ryan participating in Meals on Wheels



## MiTransport

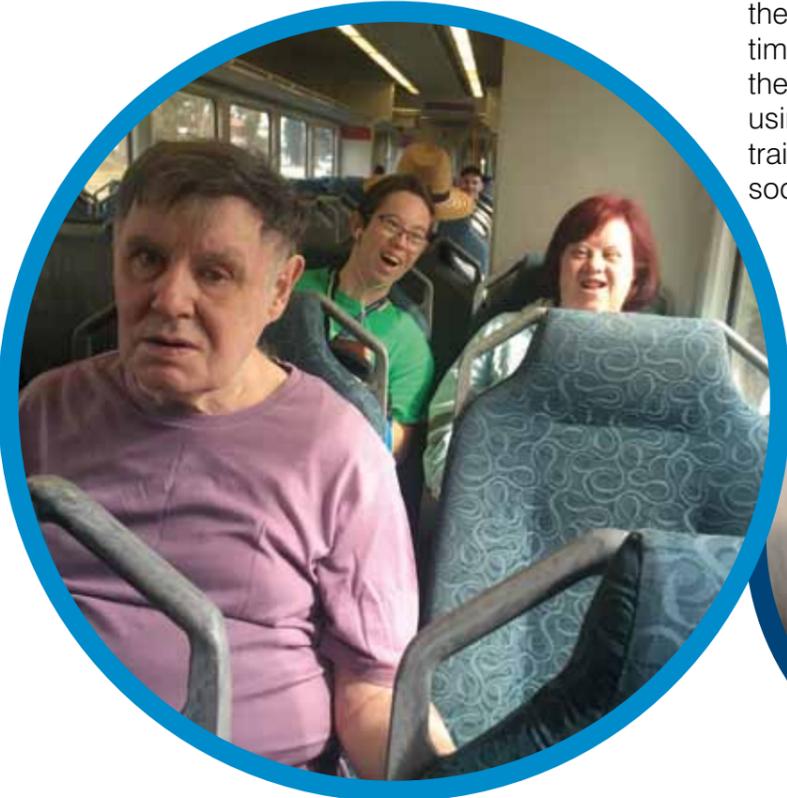
'It's all about how I get out and about and the way I choose to get there.'

**Objective: To provide a transport mode that is best suitable to the individual and their circumstances and abilities. It includes supported as well as independent travel and covers public and private transport.**

This stream is about encouraging independence. It includes travelling by train, bus or taxi or simply walking. It's about understanding symbols, and road awareness. Planning how to get to and from destinations and in some cases, may involve getting your drivers licence. It also includes being safe and knowing what to do in an emergency.

Wherever possible, staff build into their programs using public transport to get to and from activities and the community. For example, the walking group at Cranbourne take a train or a bus and will visit a new place each week. Recently the group visited Frankston's Sweetwater Creek. They caught a bus to Frankston, enjoyed a walk around the beautiful natural environment, once inhabited by the local Aboriginal tribe and then caught the bus back again.

The Hastings Learning Centre has a program called Ride the Railway. Individuals in this programs love trains and going to places by train. Each week they choose somewhere to go, read the timetable to know what platform and times the train come and go from, paying for and using a Myki card, what to do if they miss a train or get lost. On top of this they practice social skills but above all they have fun!



Peter, Kiely and Desiree on the train from Hastings to Frankston.



Darren topping up his Myki card.



## MiLearning and Development

'It's all about building my skills and knowledge in the areas I want to.'

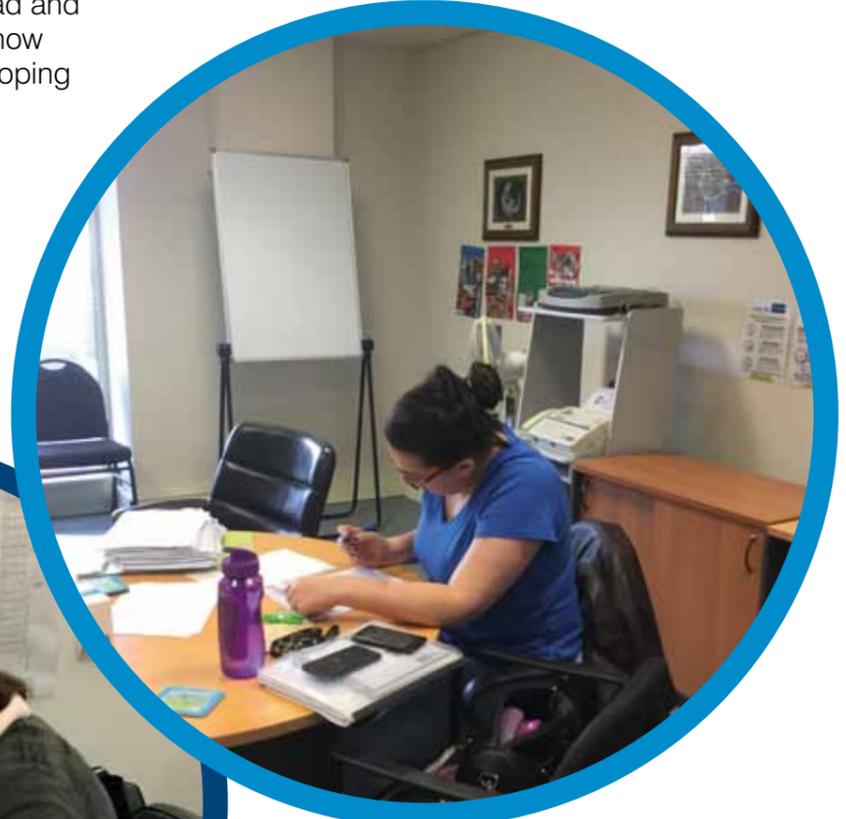
**Objective: To develop skills and knowledge that will build a persons independence and lead to opportunities for further education and/or employment.**

This stream is about building personal skills and knowledge in the areas a person wishes to learn about. It may include basic skills such as learning to read and write, managing money, learning how to use an iPad for games or developing communication skills.

It can also be about vocational education, volunteering or doing 'Step in the Right Direction', a program specifically designed for school leavers. This stream can also involve doing any one of the ACFE courses we have on offer.



Jacki laminating as part of the Introduction to Administration ACFE program



The Preparation for Study ACFE program helps students to understand what's involved in further study.

# Adult Community and Further Education (ACFE)

**MiLife-Victoria is a registered provider of non-accredited education programs designed to support people with a disability to develop confidence and provide them with skills and knowledge to support their preparation for work, volunteering or other vocational activities.**

Currently there are over 55 registered students accessing a variety of courses held throughout the year. These include Introduction to Automotive, Administration, Computers, Horticulture, Beauty, Hospitality, Equine Management, Work Readiness and Preparing for Study. Many include work placements are sourced throughout Melbourne, Mornington Peninsula and the bayside suburbs.

Course design is flexible and takes into account different teaching methods and approaches to accommodate individual needs including staggered start and finish times as required.

Tim is one of MiLife-Victoria's ACFE customers and participates in three ACFE courses where he is learning skills that he has been able to transfer from one job to another.

Tim works at Greatful Harvest in Carrum Downs, this work is in a factory setting where they make Kombucha, a healthy drink which is rich in probiotics. Tim also works with Mary at Market Day Meals where he is responsible for placing labels on food products.

Tim loves cars, and has recently started working one day a week at Mitsubishi in Frankston. Here he's responsible for cleaning used and new vehicles, keeping the yard clean, and placing Mitsubishi Motors stickers onto cars.

*Introduction to Warehousing and Distribution*



*Introduction to Horticulture*



*Introduction to Equine Management*



*Introduction to Administration*



*Introduction to Beauty*



“I love getting out and about, meeting people and being part of a team,” There is plenty of on the job training, learning about Occupational Health and Safety, team work and communication. “I really enjoying car detailing, I’m proud of what I’m doing and I like to tell my friends about it. It makes me feel really happy.”

**Tim ACFE Participant**

# Culburra Holiday House

**As part of the MiSport, Recreation and Leisure stream, MiLife-Victoria have a holiday house for use to run our own holidays or as a rental to other disability groups and individuals who may want take a break and use it too.**

MiLife-Victoria holidays, whether overnight, weekend or week-long are held at our own 'Culburra Holiday House'. Culburra House is a fully accessible home located in Frankston, a stones throw from all the key amenities of the Frankston Shopping precinct and beach. It features five ample sized bedrooms, sleeping up to eight people, and three bathrooms. Hoist facilities are available making it an attractive house for those individuals and groups whom need it. The large kitchen and living area is located in the centre of the home and there are ramps for all of the exits.

Over the last year, we have had many other disability organisations as well as members from the public hire the house for their own holidays.

The MiLife-Victoria holidays are jam packed with trips to do and see things all over Melbourne, the Mornington and Bellarine Peninsulas and even down to Phillip Island. There are also plenty of days for people to have a sleep in and be a bit more relaxed, keeping activities low key and closer to home. Whilst cooking meals is usually the order at the end of a day, nothing can replace the nights where everyone heads out to enjoy a meal at the local pub or restaurant.



*“After more than 12 years of successful holidays and many happy customers and families, we are moving into the NDIS and looking forward to continuing this positive experience. We gain satisfaction from new customers asking if they can come again and from families telling us about the first break they have had in years.*

*Many friendships have been formed while on holiday and we have had previous customers telling us about seeing their new friends in the community. This is one of the lovely things about respite and the other is introducing customers to new experiences. Recently two ladies went on The Eagle for the first time, with one excitedly texting her dad a photo because she had done it before him.*

*We love visiting the wildlife park at Phillip Island where customers can pat and feed kangaroos and get chased by emus. At Grant’s Picnic Ground in the Dandenong’s we get up close and personal with Cockatoos. Markets are as always a hit with the shopaholics.*

*We see their confidence grow over the week, from not saying much at the start, to laughing together as the days go on. We encourage all individuals to make their own choices, in such things as activities, meals, personal care and, wherever possible, their roommate.*

*We have found the holidays to be both rewarding for us and empowering for our customers.”*

**Honie Head and Mark Summers**  
Respite Staff

# Financial Summary

Despite financial uncertainty (transition from a welfare to a market-based system) created by the National Disability Insurance Scheme (NDIS) and Bayside Area formally starting to rollout in April this year, MiLife-Victoria has continued to build its financial stability making a surplus for the 2017 - 2018 financial year of \$179,604 (2017 \$163,741).

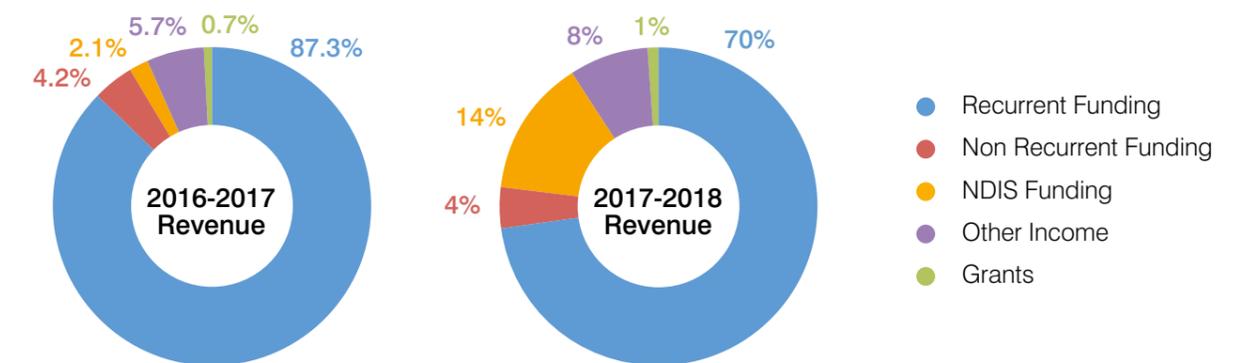
The financial results for 2017 - 2018 reflect the changed market place with NDIS Income increasing from \$104,943 in 2017, to \$734,160 in 2018. This offset the expected decrease in Department of Health and Human Services funding which fell to \$3.98M (2017 \$4.37M).

Total revenue streams were up by 8.2% to \$5.416M (2017 \$5.003M) and as expected, expenses increased by 8.1% to a level of \$5.236M (2017 \$4.840M).

Over the coming twelve months we expect funding from the Department of Health and Human Services Victoria to continue to cease altogether, however this will be offset by customer fees earned via the NDIS which will become the primary source of income for the Organisation.

## Summary

Total Revenue	2017-2018	%	2016-2017	%
Recurrent funding	\$3,977,000	73%	\$4,367,000	87%
Non recurrent funding	\$234,000	4%	\$211,000	4%
NDIS funding	\$734,000	14%	\$105,000	2%
Other income	\$429,000	8%	\$286,000	6%
Grants	\$42,000	1%	\$35,000	1%
<b>TOTAL</b>	<b>\$5,416,000</b>		<b>\$5,004,000</b>	



## Summary of Balance Sheet – as at 30 June 2018

	2017-2018	2016-2017
Total Current Assets (cash, receivables, other)	\$1,590,867	\$1,393,168
Total Non-Current Assets	\$2,107,091	\$2,113,994
<b>TOTAL ASSETS</b>	<b>\$3,697,958</b>	<b>\$3,507,162</b>
Total Current Liabilities	\$1,067,220	\$1,002,228
Total Non-Current Liabilities	\$787,965	\$821,765
<b>TOTAL LIABILITIES</b>	<b>\$1,855,185</b>	<b>\$1,843,933</b>
<b>NET ASSETS</b>	<b>\$1,842,773</b>	<b>\$1,663,169</b>

# NDIS Planning and Support Team



Acting Deputy Commissioner from the Disability Services Commissioners Office, Anthony Kolmus presented to MiLife-Victoria families as they introduced to the NDIS in a seminar held in Langwarrin in November 2017.

During the year we saw an increase in the number of customers who have transitioned to the National Disability Insurance Scheme (NDIS). The change has been immense for families and the organisation alike.

Our commitment to supporting customers and their family through the transition has been the prime focus of our NDIS Customer Service Team, Rhonda Pagonis and Heather van der Sluys and has produced some extremely successful outcomes.

Rhonda and or Heather meet with customers and their families prior to their meeting with the NDIS to plan and work with them to identify the supports required

over the next 12 months and into the future. This enables customers and their families to be better prepared for their meeting with the NDIS. They then support the person and their family through the NDIS meeting and, if required, advocate on their behalf to ensure they receive a plan with sufficient funds to fulfil their needs and requirements. "We have a number of great stories with amazing outcomes for the families," tells Rhonda who worked closely with a family who desperately needed support.

The family, a mother and her two daughters, one of which has been a customer of MiLife-Victoria for a number of

years and now requires a full time carer. In recent years, the mother has become quite unwell and is no longer in a position to care for her daughter. The customers' sister is a young mother who has health issues of her own.

With these contributing factors the family was in desperate need of additional care for their loved one to allow the mother look after herself with the knowledge that her daughter was being well cared for. The support needed to also be mindful of the health of the sister who has a young family and would most likely caring for their mother.

"There were many tears from all of us as we talked through the needs of the family with the NDIS planner," tells Rhonda. "It was a really tough meeting as we had to face the reality of the situation."

When the family received their NDIS plan they were extremely happy with the outcome. The plan allows their loved one to transfer into supported accommodation, which is a huge weight off the families' mind, and allows peace of mind for the future. With guidance of MiLife-Victoria's Support Coordinator, Gail Kelly, they are now getting the appropriate assistance to get the best from their plan.

NDIS plans are reviewed at least annually to ensure the customer is receiving the supports that are necessary to their development and well being. Some of our customers will be moving onto their second NDIS plan, having already been with the NDIS for 12 months.

"We wouldn't survive without the NDIS plan," tells Bruce whose wife Kitty has deteriorated significantly since she received her first plan a year ago. "We've been pleased with the amount of support we have received." The new plan will allow for additional respite hours for Kitty to enable Bruce to get away to work on the new property they've recently purchased.



Ron Hansen and Leanne Cole presented their families' experience with the transition to the NDIS.

## Support Coordination

**Support Coordination is a capacity building support to implement all supports in a participants plan, including informal, mainstream, community and funded supports.**

**As a registered NDIS Support Coordination provider, MiLife-Victoria now provides support coordination and or support connection to around 50 customers.**

MiLife-Victoria Support Coordinator, Gail Kelly, is instrumental in helping individuals and their families' access the necessary supports required to assist them implement their plans. She helps to alleviate the fear people have in regards to the management of their NDIS plan, and makes sure that families are comfortable with the information they receive and the supports they are getting from their plan.

An important part of the Support Coordinator's role is to find what services are available that a person can access. For some it may include seeking such things as supported accommodation, information about access to employment, further education and day services, provide details of suppliers for aids and equipment, as well as helping customers access supports such as occupational therapists, psychologists and speech pathologists.

Gail works with the family and the customer to identify the appropriate services, she will then coordinate linking the customer to the service, and will monitor the supports being received to ensure participants are happy with the services and receiving the services and supports that they are paying for.

"Support Coordination varies from customer to customer depending on their individual needs and circumstances. It can be difficult for some customers who

*"Once Tegan's NDIS plan was approved she started to receive additional supports with the help of Gail," tells Tegan's sister Rory. "She now goes out with a carer on Saturdays, they go to the movies and do things that she wouldn't normally be able to do. Once appropriate housing becomes available for Tegan she will go into supported accommodation, in the meantime our Mum is getting extra support at home to help care for Tegan. Gail has been wonderful to deal with and has really helped us through the whole process."*

have never had funding to suddenly be receiving in home support, and having to attend various specialist appointments. The change to their daily living circumstances can be quite dramatic and they can become resistant to the change because they're not used to having all of this help. There is often an assumption that they are eager and willing to have these supports, because it is now part of their plan, but that is not always the case," tells Gail.

There is also sometimes a misunderstanding in regards to how things are costed. In the past, under DHHS block funding, customers have been asked to pay a nominal fee for services provided. Under the NDIS all costs are associated with a support item reference number as provided in the NDIS price guide. Customers can now see the actual costs for each item, with money coming directly from what has been allocated in their plan.

## In Memory of...

*Beautiful memories  
Silently kept  
Of ones that we loved  
And will never forget*

MiLife-Victoria would like to acknowledge the following people who sadly passed away during the year.

**Marilyn Shanihan**

Individual Support

**Andrew McCutcheon**

Rapid Response

**Barbara Smith**

Rapid Response

**Jayden Saunders**

Rapid Response

We would like to take this opportunity to thank the families and their loved ones who welcomed us into their homes and who allowed us the privilege of being a part of their lives, to support and share their journey with them.

They will forever live in our hearts and memories.

# Donors and Sponsors

In October 2017 MiLife-Victoria launched a campaign to raise funding to support the continuation of the specialised transport service to its customers. A number of one-off and on-going donations were gratefully received from many families, staff, businesses and other friends and relatives, raising a total of \$47,730.10 for the year.

We'd like to thank everyone who made a contribution, large or small, every little bit helps. To all of the families, friends, staff, small businesses, we are grateful for all one off and ongoing donations.

The money raised has enabled the purchase of two second hand vehicles replacing two of the oldest vehicles in the fleet.

Thank you especially to the following businesses and people who made significant donations throughout the year:

Ross Hennig, Managing Director, Lakeside Financial	\$10,000
Len Barda, Senior Manager Bendigo Community Bank, Carrum Downs	\$4,545.45
Petrine Hill JdK Fondation for Brighter Futures	\$2,500
Cranbourne Fundraising	\$2,338.80
P & O Schreurs	\$3,000

Les and Elaine Malseed	\$1200
Cranbourne Arthritis Support Group	\$1,000
Doug Johnstone	\$900
Burgher Association	\$600
Tony Papadopoulos Graphic Design	\$600
Christian and Kristel Fennell	\$600
Geoff and Narelle Bell	\$600
Robert and Jennifer Anderson	\$600
Cranbourne Slice for Drive	\$550
Robert Bree	\$537.50
Eeny Meeny	\$500
Cranbourne Greyhounds	\$500

### Donations of Goods and Services

Treadmill to Langwarrin Centre from The Guy Family.  
Table and chairs to Langwarrin from Michelle Salembier.



CEO Terri Carroll receives a cheque from the JDK Foundation.



CEO Terri Carroll receives a cheque from the Bhurger Foundation to support the Transport Strategy.

# Partners and Projects

MiLife-Victoria through its programs and activities, works with many businesses and individuals throughout the year to build awareness and promote inclusion for people with a disability within the community.

MiLife-Victoria would like to thank the following individuals and businesses who have worked with us over the past year and to achieve or vision and mission:

- Alfred Health
- ABD Group
- Backpacks 4 Vic Kids
- Bayley House
- Beach Street Barbers
- Bowland Cranbourne
- Brotherhood of St Laurence
- Calvary Bethlehem
- Casey Council
- Casey Race Sports Complex

- Cranbourne Arthritis Group
- Cranbourne Football and Cricket Clubs – City of Casey, Casey Fields
- Cranbourne Lawn Bowls
- Cranbourne Library
- Cranbourne Youth Resource Centre
- Disabled Surfers Association
- Mornington Peninsula
- Design for Hair
- Dknet Consortium (ASTERIA -Maryborough, CODA - Colac, Latrobe Life Skills - Bundoora, Mawarra - Warragul, MG Australia - Melbourne, MiLife-Victoria - Frankston & Pinarc - Ballarat).
- Ebdale Community Hub
- Focus
- Frankston Arts Centre, Cube 37 – circus workshop
- Frankston City Council
- Greater Frankston Business Network
- Grateful Harvest



Dknet past and present members catchup at Lancefield

## Partners and Projects continued



Terri and Karen V with Rob and Sandra from Eeny Meeny at the Royal Wedding fundraiser held in May 2017.

Hampton Park Community Garden  
 Hampton Park Library  
 Hasting Library - teaching communication and computer skills  
 Hey dee Ho Educational Services  
 Inclusion Melbourne  
 JDK Foundation  
 Kenzel Cleaning  
 Langwarrin Community Centre  
 Lynbrook Community Kitchen  
 Manor Aged Care – ISP  
 Market Day Meals  
 Mark for Music  
 Max Employment  
 Meals on Wheels  
 MetroAccess – Frankston City Council, Mornington Peninsula Shire, City of Casey  
 Marillac  
 Mitusbishi Motors Frankston  
 MND Association  
 Monash Frankston – gym  
 National Disability Services  
 Narre Warren Oz Bowling

PARC Frankston  
 Parkdale Aged Care – ISP  
 Patterson Lakes Community Centre – African Drumming  
 Pelican Park Recreation Centre - we have our own personal gym instructor  
 Pelican Theatre Company  
 Peninsula and South East Regional Communication Service – Zita Canning  
 Rain Hayne and Shine, Balnarring  
 RDA Mornington  
 Riding the Disabled- Buggy Rides Mornington Racecourse  
 St Vincent De Paul – Chelsea  
 Salvation Army Hastings – Disco and op-shop  
 Strike Bowling Frankston  
 The Meadows  
 VALID  
 Village Cinemas, Karingal  
 Woolworths, Cranbourne  
 YMCA Basketball and Karate  
 Zone Bowling (Formerly AMF)

## How you can help

MiLife-Victoria Inc. is a not-for-profit, community service organisation and as such, we rely on support from fundraising, sponsorships and bequests. The money we raise will continue to go towards our transport strategy to enable us to continue to provide a specialised transport service to some of our most vulnerable customers, as well as maintain and replace our vehicles.



### Make a donation

If you would like to make a one-off or recurring donation to MiLife-Victoria please visit our website [www.milife-victoria.org.au](http://www.milife-victoria.org.au) and place an online donation. Financial donations are welcome, as are donations of goods or volunteer services. For more information, please contact us on 9775 7333 or visit us at our Head Office location in Frankston.

All donations over \$2 are tax deductible.



### Become a sponsor

If your business or organisation would like to become a sponsor or partner with MiLife-Victoria and show your support through Workplace Giving or join our fundraising efforts in another way please contact us by email [milife@milife-victoria.org.au](mailto:milife@milife-victoria.org.au) or phone 9775 7333.



### Leave a bequest

This is a wonderful way to give a gift that provides for our customers after you've gone. A bequest may be in the form of property, money, stock or shares. You can request that your bequest is either given freely, or given with conditions which must be honoured. To find out more about leaving a bequest you may wish to speak with your financial advisor or lawyer to ensure it is written into your will.

### Thank you

Thank you to the staff, customers and families who have shared photographs, quotes and stories that have been incorporated into this Annual Report.

*Photography* Brooke Smith Creative and MiLife-Victoria staff  
*Graphic Design* Tony Papadopoulos - TPGD  
*Writing and Editing* Nicola Oldridge and Terri Carroll

# MiLife-Victoria Locations



1

## Head Office

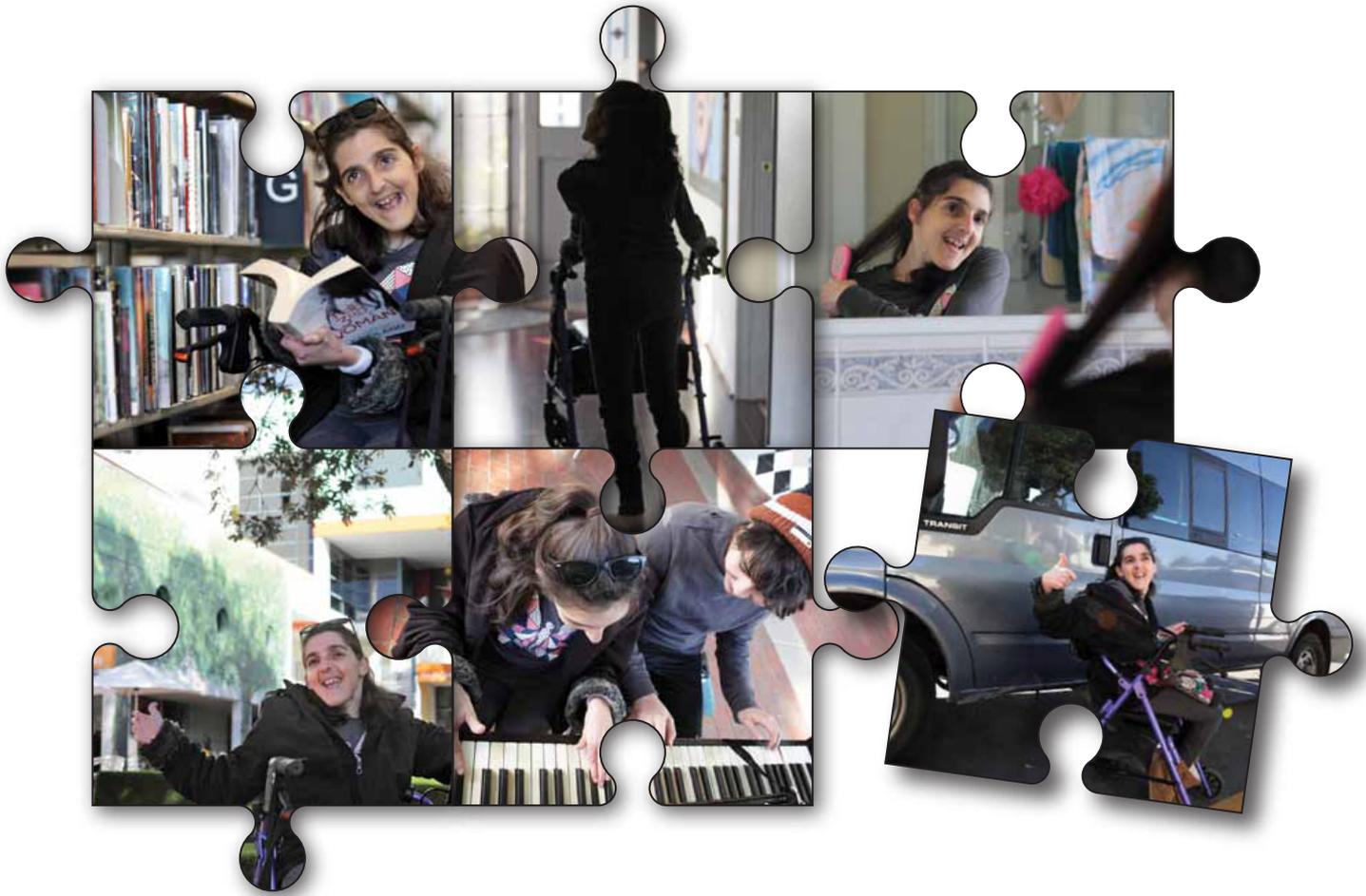
Suite 1, Level 1,  
108 -120 Young Street Frankston VIC 3199  
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National Relay Service 1300 555 727  
E-mail: [ceo@milife-victoria.org.au](mailto:ceo@milife-victoria.org.au)  
[www.milife-victoria.org.au](http://www.milife-victoria.org.au)  
Reg No. A0025487A

2 **Langwarrin Learning Centre**  
100A Aqueduct Road  
Langwarrin VIC 3910

4 **Cranbourne Learning Centre**  
36 Lyall Street  
Cranbourne VIC 3977

3 **Hastings Learning Centre**  
66 Hastings Street  
Hastings VIC 3915

5 **Culburra House**  
27 Culburra Avenue  
Frankston VIC 3199



Leaders in Disability Support

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[www.milife-victoria.org.au](http://www.milife-victoria.org.au)  
Reg No. A0025487A



In the spirit of respect, MiLife-Victoria acknowledges the Boonwurrung members of the Kulin Nation and other Aboriginal Elders, past and present, who have traditional connections to the land on which we meet.