

Annual Report 2017

Our Mission and Vision

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 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 participation and engagement in community life

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.

Warning for Aboriginal and Torres Strait Islander peoples to use caution viewing the content of this report as it contains images of dead persons



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President and CEO's Report



Darlene Neu
President

It is with great pleasure that we present the CEO and President's Report on behalf of MiLife-Victoria. This 2016/2017 Annual Report marks 25 years of service to people with a disability their families and carers, a significant milestone and wonderful achievement in our history.

We certainly have come a long way from where we started in 1992, from a small day service in Mt Eliza supporting 14 young people to now, 25 years on, supporting over 300 people.

During this time, we have seen many changes within the Organisation and across the sector. When we began it was during the days of block funding. This soon changed in mid-1993 when unit cost was introduced and individuals were assessed and given a funding allocation against a level between 1 and 5.5. Soon after (in 1994) we saw the introduction of the Futures for Young Adults program, the single most significant growth opportunity the sector had seen in a long while. This was the period of time where MiLife-Victoria (known then as Peninsula Access Support and Training) went through huge change and growth.

In the early 2000's there was a shift to individualised funding giving people the opportunity to become more in control of the supports and services they received. This change was the springboard for the campaign to introduce the National Disability Insurance Scheme (NDIS). In 2013 a trial was announced and finally in July 2016 full roll out across the country commenced.

Of all the change there has been over the last 25 years, none can compare to those the NDIS has bought us. The NDIS has been described as 'the most significant reform since the introduction of Medicare' and is best described as a market-style system where government funding will no longer go directly to a disability service provider, but instead it will go to the client, giving them control and choice on who and how they want to purchase and receive services they want – as long as these supports are reasonable and necessary.

There will be new entrants into the marketplace, privately owned and those whose mission will be profit driven. There will be losses too. Many Not for Profit organisations will not survive the change to the NDIS and will either merge or be taken over by other providers ready and capable to manage the change.

We remain optimistic about our future and the services and support we will provide under the NDIS. Our 25-year history, built from a clear mission and vision of providing quality group services and supports (centre or in community), has given us a solid base to work with as we navigate the new NDIS and business environment. Reinventing these services through the development of a comprehensive curriculum and learning framework (to be introduced early 2018), has been a key focus over the last few years.



Terri Carroll
Chief Executive Officer

In the new year and as we start to fully roll into the NDIS, we will provide services and support seven days a week, offering weekend group activities in conjunction with our day program during the week. This will be a big change for our staff and families, but it is something that we are looking forward to offering and we hope that families take advantage of this service.

Transport and travel continues to be an issue for our organisation. We are in the process of implementing our transport strategy and we are looking to gain 750 sponsors by the end of November to ensure that we can afford to maintain the current service that we run. If you wish to sponsor a seat on the MiLife-Victoria bus to ensure the sustainability of this important service, please visit our website or call us for details about how you can show your support.

In a bid to become as automated and streamlined as possible, we have entered into an arrangement with one of our dKnet partners, Pinarc Disability Services in Ballarat, to work together and share back of house finance people and systems. Both organisations currently use Supportability as our Client Relationship Management System and by the end of the year will share the same finance package too. It is an exciting arrangement and will go a long way towards us becoming more efficient and drive our overheads down.

As we head towards the roll out of the NDIS in our area I can't stress enough how important it is for individuals and families to be well prepared for the initial NDIS interview. It is extremely important to make sure a face to face interview is held and to not settle for 'over the phone.' Have documentation ready explaining the services you currently receive and what services you want for the future. It is important to remember also that what is being asked for is 'reasonable and necessary' and related to the needs of the person with the disability.

On behalf of the board we would like to thank all of our staff for their hard work, dedication and support over the last 12 months. There are lots of changes affront and we appreciate the motivation and positivity of the staff as we move towards our new look programs and the roll out of the NDIS.

Finally, we are very proud of the achievements of this organisation over the last 25 years. It has been an incredible ride and we are very grateful to the staff, customers and their families and carers, our board, sponsors and everyone who helps makes it all possible. We hope that you enjoy reading some of the stories and reflections throughout this report and that have made the last 25 years truly so enjoyable.

Darlene Neu
President

Terri Carroll
Chief Executive Officer



There have been many wonderful people whom have served on the Board over the last 25 years of which we would like to sincerely thank. Without their support, guidance, wisdom and dedication to the organisation over the years, we would not be where we are today.

Some of the Current Board - From Left: Geoff Bell, Mark Packiyathan, Darlene Neu, Sam Melrose, Breigh Smith, Lupco Talevski

- | | |
|------------------------------|---------------------------------|
| Jim Price (1992) | Peter Gardiner (2003) |
| Jan Parker (1992) | Barry Leeds (2004) |
| Gill Sheddon (1992) | Les Malseed (2004) |
| Geoge Petrides (1992) | Nicola Pepper (2006) |
| Carol Price (1992) | Steve Waugh (2006) |
| Gaye Ambrose (1992) | Chris Carra Co-opted (2006) |
| Betty Whitehead (1992) | Maria Irdi (2007) |
| Chris Cleary (1992) | Jan Shaw (2007) |
| Laurel Hoppin (1992) | Andrew Johnston Co-opted (2008) |
| Laurel Curran (1993) | Kahl Heinze (2009) |
| Joy Snowdon (1993) | Darren Hempel (2010) |
| Liz Hassell (1996) | Sally Bailey (2010) |
| Gillian Godfrey (1996) | Darlene Neu (2011) Current |
| Carolyn Gurrier-Jones (1997) | Noella Collard (2011) |
| Val Davidson (1997) | Mark Packiyathan (2012) Current |
| Irene Klosseman (1997) | Caitlin Bowden (2013) |
| Jan Atchison (1998) | Jill Whitehead (2013) |
| Sharon Williams (1999) | Samantha Melrose (2014) Current |
| Kath Moodie (2000) | Debbie Abblitt (2014) |
| Pat Scown (2000) | Breigh Smith (2015) Current |
| Graham Beech (2001) | Geoff Bell (2015) Current |
| Carol Bird (2002) | Jen Solis (2015) Current |
| Kevin Saber (2002) | Lupco Talevski (2015) Current |



Karl Heinze



Carol Price



From Left: Nicola Pepper, Mark Packiyathan, Darlene Neu, Darren Hempel, Les Malseed, Jane Whitehead.



Mary Ukosich (centre) and Rob at 10th year anniversary



Les Malseed, (centre)



From Left: Sally Bailey and Kath Moodie & staff member Heather



Betty Whitehead on her retirement from the Board



MiStory Terri Carroll

From Left: Karen Prosser, Terri and Honie Head, MND weekend at Wheelies Rest. 2003

MiLife-Victoria began in 1992 originally as the Frankston Community Access Program. It was one of seven pilot programs across the State established to support students 18 years and over to move from school into more adult and age appropriate environments. Of the original 14 students from Frankston SDS, six still attend MiLife-Victoria today.

I had been working in the disability field in a variety of direct care and middle management roles locally and across country Victoria for quite a long time. I had developed a good relationship with the Department of Human Services Southern Regional team when I was working at Wallara, so when it was announced that there would be a pilot program starting up in the area about two years later, I was approached by them to go for the job.

It was my goal in life to always to run my own organisation, ever since I was a very little girl in fact. When the opportunity came up I went for the job and I was over the moon to get it. It was more than what I had anticipated though. I was the first employee, there was no Board of Management, no other staff and we had no permanent facility. As I look back on it all now I remember having a mix of emotions; I was very excited as I had just landed my dream job but at the same time I was terrified at what lie ahead. 25 years on would you believe I still have those very same emotions?

Initially the organisation was supported under the Auspice of Blairlogie and the DHHS, but after six months we left the SDS and moved into a house in Roy Court in Mount Eliza. We had become an Incorporated Association in our own right, named Peninsula Access Support and Training (P.A.S.T.) and I had employed 4 staff, 1 bus driver and 1 part time Finance person.

Within 18 months of moving to Mt Eliza, there was a change from block to unit cost funding. Overnight the organisation lost nearly a quarter of its funding and faced an uncertain future. Fortunately, the 'Futures for Young Adults' (FFYA) program came in not too long after, changing the face of the organisation and offering an opportunity for some much needed growth.

I was lucky enough to secure some capital works funding in 1995 to purchase the Langwarrin property and this together with the FFYA program, the organisation grew very fast. Within a few years of moving to Langwarrin we opened up some satellite sites originally in Mornington and later in Cranbourne. It was also around this time that we became an Adult Education provider obtaining funding through Adult Community Further Education (ACFE). To this day we remain a learn local and are one of the largest providers of non-accredited training for people with disabilities in the Region.

The organisation was very innovative and did things differently to how other services around were doing. We were still a day service, but not in the traditional way, where it was all centre based. There was a lot of programs and activities in the community and at sites, we ran holidays and an overnight stay program too.

Flexibility and innovation was the driver behind a significant industrial change within the organisation. In 1997 an Australian Workplace Agreement was struck giving staff and the organisation greater scope to continue being flexible and offer an even wider range of programs and activities.

Around 2002, the Hastings property was purchased and the Mornington site was closed. Some years



Terri and Melissa on Camp in Ballarat. 1998

later the Cranbourne property in Lyall Street was purchased giving the organisation three permanent sites as well as a myriad of community venues to operate programs from.

It was in 2004 that I applied and received funding to run respite holidays. Holiday houses in Rye and Rosebud owned by Villa Maria and the Kew Parents Association were used as a base. I helped out on a number of the holidays in the early days. I had a great time and it was an opportunity to get to know the clients and staff away from the normal work environment and of course they got to know me better too!

Unfortunately, these houses were sold and no longer available so the organisation looked into getting its own house. It was not long before Culburra House was found and later purchased to use for the respite holidays.

After years of rapid growth, the organisation came to a period of consolidation where we had to bed down policies and procedures, focus on implementing the State (and later on National) Disability Service Standards to achieve certification under the Quality Framework and establish a new strategic plan to take us into the future.

In 2014 the organisation rebranded to MiLife-Victoria and preparations began for the introduction of the National Disability Insurance Scheme (NDIS). Of all the changes the organisation has been through, nothing would ever compare to the challenge that this is bringing.

The organisation has had a lot of ups and downs over the years however the culture of the organisation has stayed the same. Fundamentally everyone cares about each other, everyone cares

about the individuals that we support and their families. The NDIS is changing and challenging me and everything I have known it to be. It is hard work but having a can do attitude is something I've always had and I think this helps enormously.

I have a plaque in my office that was given to me by original board member, Jim Price. He used to say to me all the time and it has always stuck. The plaque reads: "Have you come with the solution, or are you part of the problem." This saying is a reminder to everyone (me included) to come up with solutions and not be problem focused. I am a firm believer in having a can do attitude, of being creative and innovative and thinking outside of the box for solutions. It is important to have this attitude when working with individuals and their families and carers.

Throughout my 25 years with the organisation, there has always been one exciting challenge after another and each time the organisation as a whole has become stronger, more resilient and more capable in handling them.

I am very proud of the journey MiLife-Victoria has been on over the years and I have loved my role in all its achievements. But, more than this I have loved being part of a team that respects and works every day to uphold the rights of people with disabilities and who work in partnership with parents and carers to achieve outcomes for their person. I feel truly blessed to have been given the opportunity to lead this wonderful organisation and look forward to continuing our journey together in the years ahead.



Above: News Article. 1992
Left: Frankston SDS - The first 6 months



Group new Langwarrin A building



Cranbourne

From humble beginnings out the back in a portable class room at Frankston SDS to the grand opening of our own place in Mt Eliza

And from Mt Eliza we grow...



Above: Keith Bradford, Amanda Putamorsi and Meredith Armistead with most of the 14 clients from the SDS

Above Right: Funding boost to buy Langwarrin

Right: Opening of Roy Court Mt Eliza - Jim Price, Terri Carroll & DHS Regional Manager Phil Dalling.



Culburra Holiday House



Hastings



Langwarrin B

...and so do our staff numbers



Top: Staff. 1992
Above: Staff in the mid 90's
Right: Staff. 2016



MiStory Jim and Carol Price

Jim and Carol Price have played a large role in MiLife-Victoria over the last 25 years. Their daughter Wendy was one of the first students to come into the program from the SDS as part of the 18+ program and still attends the Hastings site today.

“It was all very new to everyone. We were all finding out way and working out the system,” tells Jim.

“After moving out of the SDS, we moved to the house in Mt Eliza, it was a good crew there, and gradually the organisation grew.”

As active members of the board during the early years, Jim and Carol were instrumental in finding the site at Langwarrin.

“We were looking for a new site, and we saw this place in the paper and took Terri down to have a look. Back then it was on a dirt road and there were trees all over the place.”

The facility ticked most of the boxes, and soon after the new facility was built on the site.

“It’s been great watching the organisation grow and expand to other sites. We’ve had our challenges over the years, like setting up the organisation, buying buses, we’ve faced budget cuts, but we’ve always overcome it.”

“Terri has always been very innovative and we’ve always found our way.”



Top Right: Jim putting permit sign up at Langwarrin. 1996
Above and Right: Wendy



MiStory Mary Ukosich



Mary’s son Robert was born with Down Syndrome. He was a good boy, and happily attended the Special Development School in Karingal until he was 18.

“At that time there wasn’t much around for people like Robert. When we heard that Terri was starting up a group called 18+, Robert and many of his friends from Frankston SDS started there,” tells Mary.

This was the beginning of Peninsula Access Support and Training (P.A.S.T), now known as MiLife-Victoria. Originally there were 14 people from Frankston SDS, aged 18+ who had just finished school, this program was perfect for them.

“They had a place in Roy Court in Mt Eliza, just behind the shops. Initially a taxi would come and pick Robert up, but soon there was a bus. Robert would go each morning and come home every afternoon.”

“He enjoyed going there, and had his friends with him, including life-long friend Wendy, who he’s known since he was 15 months old, and still attends MiLife with her to this day.”

As the client base grew, they started looking for a larger place to accommodate for what was now 34 people. Mary was on the committee at the time and remembers when they found the house in Langwarrin.

The organisation was soon able to obtain funding to build a new purpose-built facility next door to the house in Aqueduct Road.

“There are now more venues and they go out in the community a lot more, always doing things like bowling, swimming, they visit Frankston on the train and have lunch. It’s changed a lot since the early years, and it’s quite extraordinary how much the organisation has progressed.”



Top & Above: Rob

Ros Tindal started with MiLife-Victoria in October 1992. In the early days, there was only a handful of staff, and Ros started as a part-time bookkeeper. This was before computers were in the office and everything was done in a hand-written book.

“There were no computers in the beginning, so when they were introduced this was a learning process. I learned to use word and excel, and even now often help others and fix the photocopier.”

“Back then we’d run up and down the stairs to speak to each other rather than send an email.”

It was a few years later, as the service started to expand, the house in Langwarrin was purchased. It was all dirt roads down there at the time, and the office was on the top floor of the house, while the clients were downstairs.

“I remember one client used to come up the stairs and bring us gifts. One day he bought me a plant, and dumped it on the desk, roots and all!”

In the early days, there was only one vehicle, however after the move to Langwarrin, the organisation started to grow and more buses were purchased. It was then that Ros’ role changed to less finance and more payroll and administration. Ros was responsible for purchasing and maintaining the vehicles.

“It was a big job, involving internal audits and independent audits. If a bus driver was sick, I would jump in and drive the bus. This was how I got to know a lot of the clients.”

When it was decided to expand, and build the purpose-built facility next to the house, Ros had to work with Terri to help obtain all the building permits and other necessary paperwork. Then there were all the regulations for the new building, like fire extinguishers and things that need to be maintained. A lot of Ros’ job even now, includes looking after the fleet of buses and the safety of each of the facilities. She will even jump in and drive a bus if the job requires it.



Right: Ros

Below: Lang A under construction. 2001



Gay’s son Craig started with organisation at the very beginning when they were in a small room which was part of the SDS. Within the first six months they had moved to the new house in Roy Court, Mt Eliza.

“Craig loved going on the camps. He went to Queensland a couple of times, and I remember them going to Tasmania on the Spirit of Tasmania. They also used to go on smaller weekend camps to Rosebud. He really enjoyed these times.”

Craig loved attending the Langwarrin site, he is based at Cranbourne now, and enjoys going swimming, loves going on the train and going to basketball and bowling.

“They’re trying to get Craig to participate more in the activities. He likes to sit and watch most of the time, but the staff are attempting to get him more involved.”



Top & Above: Craig



MiStory Kerrie Kendall

Kerrie Kendall, one of MiLife-Victoria's original staff members, remembers in 1996 participating in an overnight stay program providing respite for clients and their families.

"We would stay in the original Langwarrin building, we'd have two staff and up to six clients. Everyone would bring along their fold up bedding, donnas etc. and we'd sleep in various rooms around the building. I would sleep in what was then the lounge room.

The evenings consisted of going shopping and getting breakfast staples for the following morning. We'd also all go out for dinner where the group would plan a special day trip for the following day with the emphasis being on fun and recreation.

We were paid time in lieu for supporting the program, and the families would pay \$25 for their family member to attend. I recall the clients getting very excited in the lead up to these respite stays and staff enjoyed it as well."



Top: Kerrie with Sandra, Cesar at Emma and Victoria's Deb Ball presentation. 2004

Above: Kerrie



MiStory Fritz Fenning

Kevin has been with MiLife-Victoria since the beginning. He started as a 21-year-old, coming from Frankston's Special Development School.

"In those days we used to live in Balnarring. The bus would come down there and pick Kevin up and take him into Frankston," tells Kevin's father, Fritz.

Fritz remember the staff at MiLife working very hard with Kevin to try and help him to become more independent.

"The staff have always been very helpful. They would work with him to help him understand money and how to use transport, however Kevin simply found it too difficult to master these skills."

Kevin attended the Frankston site initially, and now he is at Cranbourne and loves going. He enjoys bowling, working in the community garden, going to the library, helping with Meals on Wheels and cooking.

"He loves going to MiLife every day, so much so that he hates it when there are holidays and he has to stay home."



Top & Above: Kevin



MiStory Sylvia Cawley

Sylvia has been with MiLife-Victoria for a very long time, and has attended all of the different sites throughout the years.

"I'm out at the Cranbourne site now. I like Cranbourne the most because we get to go out in the community.

Initially Sylvia attended five days a week, however now she attends once a week. She comes into Cranbourne with a worker and enjoys the flexibility of being picked up from home by a staff member.

"I like going to the group because we go out shopping and we cook interesting things. Today we went to a café. I really like being out in the community and MiLife makes that possible for me."

Throughout the years Sylvia has enjoyed being a part of various different programs, such as art, swimming, and bowling.

"MiLife also supported and helped me to get voluntary work in an opportunity shop, which I really like."



Top & Above: Sylvia

Anthony started with MiLife-Victoria in 1997, when it was called P.A.S.T. He was 18 at the time and was a bit scared about starting in a new place.

"I started at the Langwarrin site. Although I was nervous at first I soon became very comfortable.

A bus would pick me up from home and take me to the site. My bus driver was Ros, who works in the office today."

Anthony made friends with Martin Duff. They enjoyed going bowling, playing basketball and cooking. He loved going to camp each year.

"Camp was fun, I loved staying overnight in different places. One year we went to Tasmania on the Spirit of Tasmania."



MiStory Anthony Forster

When the Cranbourne site opened Anthony moved over there, and later he moved to the Frankston site. It was at Frankston where he learned how to use public transport to get to different places.

"I no longer get picked up from home. I now catch the 791 bus to Cranbourne to attend different classes. I have my own MYKI card, and I enjoy talking to friends on the bus.

I feel very good and happy coming to MiLife and enjoy the different things I have done and learned over the years."



Top & Right: Anthony



Above: Rhonda

Rhonda has been with MiLife-Victoria for a number of years and fondly reflects on her time working as an Individual Support Coordinator.

"I remember when the Individual Support Guidelines were refined by DHS (Department of Human Services) in 2010. The main objectives of these guidelines were to focus on meeting the needs and goals of the clients by allowing more input from them. With this ongoing review, the clients were then able to use their funding flexibly with a self-directed approach. This was a welcome change in direction for us; working with our clients to achieve their goals and gain fulfilment in their personal lives."

During this time Rhonda has some fond memories of working with individuals to help them identify their goal and work towards achieving it.

One such memory involved Claire Williams, an individual support client, who at the time had some issues with the transport bus that she was using every day to get to and from the service.

"We discussed her goals in her plan, of which one of them was to be more independent. We thought we could use her funding flexibly to support her to travel independently to day service instead of using the bus.

After many engaging conversations with Claire we came up with the plan to do some 1:1 travel training to get her to the local bus that comes into Frankston where she attends day service. Claire enthusiastically embraced this opportunity to become independent and she still uses public transport to this day."

Another individual support client was Samantha Tanner. Sam's goal was to write a novel, however at the time she did not have the technology to allow her to do this. Once the need was identified, Sam's funding was used to purchase an iPad which assisted her to write her novel. It also helped her to write some scripts for her drama program which she shared with everyone at the enjoyable end of year performances.

"I was lucky enough to read some chapters of her work," tells Rhonda. "She was a very intelligent lady with a lot of talent in writing fantasy stories. This self-directed approach to using her funding fulfilled her goal but also made me feel extremely proud of her being able to express herself and to be a part of this exciting adventure in her life. Sadly, Samantha passed away last year. We miss Sam and all the happiness she brought into our service and our lives."



Above: Jackie

Jackie has found that since attending MiLife, she has grown and changed in a positive way.

"I have made many friends and I have a social network this makes me feel safe. The staff at MiLife are helpful thoughtful and caring. They support me to reach my goals. I feel I have achieved something to be proud of."

"It's good to feel part of something important, it's good to do something for others in need."

Jackie is part of the fundraising team which has had some great success with fundraising for Operation Christmas Child where they hosted a car wash and had a lot of fun.

Jackie has some high ambitions for herself and she eventually wants to become a barista.

"I currently volunteer at the Salvation Army Op Shop and Messy Church in the kitchen."

Through the help of MiLife Jackie has gained independent living skills and social communication skills, which have helped her to become independent and have allowed her to live independently in her own apartment.

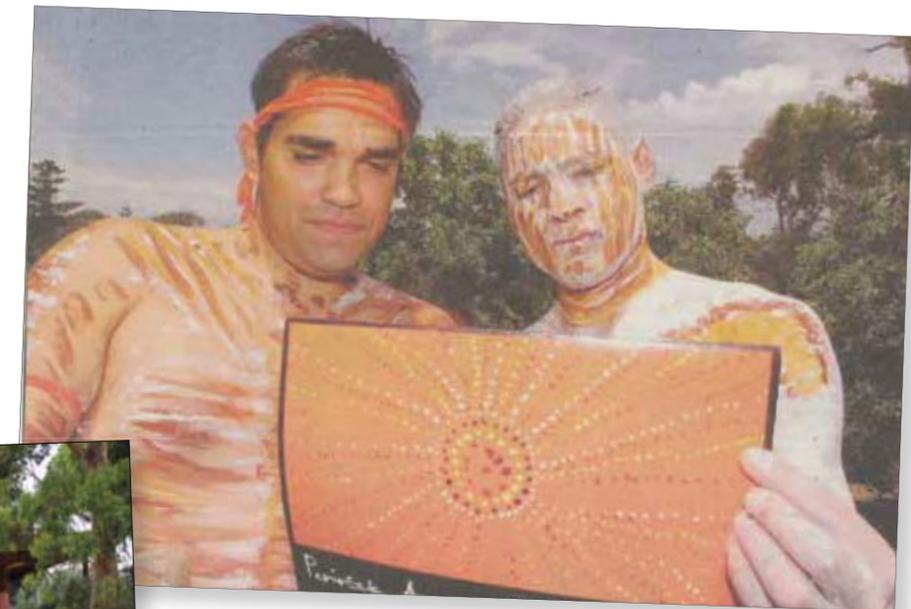
"I feel loved and understood. I feel grateful to be part of the Hastings family and that's how I see it here it's like a family. Each person inspires me in a different ways and gives me hope for the future."

Projects and Events

MiLife-Victoria has proudly lead or been directly involved in a significant number of local and community projects over the years.



Keys St Accessible Toilets. 2008



Peninsula Access Koori Art Calendar. 2008



George Pentland Gardens Changing Places Toilet opening. 2014



Past Bunnings Project Langwarrin. 2008



'Talkin about Disability' project. 2007



Pelican Theatre Company Production. 2011



LIRDS and LISA Whose Life is It Anyway Project. 2011



Above Left: All abilities Sports Carnival. 2010
Above Right: All abilities Dance party

Strategy update 2016 - 2017



NDIS Rally Melbourne. 2013



NDIS DisabiliTea. 2011

Since 2015 MiLife-Victoria's Strategy has been firmly fixed on ensuring we successfully transform our services for the NDIS and we have continued on this trajectory in 2016/17.

At times it has felt like progress has been slow, changes have been delayed and obstacles have arisen that have forced us to reframe our thinking and change our plans, but overall our preparations have been solid.

The following are the key priority MiLife-Victoria continues to focus on during this transformational period of change;

1. Working closely with individuals, their families and significant others to understand the changes and be fully prepared for the NDIS roll out in 2018
2. Working 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

In 2016/17 the Organisation became a registered NDIS provider, with four NDIS funded customers at the end of July, and the capacity to deliver services to customers in the following areas:

1. Personal activities high
2. Assist-life stage transition
3. Assist personal activities
4. Daily Tasks/Shared Living
5. Participate Community
6. Group/centre activities
7. Accommodation/Tenancy
8. Assist – Travel/transport
9. Behaviour Support
10. Support Coordination
11. Plan management
12. Development – Life Skills



NDIS update and Transport launch. 2017

The following outlines our progress against the key priority areas.

1. We have invested both time and staffing through group and individual meetings in an effort to support our customers, families and carers be better prepared for their NDIS meetings. Supportability captures customer's financial information and use it to invoice for all NDIS services provided
2. We are involved in a sector wide group which is looking to resolving the myriad of issues we have with our current EBA under the NDIS rules and pricing and hopefully Strategy Update 2016 - 2017 entering into a Multi-Employer Enterprise Agreement. Regular staff briefings and organisational updates with the CEO regarding the changes we are making under the NDIS have been held
3. Group activities and our education streams are and will continue to be our core business going into the NDIS. We continue to work on our systems and processes updating our policies, procedures and documents in line with what is required for the NDIS
4. The partnership with PINARC will further streamline our systems and create greater efficiencies in our finance and human resources areas. The financial position of the organisation is much stronger with growth in new clients and the sale of our suite 1 in Frankston

In 2017/18 MiLife-Victoria will continue to assess the viability of our other service areas such as Transport and Individual Support, and make decisions around what we will continue to deliver.

The success of our Transport Strategy is key in this decision making and we hope everyone will continue to support this initiative.

Our areas of focus over the next twelve months against the strategic priorities will be that of consolidation and we will continue to:

- Support families and customers with their plans and preparation for their transition into the NDIS next year
- Implement MiLife-Victoria's suite of service streams and fine tune these

- Modify our growth strategy, both immediate and long term
- Continue to support and build our workforce to deal with the changes including renegotiating a new enterprise agreement
- Implement the management restructure required to support our services going forward
- Continue to bed down the systems and technology for transition into the NDIS
- Implement our Marketing Strategy for the future



Ron Hanson talking re his NDIS experience. 2017



Manager Capacity Development Anthony Kolmus, Disability Services Commissioners Office. 2017

Financial Report

The financial commentary is a brief overview and extract from the audited financial statements for the 2016/2017 financial year.

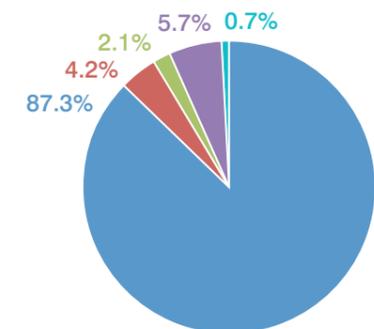
The organisation strives to improve its financial stability as we head towards the NDIS, and we are pleased to advise that the financial results for 2017 again reflect an increased surplus from the previous year.

Revenue streams were up by 11.6% to \$5.004m (2016 \$4.484m) and expenses increased by 10.4% to a level of \$4.840m (2016 \$4.384m). The resulting operating surplus was \$163.7K (2016 \$100.0K).

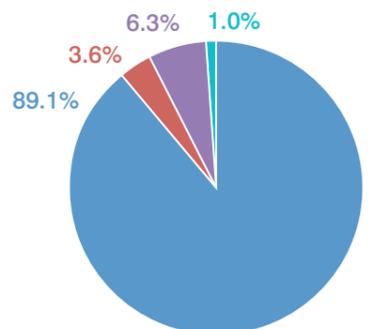
DHS funding remains our main revenue source, contributing 87% of total income.

Total Revenue	2016-2017		2015-2016	
Recurrent Funding	\$4,367,000	87%	\$3,994,000	89%
Non Recurrent Funding	\$211,000	4%	\$162,000	4%
NDIS Funding	\$105,000	2%		
Other Income	\$286,000	6%	\$282,000	6%
Grants	\$35,000	1%	\$45,000	1%
	\$5,004,000		\$4,484,000	

2016-2017 REVENUE



2015-2016 REVENUE



- Recurrent Funding
- Non Recurrent Funding
- NDIS Funding
- Other Income
- Grants

Summary of Balance Sheet – as at June 30, 2017

	2016-2017	2015-2016
Total Current Assets (cash, receivables, other)	\$1,393,168	\$ 629,265
Total Non Current Assets	\$2,113,994	\$2,679,008
TOTAL ASSETS	\$3,507,162	\$3,308,273
Total Current Liabilities	\$1,002,228	\$ 940,383
Total Non Current Liabilities	\$ 821,765	\$ 833,141
TOTAL LIABILITIES	\$1,843,933	\$1,773,525
NET ASSETS	\$1,663,169	\$1,534,748

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

Introducing MiLife-Victoria Streams

To ensure that all our programs are meaningful and outcomes driven, we have broken up our service delivery into six streams, MiSelf, MiHome, MiCommunity, MiLearning & Development, MiSport, Recreation & Leisure and MiTransport. All supports and services that MiLife-Victoria will offer under the NDIS fall within one of these streams.

A range of core and capacity building curriculum specifically designed to build on and maintain people's skills across six streams has been developed. Each module within the curriculum has been written specifically for people with disabilities, with assessments built in and importantly, with the goal of creating pathways for people into independent living, further education and/or employment.

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

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

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

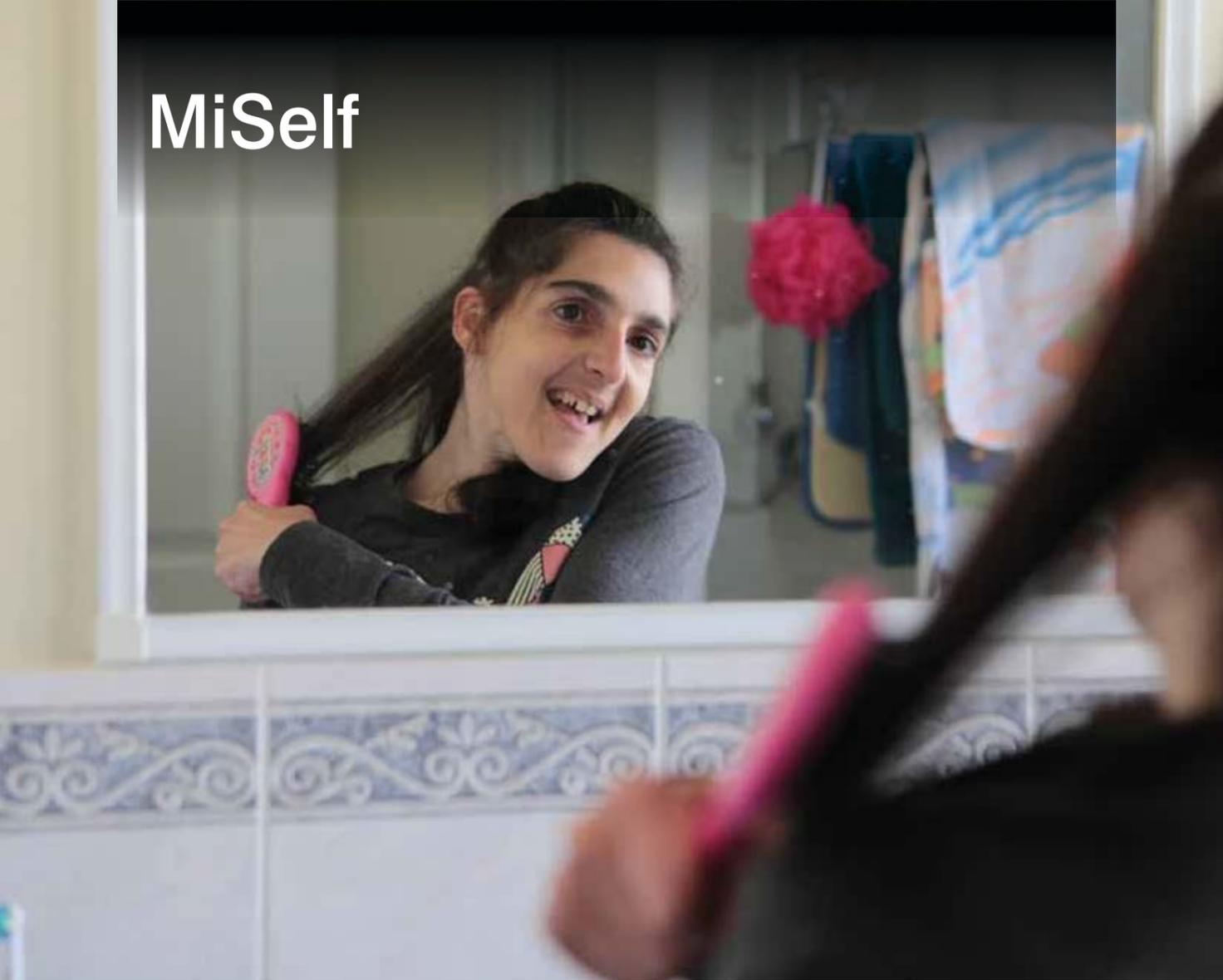
MiHome
"It's all about where I live, my personal space and how I look after it"

MiLearning & Development
"It's all about building my skills and knowledge in the areas I want to"

MiSport, Recreation & Leisure
"It's all about new experiences, having fun and socialising with my friends and family"

MiLife-Victoria
Your Goal Our Mission
Leaders in Disability Support
www.milife-victoria.org.au

MiSelf



The MiSelf stream is about personal development, personal care, hygiene and grooming, communication and behaviour management.

It can also help individuals learn how to manage their personal affairs such as medication, diet, personal identification and health cards.

This stream will have programs and activities which will support and teach people about how to make decisions, solve problems and manage their time. We will assist with relationship building and social skills, along with managing emotions and feelings. The stream will also focus on personal safety and security as well as safety online.

Objective:

Focus on the person and all things related to the person.

MiHome



MiHome is about building skills and independence, looking after one's home or personal space, learning to cook and prepare basic meals as well as maintain a clean home and look after pets.

For those wanting to live more independently, there are courses in advanced cooking, personal shopping, menu planning, laundry, banking and budgeting, managing emergencies moving out of home, renting and much more.

Objective:

The person and where they live. Building skills and independence no matter what their living circumstances.

MiSport, Recreation and Leisure



This stream is about having new experiences, having fun and socialising with friends and family. It may involve a hobby or leisure activity, such as art and craft, going to a movie or eating out. It could also include watching the football, seeing a band, going on a holiday or enjoying a community event.

Objective:

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.

MiLearning and Development



This stream is about building a person's skills and knowledge in the areas they wish to learn about. It may include learning to read and write, managing money, learning how to use computers and social media.

It may also be about vocational employment such as helping with Meals on Wheels, working in an op shop or providing basic hospitality services.

This stream may lead to further education or into employment opportunities, working with a computer, social media, internet banking, or digital literacy.

Objective:

Develop skills and knowledge that will lead into education and employment.

MiCommunity



This stream is about one's place in the community and where they work, live and play. It's about becoming an active member of the community, and accessing services such as Centrelink, council, hospitals and health centres. It will also cover learning about civic participation, citizenship and understanding about voting, current affairs, and volunteering.

Objective:

Focus on the person being an active member of one's own community.

MiTransport



This stream is about getting out and about and becoming more independent, it can include 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 driver's licence.

Objective:

Getting out and about and the transport mode used to get there. It includes supported as well as independent travel and covers public and private transport.

Transport

Being able to get out and about in community, go to places and events that we want to go to, when and how we want to go to them, is something that most of us take for granted. People with disabilities are faced with challenges every day when accessing community. For many, they are not in the position to drive and therefore are reliant on the public transport system. This works well for those where transport is readily available and at the times they need it, is physically accessible and the person can travel safely on it. However, many MiLife-Victoria clients cannot travel on public transport and as such they require a specialised transport service which accommodates their personal needs and requirements.

MiLife-Victoria has provided a specialised transport service to its clients since the organisations inception in 1992. In those early days, client's capacity to use public transport was extremely limited due to individual's high support needs and behaviours of concern. Additionally, most people lived in the outer areas of the Southern Region and Mornington Peninsula where public transport was either not accessible, or if it was, it did not run at the times of the day people needed it. Further, the Day Service was physically located in an area that required people to navigate and catch multiple modes of public transport to get to it, all skills that people simply did not have.

Over the years, the Day Services expanded and moved into areas that were more accessible to community however, public transport still remained (and is today) a problem. In response to this issue and in order to continue to provide services and support to people, the MiLife-Victoria transport services has grown substantially. When we started in 1992 we had one bus transporting 14 people over two runs in the morning and evening as well as travel to and from activities throughout the day. Today this has grown to 9 vehicles of all shapes and configurations (wheelchair, non-wheelchair, 22 seater, 12 seater and people movers) transporting over 60 people per day from all areas of the Southern Region and Mornington Peninsula to and from home in the morning and evenings as well as to and from activities during the day.

Transport is an extremely important service for clients and families of MiLife-Victoria. A large number of the people who are supported by the organisation have complex disabilities which makes travelling on public transport near on impossible. One of the biggest issues we hear from nearly all families is the need for their person to be safe and have the appropriate



Signing of MOU Terri and Jacqui. 2017



JDK curry night cheque presentation. 2017

supports to get them to and from where they need to go. Travelling on public transport carries much higher risks for people who are vulnerable, whom physically and cognitively do not have the skills to travel and whom cannot navigate difficult or emergency situations when and as they arise. Unless specialised transport services are provided, families are reluctant for their person to access and participate in community activities and events and prefer to keep them at home.

We are seeing more and more that as families age and their own driving capabilities change, the transport support that they once did for their person (day or night) becomes more and more limited. We find people are becoming more isolated and often their lives become more centred on what their parents can or cannot do.

With the introduction of the National Disability Scheme (NDIS), funding for specialised transport has not been built into the price. Individuals will be expected to utilise public transport such as buses, trains or taxis. As indicated earlier, this is fine for those people whom have the capacity however; this form of transport is not suitable for those with more complex needs. Their only other option will be to purchase specialised transport through their own private funding and/or reduce their NDIS package in other areas to cover the additional transport costs.

MiLife-Victoria remains committed to providing a safe, specialised transport service for those individuals who really need it. To help achieve this outcome we have partnered with The JDK Foundation for Brighter Futures. Incorporated in September 2016, The JDK Foundation is an organisation that seeks to transform the lives of people with intellectual disabilities by creating a highly effective support network for parents of children with intellectual disabilities and giving teachers the tools to lead the change in mindsets of society. For more information on the Foundation visit their website brighterfutures.org.au

The two organisations have come together and established a transport sponsorship program. We aim to attract 1450 annual sponsors to give a donation of \$300. This money will fully pay for all the running costs of our transport (wages, maintenance, fuel etc.) and keep it on the road.

To help us keep this vital service going and to become a sponsor, see our website for all the details or contact the office on 9775 7333 and speak to any one of the team for more information and help.

Donors and Partners



Riding for the Disabled. 2015



The JDK Foundation committee and MiLife members. 2017



Dknet CEO catchup. 2012

Donors and Sponsors

Financial donations for the 16/17 year were;

Les & Elaine Malseed	\$30.00
Betty Whitehead	\$20.00
Lupco Talevski	\$3.00
Jack & Jenny Hopmans	\$6.00
Cranbourne Arthritis Support Group	\$1000.00
Christine Walker	\$4.00

Equipment donated for 2016 - 2017

Mugs for respite house Jacquelin Gamble 01/02/17
Microwave for respite house Leonie Clydesdale 01/02/17
Table, Chairs, W/Machine, Fridge, Langwarrin Estate of Chic Dunlevie 17/02/17
Physio Chair Langwarrin Harold Johannes 24/03/17



Partners AMF Frankston Great South East Bowl Off Organising Group with Mayor Sandra Meyer. 2015



Meals on wheels. 2015



Above: Disabled Surfers Association Mornington Peninsula. 2013

Left: Community Kitchens. 2007



Partners and Projects

Every year, MiLife-Victoria works 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 past year:

Alfred Health.

AMF Bowling Frankston – Sandra Sever and her Team for the Great South East Bowl Off.

Back packs 4 Vic Kids.

Bayley House.

Bowland Cranbourne.

Brotherhood of St Laurence – various Programs.

Calvary Bethlehem.

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 Branch.

dKnet Consortium.

Focus.

Frankston Arts Centre and Cube 37 – circus skills.

Greater Frankston Business Network.

Hampton Park Community Garden.

Hampton Park Library .

Hastings Community House – Community cooking class and IPAD class.

Hastings Library – teaching communication and computer skills.

Hey dee ho Educatiional Services.

JDK Foundation.

Inclusion Melbourne.

Marillac.

Langwarrin Community Centre.

Lynbrook Community Kitchen.

Manor Aged Care – ISP.

Mark For Music.

Max Employment.

Meals on Wheels.

MetroAccess – Frankston City Council, Mornington Peninsula Shire, City of Casey.

MND Association.

Monash Frankston – Gym.

National Disability Services.

Narre Warren Oz Bowling.

PARC Frankston.

Parkdale Aged Care – ISP.

Patterson Lake Community Centre.

– African drumming.

Pelican Park Recreation Centre – we have our own personal instructor in the gym.

Pelican Theatre Company.

Peninsula and South East Regional Communication Service – Zita Canning.

Rain Hayne and Shine Balnarring.

Riding for the disabled – Buggy Rides Mornington Racecourse.

St Vinnies – Chelsea.

Salvation Army Hastings – Disco and Op-shop.

Strike Bowling Frankston.

VALID.

Village Cinemas.

YMCA – Basketball and Karate.

In Loving Memory

Those we love don't go away,
They walk beside us every day.
Unseen, unheard, but always near;
Still loved, still missed and very dear.

~Anonymous~

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

Paul Thorne

Individual Support

Brian Cohen

Individual Support

Bridgette Barlow

Respite

Marco Virgona

Cranbourne Day Service

We would like to take this opportunity to thank their families and loved ones for welcoming us into their lives and homes and for allowing us the privilege of supporting and sharing part of their life's journey with them. They will always be remembered and forever in our hearts and memories

Notes:



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