



annual report 2011

www.melbasupport.com.au

OUR VISION

A society that values the individuality and rights of all people

OUR MISSION

Individuals with a disability leading everyday lives

We achieve this through our commitment to:

- Respecting and safeguarding the human rights of all people including their right to be safe, well and free from abuse and neglect;
- Valuing and respecting the individuals who access our services;
- Individuals developing the skills and/or networks to advocate for themselves;
- Individuals developing and/or maintaining family relationships, friendships and intimate relationships;
- Individuals identifying and pursuing a broad range of social, educational, vocational and recreational opportunities that bring meaning and value to their lives;
- Individuals being recognized and accepted as valued and contributing members of their community;
- Listening to and focusing on each individual and the choices they make;
- Leading and managing staff (in ways that respect and enhance the skills and experience they have to offer) in assisting individuals to achieve the outcomes they desire in life;
- Improving the quality of our services in line with ongoing feedback from the individuals who use our services and externally recognized benchmarks;
- Working in partnership with local communities;
- The effective use of resources to maximise outcomes for the individuals who use our services.

Board of Management, 2008

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President and Chief Executive Officers Report

Every year brings certain challenges which make us reflect on what is good and what is not so good in the disability sector. Every time we are faced with these challenges we also make changes to accommodate them, or if the challenge was unexpected or unexplored maybe it would take us into unfamiliar territory. This may force us to review our current practices.

“Whilst funding does not always equal better service provision it does however allow individuals to pursue dreams and encourage a different way forward...”

Most challenges expand the way we see things, nothing is black and white, we have more choices and we can explore the options they may provide. Never the less those challenges can at times test our resolve to achieve our vision for valuing the individuality and rights of individuals using Melba’s services. As an organisation we need to be able to place those challenges into a space where we can deal with them in the most effective way. We can choose to let them lead us or we can channel and shape them to direct our own future. As an organisation our directions and aspirations are no different nor more or less challenging than of those which direct the paths of the individuals who use our services. We have the ability to embrace or reject what will enhance our future, sometimes we need others to assist in the promotion, endorsement and even to validate us to achieve our goals.

Melba has encountered challenges this year that have caused us to look at ourselves and we have realised that the path we were taking has shifted its focus. Our vision and mission had been somewhat hijacked and with it the core values that underpin them. Fortunately true core values are reliant on subconscious; therefore for the ‘believers’ the response is automatic - you eventually reset and refocus. We acknowledge that some changes may bring about concerns for some, however by ensuring timely declaration we hope that the damage is minimised. And with this period now firmly behind us, we look forward with renewed excitement and commitment.

The disability sector has run a different race this past year with much of the focus having been on the National Disability Insurance Scheme (NDIS). This scheme will allow individuals to make choices which will allow them and their families, for the first time, to truly take control of their lives. As service providers we should be concerned that what we have to offer is what individuals expect not just what we are funded for. I believe that the disability sector will change forever and that the opportunities and choices that individuals will have will revolutionise the way in which services are provided and delivered.

Melba will continue to challenge the expectations of the individuals who use our

services, and our bench mark should be, ‘Are people’s lives better for our input?’

In 1997 when Melba’s CLSS moved into community homes, the individuals who were supported were acknowledged as having ‘the highest support needs in Victoria,’ and were funded accordingly. We believed this to not be sufficient but it was accepted that this was the highest recurrent allocation available at that time. Fast forward (well it did seem to go that quickly) to 2008 and ten years had had a devastating effect on people who already have a physical disability. Melba continued to deliver high quality supports to people, however this was largely due to the BOM committing to additional unfunded hours - we were at a critical stage of not being able to meet our duty of care to individuals.

We commenced a laborious process of collecting data that related to individuals support requirements; this included psychological, emotional, physical and intellectual information. With our first submission made in April 2008, and additional submissions made in February and November 2010 (with an additional review of support needs by Dyson consulting), we finally have some good news. In March 2011, almost three years later, we were notified that the submission was successful. These extra hours of support will now enable staff to provide supports which allow individuals the dignity and ability to live an everyday life. Thank you to Eastern Region DHS, in particular Donna Hayes, for their support of this application.

“The (NDIS) will allow individuals to make choices which will allow them and their families, for the first time, to truly take control their lives.”

Whilst funding does not always equal better service provision it does however allow individuals to pursue dreams and encourage a different way forward which may pave the way to further skill development. The Leadership in Self Directed Approaches funding has allowed Day Services to explore options for individuals to self direct the services they receive which can add value and meaning to their lives. There are some amazing stories to tell and some will be shared at this year’s AGM ‘At the Movies with Melba’.

When individuals are allowed the freedom to explore their options you can see for yourself where they can go.

Melba continues to have mutually beneficial relationships with family and community governed groups. Personalised Lifestyle Assistance, Nightlife, Living Distinctive Lives and One By One are all valued partners of Melba. Choice is the cornerstone of service delivery and these hosted arrangements all add to providing people and their families with a range of service options.

We would like to welcome aboard Dora DeBlasio who joined us recently as our Human Resources Manager. Dora’s commitment to this area will be of great benefit to the organisation.

A sincere appreciation must go to the many generous people who support Melba, either financially



or through volunteering their valuable time. This assistance is central to Melba in achieving its goal that everybody has a chance to live an everyday life.

Melba's Board of Management has our sincere gratitude. They are, and continue to be, a visionary group who are not afraid to make the hard decisions for the benefit of the people who use our services. They not only listen to staff but are prepared to act on outcomes which impact on the great reputation Melba has in the disability sector.

Finally to all of the staff at Melba, especially Sally, David and Aaron for their persistence, dedication and commitment in delivering services which empower and inspire people day in, day out and in all situations. The year ahead promises to bring about challenges and changes that will test us, confront us and overawe us but those experiences will only serve to bring out the best in people.

Steven Groves
President BOM

Penny Kendall
Acting CEO

The Board would like to extend their sincere gratitude to Penny Kendall for stepping into the role of Acting Chief Executive Officer at short notice. Penny's transition into this role has been seamless, which is a credit to Penny's character, work ethic and commitment to Melba and the people who use our services, something to which all at Melba have come to know Penny for over the past 15 years.

Steven Groves
President BOM



The Able Baking House

Empowering people through baking



Able Baking House is a project being developed to help people direct their futures by enhancing their skills in areas they are passionate about, whilst enjoying gainful employment.

The Able Baking House currently employs a group of novice bakers who love to bake, to work alongside a pastry chef with more than 20 years experience. Their range of biscuits includes a chocolate chip cookie and a gluten free cookie, both of which have proved extremely popular with their ever growing customer base. They have also recently added their 'Berry Blonde' slice, which has proven to be a huge hit and is a delicious white chocolate and berry slice.

The project now also employs a delivery person and will look to employ packers and a sales and marketing team in the future.

Able Baking House is an initiative that aims to enhance the opportunities of its staff to be valued and contributing members of their community.

If you are interested in purchasing these delicious cookies either for yourself or for on-sale in your business, please contact Kerry Kift, 0413 719 474 or email her at ablebakehouse@hotmail.com.

Community Living Support Service

No matter who you are, where you are, or what you do, life in all its wisdom and wonder brings every single one of us challenges. Some of us meet those challenges with gusto and empower ourselves to succeed no matter what the risk - there is no room for failure and our expectations of ourselves and others is at the highest level.

Many of us think about the challenges ahead, look at options and work out strategies for a positive outcome. We may fail sometimes but we pick ourselves up, learn from the experience and look to the future. We celebrate achievements with the people that are close to us, tell stories of our successes and hope that these stories may enrich the lives of others who are willing to listen and learn from our experiences.

For every single one of us it is the success stories, failures, learned experiences and celebrated achievements that shape our lives and give us direction for our future.

The people we support living in our accommodation service all have empowering and enriching stories to tell, some of which I would like to share with you.

Having been selected from a number of people in Victoria, Guy will participate in an exciting Multi Media Profiling Pilot. The aim of this project is to design the right media for Guy, enabling him to connect to the important people in his life in ways that are fulfilling and empowering. Guy has commenced the project and is enjoying the experience.

Andrew is a young man who has overcome many challenges in his day to day life, where the smallest of success is life changing for him and empowering to others. Recently Andrew fractured his foot and required a customised boot to be worn 24/7 for 14 weeks. For most of us, although uncomfortable, this would not be an issue, but for Andrew who cannot tolerate wearing everyday socks or shoes this was a huge dilemma. To everyone's amazement and much to Andrew's credit, it took him only a week and he adapted to his situation and is now walking, running and swimming with the boot securely on his foot.

Andrew has also taken on paid employment delivering for The Able Baking House every Thursday. He has his own Able Baking House uniform that he wears proudly when on deliveries. After his first day at work, Andrew was very clear through his actions and communication that he really enjoyed his working day. David continues to produce some amazing art pieces some of which he has displayed at Morrison Café in Mt Evelyn. He is a valued volunteer at the Blue Cross and Coldstream Animal Aid where his role is to test dogs for their temperament prior to them being

adopted out into the community.

David has also successfully completed the entire Warburton Trail, undertaking this mammoth task in several stages. The Warburton Trail is a challenge for anyone much less a person who has a number of health concerns and who uses a wheelchair for mobility. David is also hoping that he may be able to attend the opening of the new walking bridge in Warburton later in 2011 which would truly be a highlight for David, his friends and family.

We would like to welcome Darren Johnson who moved into his new home at Lara Crt in late July 2010, as well as David McAllister who is enjoying his new home at Blue Ridge Dve after moving in in January 2011, and Katie West who moved into her new home at Defelice Crt in February this year.

Melba CLSS is extremely fortunate to have dedicated staff who give a lot of their own time outside of paid hours, supporting people in ways that enrich their lives. Melba's CLSS staff work hard to provide people with new experiences, helping them to achieve outcomes, encourage personal growth, develop social roles, engage in community and provide other more personal supports.

We have to acknowledge the difficulties that some of the houses are experiencing with maintaining the quality of support and the changes in peoples support needs that do not

reflect the current staffing levels and funding.

With this in mind, 3 managers have been trained to complete the ICAP assessment tool which is used to identify individuals support needs and the funding levels required to meet those needs. Our goal is to apply for additional support funding to meet the needs of the people we support with an outcome to increase staffing levels at each of the CLSS homes. ICAP is the tool that we used to successfully have DHS approve recurrent annual funding to meet the support needs of the people who live at Larbert Rd so we are now looking to implement this across all houses.

We are extremely honoured that two of our CLSS homes are taking part in a 12 month study with Latrobe University. Melba's CLSS was nominated by Penny Kendall and two other people from within the disability sector for the work being done in supporting people to achieve personal outcomes in a CRU setting.

It is with great sadness that we farewell Vicki McCahon who lived at Defelice Crt this year, when she sadly passed away at Maroondah Hospital on the 5th December 2010. Vicki is sorely missed by family, staff and friends.

I would like to thank Melba CLSS managers, staff and Kay for all of their hard work, extra hours and commitment they show in ensuring that the people we support are assisted and encouraged to grow as individuals, follow their dreams and celebrate personal success. Melba Support Services continues to be a leader in the disability sector, showing the way forward to Success and Empowerment.

Sharen Aitchison,
Acting CLSS Manager

"...it is the success stories, failures, learned experiences and celebrated achievements that shape our lives and give us direction for our future."



Community Connections

When you take a person out of a group, truly look at what their strengths and passions are, then add to that an ability to think outside the square of possibilities, more often than not you will end up with a person who has purpose and value and a person who is truly included in their community. The past year has proven this formula to be right and that the 'one person at a time' concept works time and time again.

Across the past twelve months Community Connections has been focussing more and more on the individual capacities, strength and abilities of each of the people who pay for its services. The outcomes, experiences and positive changes in peoples' lives have been palpable. The catalyst for these opportunities has been the Changing Days and Leadership in Self Directed Approaches grants received through DHS. Our challenge has been how this change is sustained now people have experienced what is possible.

More than half of the people who use Community Connections are currently supported in paid or voluntary roles. For people in paid roles this has required the attainment of Police and Working With Children Checks as well as qualifications eg Food Handling certificate - as would be expected of anyone else applying for the same positions. The development and use of individualised communication aids and tools has been an integral component for a number of the people supported, and their employers, in the success of the roles held.

Across the past 12 months Community Connections has benefited enormously from having trained Planning Facilitators and Communication Mentors to support staff and the people we support. Planning Facilitators have provided staff with the first true opportunity to focus on being involved in the planning for each of the people they key work for. Until this, key workers were also the facilitators of each person's plan making it a real challenge to facilitate a meeting, take notes and have constructive and valuable input. We are really fortunate to have such a resource. Our Communication Mentors Elaine, Vanessa, Marissa, Pemm and Kayla have also provided invaluable support to staff with information and assistance in the development of communication aids for people who require individualised tools to communicate.

Cecelia North Coombes made a very professional and inspiring presentation at the PLA, "One Person at a Time" conference in August. Cecelia was

supported by Michelle Zigic and presented a DVD that captured Cecelia's employment at Coles, her attainment of Cert II in Hairdressing, her work at the salon, and the pleasure and pride Cecelia has in her home and the fact she lives by herself! The response to Cecelia's presentation was fabulous. Cecelia is now preparing to speak at the "Having a Say" conference in



"The outcomes, experiences and positive changes in peoples' lives have been palpable."

Geelong in February 2012.

The Able Baking House is the brain child of Ormeau Rd staff member Kerry Kift, and although in its infancy, has proven to be a very worthwhile and self-sustaining project for people of all abilities, providing employment opportunities for a number of people in areas such as food preparation, packing, delivery



and sales and marketing.

Staff from Wray Crescent and Ormeau Road have spent two of their professional development days together. This has provided a platform for sharing, encouraging

staff to look at how people supported can be provided with a broader range of experiences across their week. Just because someone starts their week at Wray Crescent doesn't mean they can't be involved with opportunities that may be happening at Ormeau Road that may be of interest. This is occurring more frequently with noticeable and positive outcomes for many. The collaboration between both staff teams, lead by Sue and Megan, is heartening to see.

The partnership with Oxley College has moved to a new level this year. For the past 12 years,

Year 9 students have spent time being involved in Community Connections as a part of their curriculum. This year however, at the students request, they will learn a little more about communication and Key Word Sign, with the support of Sarina Bunnnett. From 2012 orientation provided to the students will include a component on communication and sign, prior to them joining us. This is a fabulous addition to an already terrific program.



The past year has seen Ormeau Road saddened by the sudden and unexpected passing of Nicole Sanderson and Vicki McCahon, both whom are missed greatly. Wray Crescent was also saddened by the passing of Rebecca Britt. Rebecca's larger than life personality and wicked wit is missed by all.

Looking forward, 2012 is shaping up to be another positive and busy time. The devolution of Ormeau Road and redevelopment of Community Connections to more centrally located bases in people's communities within the next three to five years presents an enormous undertaking and one we shall be chipping our way towards.

Sally Nicol
Manager, Community Connections

Individualised Support Arrangements

When reminded that it was that time of year again and that I should think about writing my annual report, I thought that this year I would touch on what I have learnt in my time with Melba about individualised supports and how we can help people lead a better life. I can certainly say that my current thinking has evolved from when I first started with Melba in 2006.

Initially when I was employed by Melba I felt I had a clear idea of what individualised support should look like so that people could have a better lifestyle. I felt people needed to be connected to their community in some way, they needed to focus on non-segregated supports, they needed to focus on their skills and interests, and they needed to access opportunities available to any other community member and to achieve these things people would generally need one to one support. So five years ago this is what I set about doing.

While I don't feel I got the model wrong, I do feel I

initially overlooked a few simple, yet very important factors.

When I initially thought people needed to connect to their community I took 'community' to mean a town or suburb which was typically where the individual lived. While most definitions of community detail a group of people living together in one place, I have grown to learn that community is different for each person. A community for one person may well be where they live, yet for another it may be their football club, their gym, their place of worship and so on. Therefore, I have learnt we need to focus far more on what community means for each individual before we can support them to connect with it.

Initially I also felt I needed to focus on non-segregated supports for people. While the dictionary definition

of segregation goes something like,

"to set apart from each other, to isolate or divide", non-

segregate means exactly the

opposite. This goal of non-

segregated support is

still a high priority in

my work; however my

thoughts about this

have changed to

some extent. While

a person with a

disability should

have the same

opportunities and

rights as any other

human being, they

also have the right

to come together

with people who may

share a similarity or

common experience.

In society many people

choose to come together

with others they feel

similar to themselves.

"By matching the people we support with people who also share their particular interests we greatly increase the chance that a better relationship will be formed and in turn people will have a better experience."

example, people come together to share a particular religion, or their experiences of war, for an interest in a particular sporting club or even due to a sexual persuasion. My older brother has been blind from birth and he enjoys spending time with his friends who are blind more than just about anything. This is because they understand him and what his life is like. They share a bond you or I do not understand. The difference is that it is his choice and not his only option. Therefore, I have learnt to offer a variety of experiences which enable people to be able to make informed choices about the supports they choose.

When I first started in this role I felt I needed to focus on people's skills and interests. What I did not fully understand early on was how

much more powerful

this approach would

be when the person

supporting them also

shared these skills and

interests. Those who

know me know I LOVE

to fish. My wife would say it borders on an obsession. When I go

fishing I do so with other people who share my passion for fishing.

By doing this I am more likely to have a better day as I can talk fishing

rigs, boats, tides, baits and the one that got away! I can share with

them all the things fishermen and women like talking about. This

is no different for the people we support. By matching the people

we support with people who also share their particular interests we

greatly increase the chance that a better relationship will be formed

and in turn people will have a better experience.

Finally, I felt that people need to access opportunities available

to other community members. My initial thought about this was

that these opportunities were activities that people without a

disability did at different places. Places like swimming pools, bars

and clubs, holidays and movie theatres. By working with Melba's

quality accreditation system (CQL) I have learnt that I need

to think much more broadly about what this means. I

have learnt that opportunities available to other

community members entailed other much more

important areas such as safe and affordable

housing, adequate health care, opportunities

for employment, accessible transport, equal

rights, access to personal finances, respect

and dignity and a life free from abuse and

neglect.

In many ways my time at Melba has taught

me that it is better to not have a clear idea

of what individualised supports should look

like. Instead, we should be offering enough

different experiences and opportunities so

that the people we support can show us

what a good life looks like to them.

Finally, I would like to thank the wonderful

ISA staff team, who continue to provide

those opportunities and experiences, working

together with the people they support and their

families.



Aaron Fry
Manager, Individualised Support Arrangements

RESPIRE

“Holidays...are often one of the most anticipated events in some people’s year - usually eagerly anticipated well before, and talked about long after.”

Having a good balance in your life can be an essential element to our general well being. Going out with friends and doing things that you enjoy is something that nearly everyone does with their spare time away from other commitments.

Melba’s Respite Program’s core service is focused around regular Saturday outings, providing people we support with opportunities to spend their weekend engaged, active and involved. People who use the respite service drive the program and largely decide what they want to do. Some examples of things the group have done on Saturdays over the past year include going to football matches, restaurant dining, river cruises and movies.

Feedback from those who use the Respite service has one common theme and that is how much people enjoy doing everyday things. As Michael Sellwood said ‘I have a right to go out. I don’t want to be bored.’

Another huge positive of the program is that while the people we support are out enjoying themselves, their parents/carers have time to do exactly the same.

Holidays are also a large part of the service and are often one of the most anticipated events in some people’s year -usually eagerly

anticipated well before, and talked about long after.

Holidays typically are over two nights and three days during the times Community Connections are on leave, providing people with the chance to get away.

Some recent places people have taken a vacation to include Geelong, Bendigo, Lake Eildon, Phillip Island and Mornington Peninsular. There is also an upcoming trip to Apollo Bay.

Everyday life includes time to relax unwind and do things that you enjoy. I would like to take the opportunity to thank the skilled and dedicated staff that make this possible for the people we support and their families.

Daniel Jarvis
Respite Coordinator



Volunteering at Melba

*Do you have a spare hour each week, fortnight, month?
Are you looking to connect with others who may share similar interests?
Have you always wanted to become a volunteer, but weren’t sure how?*



If you answered yes to any of the questions above, give us a call and speak to our Community Relations Coordinator, Judy Duff about what opportunities there may be for you to get involved with volunteering at Melba.

We look to match volunteers with people we support who have similar interests so that everyone gets the most out of their experience.

Melba have a terrific group of volunteers, some who have been working with us for many years, and we truly value the contribution that volunteers make to the organisation.

Volunteering – let the journey begin!

Belonging Matters (formerly PLA)

Late last year it looked like PLA's chances to survive into the future were very slim as our funding was about to expire. So it is with much pleasure that we are still here to contribute to Melba's Annual report. Firstly we need to thank our constituency – the people with a disability and their families - for their willingness to take political action to secure PLA's capacity building work in to the future. Thank you so much!

Once we had our funding we were off and running into what seems to have been a very busy year. We started to think about our future and decided, for a number of reasons, to change our name. Our new name is Belonging Matters. We believe that the name speaks to the principles and values of social inclusion and belonging that we have had a steadfast commitment to over the past eight years.

In August 2010 we hosted a wonderful family retreat with Darcy Elks at The Eco Resort in Phillip Island. Darcy then returned in May 2011 to facilitate a family leadership course. Both of these were extremely grounding and thought provoking experiences.

In March 2011 we hosted a seminar for people with a disability and families called "A Home of My Own". This was funded by Melbourne Community Fund and enabled us to bring together three wonderful family speakers - Maggie Skinner, Jill Hole and Brenda Schurmann who told their stories about how they have supported their sons and daughter to live in their own home with a range of supports. The feedback was very positive with one person saying 'Hearing the journeys of other people and their families and believing that no-ones needs are too high or complex for this to work.' Others commented that they now see the possibilities 'realising that "A Home of My Own" is possible for our son', 'it doesn't seem like a "pipe dream",

"Our new name is Belonging Matters. We believe that the name speaks to the principles and values of social inclusion and belonging that we have had a steadfast commitment to over the past 8 years."

and 'It changed my concept of supported accommodation'. This was very reassuring feedback.

Held on 9 and 10 August 2011 the 'One Person at a Time Conference – Keeping the Focus on Valued Lives' was another great success. The planning of this event kept us busy all year! Thank-you to all staff, committee and volunteers who contributed to this rather large event. Over 300 delegates attended to listen to inspiring stories from all over the world about people with a disability in paid employment, pursuing a community life and living in their own homes.

For participants there were a couple of stand-out presentations by people with a disability. Firstly Cecelia North-Coombs shared her story about working at a hairdressing salon and Coles Supermarkets and also living in her own place. Cecelia was supported by staff at Melba to do a wonderful video presentation. The other was from Matthew and Cathy Slatter. Matthew found a way to share his story of moving into his own home by using a home video camera, at times strapped to his wheelchair! Matt also used sub titles to explain his story. Cathy spoke about her fears as a parent but how the process, supported by PLA, has now brought Matthew his dream and reduced their fears for Matt's future.

Matt left us with this important message -

*"What-ever your disability,
What-ever you fear,
What-ever your abilities,
You don't know until you TRY!"*

Deb Rouget
Belonging Matters

Nightlife

2011 has been a mixed year for Nightlife with the departure of some key staff and the exciting addition of others. However, the one thing that shone brightly this year is the quality of our staff and the various ways in which they continually demonstrate their commitment to Nightlife and the people we support.

In January this year Nightlife was pleased to announce the addition of Julie Bleeker to the Committee of Management. Julie has a background in accounting, human resource management and organisational dynamics and to date, has assisted with budgetary matters, creating and updating policy and procedures as well as assisting in refining our document control system.

In March we said goodbye to our Co-Ordinator Rachel Watson who left after two years of service. Despite finding a replacement, this appointment was

unsuccessful and the incumbent left the role and organisation after a short period of time. Luckily Nightlife's Assistant Co-Ordinator, Lisa Richards was able to step up and did a brilliant job in filling the Co-Ordinator's role during this time. We recommenced our search for a new Co-Ordinator and have since appointed Vincenza Nobile to the role. Vincenza joined us in September and brings with her some fantastic experience, skills and knowledge of the sector. We are excited and pleased to have her on board.

The Committee of Management would like to thank the Nightlife staff for their dedication, commitment and love of Nightlife which has been invaluable through the more challenging times. Special thanks must be extended to Lisa Richards whose contribution and commitment have ensured our quality of service and member's satisfaction were maintained.

The Committee would also like to thank Aaron Fry for his unwavering support and assistance to both the Committee and Lisa during this time.

We would also like to thank Helen Latham who recently resigned from the Committee after three years of service. Helen held the position of Chairperson for the last twelve months of her tenure and has made a significant contribution. The committee and staff wish Helen well and look forward to catching up again very soon.

Finally to Delia, Frank and Julie I would like to thank you all for your efforts this year and I look forward to enhancing Nightlife for all in the coming year.

Dean Richards
Nightlife Chairperson

Living Distinctive Lives

Living Distinctive Lives is a small family governed arrangement that has been hosted by Melba Support Services for the last four years. LDL aims to support each person to live a life that is meaningful to them, to enjoy a sense of belonging and to be connected to the wider community, and to explore life and self-fulfillment. Under our funding from DHS this is implemented as a focus on developing innovative accommodation arrangements for people to live in the community in a home of their own. In addition to the issue of accommodation however LDL recognises that every person has a valuable and essential role to play in life, and that through connections with the community and developing relationships with others this role, this gift, can be more readily expressed. And so it is that LDL supports individuals to enter into working roles in their local communities, to explore recreation and the arts, to meet neighbours and locals and to develop networks of community allies who may help them on their journey.

This past year has been especially busy as 5 people supported by LDL are now living in their own homes. It feels like the LDL community is ever expanding with more friends and housemates, support workers, employers, and allies entering into the lives of the individuals we support. It is an amazing experience to visit any one of these people, to be welcomed into their home and to feel a part of their family. The families who are a part of LDL also continue to develop as mentors, teachers and leaders for each other and for the wider community, sharing their stories with other parents, and speaking at workshops and conferences they continue to inspire others with their learning's and experiences.

LDL has its own website, www.livingdistinctivelives.org. The site is a work in progress but we hope it will act as a useful resource for those supported by LDL, their allies and those in the wider community who are interested in individualised arrangements and inclusive lives.

As a small hosted project, much of what we do is separate from the general day to day activities of Melba; however we are connected and have chosen to partner with Melba for a number of reasons. We find Melba flexible in supporting LDL, it is creative in the support it provides to individuals and their families, and transparent and open with its financial records and processes. I also believe that Melba is striving to improve itself for the benefit of those it supports. I encourage Melba to continue to work towards more individualised arrangements, and to aim for each person to have the opportunity to experience personal fulfillment and to live a life that is meaningful to them. I encourage Melba to push the boundaries of what in the past has been considered as appropriate accommodation or as an adequate

choice for individuals with a disability and to move beyond this. I would like to encourage Melba to continue its investment in long lasting, honest and integral relationships with parents and families, to use these relationships as a basis to grow beyond fear and concern, to encourage change as a natural pathway of life, to acknowledge the inherent limitations in the service model of support and to imagine a future wide open, not bounded by definitions of disability and the expectations that go alongside them.

LDL appreciates the open communication of the board and management staff in light of the difficulties Melba has experienced in recent times and I would like to take this opportunity to offer my

support to the board and the other staff at Melba, to thank you for your honesty and to wish you all well in moving forward.

LDL is also facing a challenging year ahead. The funding we so

gratefully received from the Scanlon Foundation which enabled us to employ a second worker for the Community Inclusion Initiative has come to an end and we are now seeking additional funding in order to continue this most important aspect of our work in individuals lives. We are looking for funding from a range of philanthropic groups and are also looking at fundraising through other means.

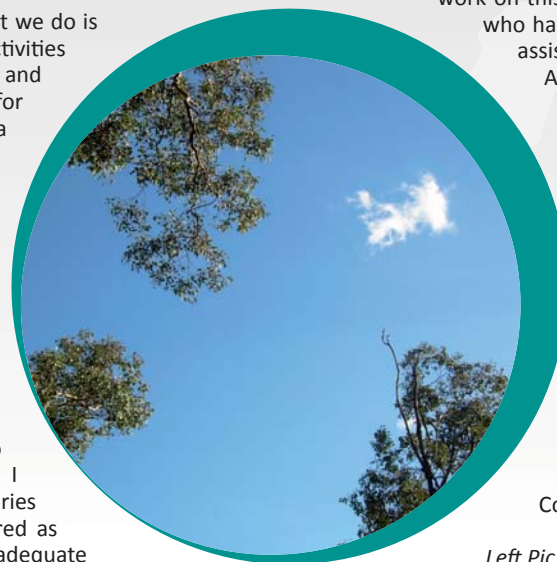
The parents of LDL have formed a fundraising sub group to work on this and we are grateful to Meaghan Adams who has volunteered her time and knowledge to assist us with this difficult task.

As the coordinator of LDL I am grateful for the support I receive from Teresa Micallef, LDL's dedicated and enthusiastic Community Inclusion Facilitator, for the support workers who through their commitment to inclusion make such a difference in individuals lives, for the remarkable commitment shown by the families of LDL who work so hard to bring vision to reality, and most of all to the individuals we support who continue to inspire, challenge and to defy all and any expectations we may have about what is possible.

Jo Walters
Coordinator, Living Distinctive Lives



"It is an amazing experience to visit any one of these people, to be welcomed into their home and to feel a part of their family."



Left Pic: 'The Cloud' by Mike Read

Communication, Planning, Outcomes Development and Quality and Risk

A huge title for a huge area! Communication and Planning continue to be key areas in Melba's service provision along with meeting the Personal Outcomes Measures for each of the people we support. Quality and Risk is a complex growth area within the organisation and whilst each of these areas have historically been undertaken within several people's roles, the future directions of Melba will see Sarina Bunnett and Sally Nichol coordinate these areas, working closely with each other.

Audit Reports

The Council on Quality and Leadership visited Melba for the fifth time over a five year period on 15-16 March 2011. Melba Support Services and CQL have a long standing relationship working towards Melba's accreditation in Outcome measures 2005 for the people paying for our services.

During CQL's last visit in March, they reviewed the actions taken by Melba in response to the Partnership Agreement and the Basic Assurances.

Listed are some of CQL's comments regarding Melba's strengths and challenges:

- Melba has high expectations for people and a strong commitment to the value of individual and organisational learning. Melba knows people well and what is happening in the life of each person and accesses the appropriate resources that are well known to them. All employees are encouraged to continue their learning and contribute to organisational learning.
- Continue to develop policies and procedures that reflect the person-centred practice and will sustain the systems for ensuring individualized health, safety and human security.

CQL commended Melba for its continued commitment to improving the quality of life of people with disabilities and their families in its community.

DISABILITY QUALITY FRAMEWORK – CERTIFICATION AUDIT 2010

An independent Certification Body called HDAA carried out a 4 day on site audit completed by a 3 person team from the 29 November to the 2 December 2010. The aim of the audit was to ascertain how Melba is functioning in relation to the Standards for Disability Services in Victoria (SDSV). The Quality Framework is the Quality Management System currently in use for disability service providers and department run services in Victoria.

Findings from the audit showed that the service clearly has a strong culture of common values and this contributes to assuring a common direction in service delivery. As a consequence the service fully attained the requirements of the Outcomes Standards for Disability Services in Victoria.

In reviewing the organisation's progress with the Industry Standards for Disability Services in Victoria it is evident that a number of policies and procedures could also be further developed.

FAMILY SATISFACTION SURVEY RESULTS, JUNE 2011

Annual satisfaction surveys are sent out to all families associated with the organization. These surveys are developed to provide strong feedback on Melba's services and their commitment to individuals to have quality supports delivered. All families were provided with the opportunity to partake in this year's survey.

Results of the 2011 survey showed an increase in satisfaction compared to 2010. This may be attributed to the following:

- Melba's Facilitated Person Centred Planning launch, of which more than 25 families attended
- The Outcome Measures interviews taking place with families for the people who use Melba's services
- Melba's Feedback Process – compliments, complaints and suggestions
- The commitment to disseminate more information to families and involving people and significant others in how their services are delivered

Thank you to all families who responded to the survey. In total Melba's overall satisfaction results averaged at 95%.

“Communication at Melba continues to be an important part of Melba's commitment to people's basic fundamental human rights to be understood, to express themselves and to make choices and decisions which affect their lives.”

MEASURING OUTCOMES FOR THE PEOPLE THAT USE OUR SERVICES

Personal Outcome Measures conversations help us to learn what supports/help a person has in their life, where there could be more supports put into place as well as ideas for future outcomes for the person. Comments such as 'this new way of planning is easier to follow and includes everyone', along with the positive feedback regarding

Melba's planning process continues to help develop person centred planning supports for people paying for Melba's services. The data collected from the outcome measures interviews helps to shape the resources Melba needs in providing quality services such as specialised training for staff.

Facilitated **Person-Centred Planning** at Melba has been gathering momentum with 11 trained facilitators supporting people, their families and support staff to choose and realise their goals. The Planning aim is to have a culture of getting things done!

The next 12 months will see more training for the current facilitators on person centred planning tools, a survey to all service users and their families for feedback and revision of Melba's planning booklet.

Melba ran Facilitation Training for Alkira



Centre in Box Hill in 2010 as well as had many conversations with other organisations about how our planning process helps to bring about culture change and outcomes for people.

Communication at Melba continues to be an important part of Melba's commitment to people's basic fundamental human rights to be understood, to express themselves and to make choices and decisions which affect their lives.

Looking into the future for communication at Melba sees continued

"...(there are) many stories of increased opportunities, developing relationships and increased social capital. It is in these stories where Melba's true passion for helping people lead an everyday life can be found."

training and support for Melba's Communication Peer Support Group, increased opportunity to link in with other organisations in support of a network of communication support staff to share ideas and knowledge. The Outcomes Development and Communication Coordinator continues to run Facilitation Training for many organisations as well as has many conversations with other organisations about how our planning process helps to bring about cultural change and outcomes for people.

The last 12 months, with the inclusion of funding from DHS, Leadership in Self-Directed Approaches, Melba has implemented a sustainability approach to communication with 11 Communication Peer Support/mentors in each service site across Melba. It is their role to agenda communication at staff meetings, to discuss the communication supports required and to help support staff implement what the person needs.

This year has seen the Communication Coordinator present at SCOPE's Communication Resource Centre's Conference on supporting people with complex communication needs, as well as providing communication training at SCOPE in Lilydale, Interchange Outer East's Balance Program, Oxley College, Morrison House and North Ringwood Community House – certificate IV students.

MELBA'S QUALITY COMMITTEES

The Outcome Development and Communications Coordinator and the Manager of **Quality and Risk** continue to work beside the people who use Melba services who are involved in the:

- Human Rights Committee
- The Melba Advisory Group
- The Quality Advisory Group.
- Regional Quality Network

Some of the achievements of these groups over the last 12 months include:

- Human Rights Checklist
- Rights and Responsibilities poster
- Melba Advisory Logo
- Melba Feedback Process
- Melba's Community Map

Melba continues with its focus on identifying and responding to people's priorities especially as it relates to connections within community. Melba has focused on circles of support, paid employment and valued social roles, with many stories of increased opportunities, developing

relationships and increased social capital.

It is in these stories where Melba's true passion for helping people lead an everyday life can be found.

Quality and Risk plan for the next 12 months.

- Review and keep up to date with changes in the standards for DHS services
- Develop action plans for continual quality improvements in relation to: Risk Management and CQL/QF compliance
- Develop in consultation with all managers and staff internal audits against our current practices



CURRENT STATE OF PLAY WITHIN THE DISABILITY SECTOR – ONE DHS

On 1 February 2011, the Department of Human Services' (DHS) Board endorsed the One DHS Standards and their implementation. The One DHS Standards is a response to the assessment of funded organisations across all 3 program areas (Disability, Children Family and Youth, Homelessness) that the current system of having multiple sets of program based standards impacted greatly on services, their staff and resources.

Funded organisations, peak bodies and service user representatives have had significant input into developing the standards. Many years of work has been happening behind the scenes on this project. Continuity of services for all clients accessing the Department for support of their lives is the aim of the new standards and the philosophy behind "One DHS". The timing however for Disability Services is problematic. Organisations like Melba are in the middle of their Certification Audits against the Quality Framework's Standards for Disability Services in Victoria (SDSV). Looking on the bright side, organisations are recommended to continue with their audits as their certification against the SDSV will transfer over to the One DHS Standards for a period of 3 years before having to complete another audit.

Many other activities and events have taken place over the last 12 months and Melba's involvement in the community and Quality networks grows stronger all the time. We look forward to the next 12 months working alongside the team at Melba and the people who use our services.

Sarina Bunnett

Outcomes Development and Communication Coordinator

Sally Nichol

Manager, Quality and Risk

David's Story

David has been with Melba Support Services for many years, living in his home at Blue Ridge Drive. Despite some rather complex health issues, David, when he is feeling well, has a real zest for life and loves getting out in the community and interacting with people. David is very well known by many people, both within the Melba community, and the broader local community.

David accesses Melba's Individualised Support Arrangements 5 days each week, and has been supported by me as a Melba Employee for just on two years.

When I began working with David he already had some well established, regular activities; 4 half day art classes, a bowling competition, and regular visits to Coldstream Animal Rescue and Blue Cross Animal Shelter at Wonga Park where he is a volunteer with the animals.

While the bowling competition eventually disbanded, and he had to drop one art class, David still participates in the arts at Wyreena Community Centre and is preparing pottery and paintings for an exhibition being held in October. He also still visits the Animal Shelters where he helps the dogs become used to people who use wheel chairs. Some dogs are timid, others are aggressive toward the wheelchair wheels, but it is most satisfying to see these behaviors overcome simply through positive interaction by David with the dogs over a number of visits.

Despite his seemingly busy schedule, David still has a lot of free activity time. So with my background in Outdoor Education, I began to investigate what other avenues of activity David might like to try.

We gave Kite flying a go and for David the most fun part was letting go of the string and having a good laugh while watching me chase the kite across the oval! It is still an occasional activity!

Gardening has been good and with a long handled cultivator, David (with my help) has worked to prepare beds and grow tomatoes, cauliflower, broccoli, silver beet, snow peas, pumpkin, cucumber and strawberries. I do the planting and Dave waters everything, me included! With the help of housemate Rosie, and one of her support workers Emma, Dave also planted the ornamental shrubs to finish the memorial garden at Blue Ridge.

Over the summer of 2010-11, David and I did some work developing the sensory stimulation space at Blue Ridge. David especially loved working with the power drill, and got stuck right into the painting. Further plans for this space involve putting in a solar water feature.

One of David's favorite activities has been trail walking. Early on in our time together, I would take David for walks on various trails. David has a way of expressing his enjoyment by blowing kisses and laughing. I noticed that on walks where the tracks became narrower, overgrown and mysterious David's level of enjoyment and excitement seemed to increase. So began many days of trail walking culminating in tackling the Warburton Trail. David will also attend the opening of the new Maroondah Highway /Warburton Trail Bridge on 22 October.

So what's next for David? David has a fascination with water, but his health issues make it difficult for him to go swimming. So we thought how about sailing? I am a former sailing instructor and am involved with a group hoping to restore the Sailing for Everyone program at Lilydale Lake. The program uses boats specifically designed to make it safe and easy for people of all abilities to sail. David and I visited the program at Albert Park Lake and it does look like something David could have a go at.

To enable this program to get back up and running, I am part of a small volunteer committee of three, and we have managed to secure funding from the Shire of Yarra Ranges for a new building at Lilydale Lake. We have also got an agreement from Melbourne Water to drain and clear the Lake of the noxious weed that fouls the sail boats keels, and brought sailing to a halt in 2010. We are planning to be back sailing by October 2012. Only a couple of things are holding the program back now: a shortage of volunteers, and a temporary space to do some restoration work on the boats. This space/venue is our most critical unmet need and we are hoping to come across a vacant shed/garage to use temporarily. If we do get up and running, David could be setting sail for even more fun, (which will no doubt involve me getting wet!). If you would like to help David, and dozens of others, as a program volunteer (you also get free sailing lessons!) or if you have some space to lend us, please get in touch with me through Melba Support Services. Any offers of help would be greatly appreciated, and people of all abilities are welcome!



Steve Beitzel
ISA POSS

Community Relations

VOLUNTEERS

Over the past twelve months we have gained several new volunteers and sadly some of our long term volunteers have moved on. Alan and Nola Coulton have been with Melba since February 2007 and during that time became a valuable part of our family. Alan and Nola, while not assisting on a regular basis anymore are still helping out when needed. We wish them good health and much happiness in the years to come. We would like to sincerely thank all of our volunteers for their loyalty and passion and for the ongoing friendships they have provided to the people we support. The support of these wonderful people is also greatly appreciated by the staff as they enable us to achieve so much more than we could without them.

An increasing number of student placement volunteers have assisted us from RMIT, Employ-Ease, Swinburne, North Ringwood Community House and Morrison House. These students have met placement hours ranging from 60 – 240 hours and have been a valuable support network to the people using our services at the various sites. Resources for our regular and student placement volunteers have contributed an amazing average of an additional 6.2 staff members per week across the organisation throughout the past year.

Once again we have also hosted several groups of secondary college students this year; Oxley College, Mt Lilydale and also Luther College as well as one student from Billanook. The contribution of these students has been exceptional and the experience gained by them has again been extremely positive and reflects the ability for these programs to change the attitudes of future generations.

Two other groups of volunteers also deserve a mention. Firstly a group of ten medical students from Monash University are undertaking three projects on behalf of Melba as part of their second year medical studies. These valuable projects, which are researched, evaluated and assessed are:

1. The effects of stress on staff working in the disability sector and dealing with challenging behaviours;
2. The method of treatment of contractures in people with a disability; and
3. A targeted nutrition program for individuals residing in Melba's supported living accommodations.

The students are developing booklets and brochures which will be utilised in staff training, with information being sourced and shared across a number of other local disability organisations.

The second important group of volunteers are those from the Corporate sector. In the past twelve months we have received assistance in various forms from the following organisations:

- Goldman Sachs JB Were;
- Elite Customer Solutions (A division of BP Australia) – As part of their Community Volunteering Month; and
- Airbiz Consultants – completed two projects, Ormeau Road cleaned pathways of moss, erected bridge crossings over creek beds and cleaned up bush area; Eucalypt Drive – prepared garden area for major overhaul, installed fountain cleaned concrete areas and developed a herb garden.

We look forward to continuing and furthering our relationships with these Corporates in the future and thank them sincerely for their ongoing support and contribution to our work.

Grants, Fundraising and Sponsorships.

We have been extremely fortunate in receiving \$155,000 in donations this year. A grant from the J.T. Reid Charitable Trust has also enabled

us to purchase a replacement bus to provide us with the opportunity to transport the people we support in and around the community. We have also received a grant from the Lord Mayors Charitable Trust to assist us purchase a new bathing unit for our CLSS. A further grant from the Lord Mayors Fund was received in a competition run on 3AW. We thank Patricia Broadbent for her efforts in obtaining this grant. The grant will

enable the garden at Eucalypt Drive to be renovated. The Bendigo sponsorship of our Newsletter is continuing and we thank the Mt Evelyn Branch and David Watt the Manager for providing us with the opportunity to produce a quality newsletter for circulation to our supporters, staff and the people who use our services.

Once again, the support we have received in the form of charity days held by Eastwood Golf Club and Chirnside Park Golf Club have been extremely rewarding and we look forward to continuing our relationship with these sporting clubs in future years. While we did not have a winner in the Greyhound Racing Victoria event, 'The Great Chase' in 2010, we had a wonderful day in beautiful sunshine and thank the Healesville Greyhound Racing Club for their wonderful hospitality and support. We are eagerly anticipating our participation in this event in 2011.

COMMUNITY AWARENESS

Our participation and support for the development of a Corporate Social Responsibility environment has seen us coordinating and participating in a forum entitled 'The Business Case for Community Partnerships'. This forum was extremely successful with in excess of 90 businesses attending to discover the benefits from working with Not for Profits in the community. As a result of this forum and our endeavours to continue promoting the Community Partnerships ideal, the network has developed a web site for matching businesses with community groups. The website will be launched at the Eastern Volunteers Business Breakfast on 16 November with guest speaker Simon McKean who is the current Australian of the Year. Initial registered businesses and community groups have undertaken a rigorous training program supported by 'Our Community' and in particular Patrick Moriarty. A final training session will be undertaken in October and will be facilitated by Paul Wheelton the General Manager of Budget Australia and a well known Corporate Social Responsibility champion.

We look forward to the next twelve months in what is an extremely challenging environment. Our aim is to promote Melba and the work we do, as well as developing an environment which allows the people using our services to become valued and contributing members of their community.

Judy Duff
Community Relations Coordinator



Board of Management



Mr Steven Groves
PRESIDENT

Joining the Board in 2008, Steven took on the role of president in 2010 after having been the Vice President and Assistant Treasurer. Steven has over 20 years experience in accounting and taxation, is a CPA, a Fellow of the Taxation Institute of Australia, and is a Director of Acacia Private Wealth Pty Ltd.



Ms Kristy Burrows
VICE PRESIDENT

Kristy is an Associate Director of Beaumont Lawyers and joined the Board in 2008. Kristy is in her sixth year of practice as a Solicitor having worked in the real estate industry for six years prior to joining the legal profession.



Mr David Johnston
TREASURER

David has been on the Melba Board for nine years, all of them as Treasurer. David has an impressive 30 year employment history in banking and private industry, holding senior management positions at Westpac and Sigma Pharmaceuticals.



Ms Jan Rebecchi
SECRETARY

Jan has been on the Board since 2000 and has held the role of Secretary for three years. Jan is the mother of Miles who attends Ormeau Rd Community Connections. Jan is a strong advocate for her son and others who attend the day service and has contributed in a range of consultation groups over her 13 year involvement with Melba.



Mr Graham Leaver
MEMBER

Graham has been a member of the Board since 2006 and is the father of David who is supported through Melba's Community Living Support Service and Individualised Support Arrangements. Graham has been involved with Melba since 1988 and has played an integral role within Melba on many committees and working parties during this time.



Mr Colin Rose
MEMBER

Colin has been involved with Melba for about 12 years now and came back onto the board recently after some time off. Colin has been a board member in the past at Melba as well as serving on other committees and offers great insight into the disability field. Colin also works for DHS and has been an active member of the Lions Club for the last 30 years. Colin is also involved in a variety of other voluntary work.



Mr John Annisson
MEMBER

John joined the Board in July 2010. With a long and distinguished career in the disability sector (both government and non-government) John was the Principal Lecturer in Deakin University's Disability Studies, as well as being the President of the Council of Intellectual Disability Agencies (now merged with National Disability Services, Victoria). John was also a former President of Inclusion Melbourne.



Ms Penny Kendall
EX-OFFICIO MEMBER

Penny stepped into the role of Acting CEO in August 2011 and brings to the Board and the role her wealth of knowledge in the disability sector, as well as her 15 plus years of experience at Melba. Penny has been the Manager of Melba's Community Living Support Services for 15 years.



Ms Meliza Smith
MINUTES SECRETARY

Meliza has been the minutes secretary to the Melba Board for around 6 months now. Meliza works locally at Ranges Community Health and has stepped into the role that was vacant for some time, providing efficient and expert minute taking.

Employment and Small Business at Melba

With over half of the people supported through Community Connections now working in either paid or voluntary positions, opportunity for employment for all abilities has never been higher on the agenda.

Some people have even branched out and taken the huge leap of starting up their own business projects, including Matt's 'Gladman Courier' business, Tony's Gardening Service, Mark's Egg Collection and Distribution business and of course the Able Baking House.

Being an employee or running a small business provides individuals with the opportunity to take part in the work force, a community that had previously been very difficult to link in to. This whole new community that has opened up has proven to be a fantastic way to break down barriers, demystify disability and initiate friendships that go beyond the normal boundaries of supported care.

Melba would like to thank all of the local businesses who have been involved in the employment of individuals who use Melba's services for their forward thinking, open minded approach to employment – the value of the opportunities you have offered are immeasurable. And likewise, the benefits that each business has gained are equally immeasurable.



Thank you to...

- *Able Baking House*
- *Anglicare, Lilydale*
- *Blue Cross Animal Shelter, Wonga Park*
- *Breast Cancer Network, Pink Ladies*
- *Cancer Council, Daffodil Day*
- *Candlebark Nursery*
- *Coldstream Animal Aid*
- *Morrison Cafe, Mt Evelyn*
- *Mortgage Choice, Croydon*
- *Mt Evelyn IGA*
- *Petstock Lilydale*
- *SED Consulting, Mt Evelyn*
- *Yarra Glen Childcare Centre*
- *YMCA*

Business Manager

THE YEAR IN REVIEW

It is with pleasure that I present the financial results of the organisation for the 2011 financial year. The year was a continuation in the level of financial performance that also saw reasonable results over the past few years. However, we continue to feel the effects of the World Financial Crisis and pressure on revenues, particularly from the Department of Human Services, to meet the demands of the continued high levels of service provided and sector expectations and regulatory requirements.

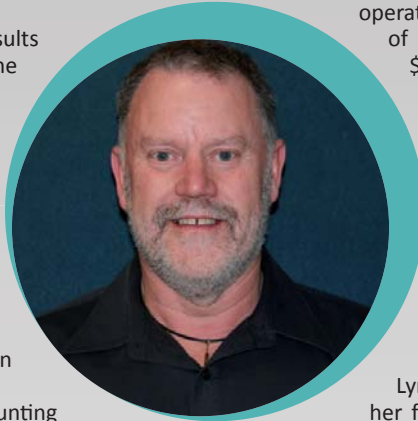
Major achievements for the year were:

- Continued implementation of Information Technology improvements
- Set-up and establishment of the new accounting software
- Continued development and set-up of the payroll & customer Information system

We have now implemented the new accounting software Microsoft Dynamics Navision, which is giving the organisation a more streamlined system to better service our customers.

One of the strengths of the organisation has been the stewardship and effective use of resources by the Board of Management over recent years. In difficult times we have seen a strong resolve to provide a high level of service. The sector has seen a tightening of resources which will be a great challenge in the future.

On behalf of the Board of Management I wish to announce an



operating surplus for the year ended 30 June 2011 of \$129,988 before providing for depreciation of \$87,794. A net operating surplus of \$42,194 after depreciation was recorded.

Melba has continued to improve facilities and equipment, together with an ongoing maintenance program to preserve the organisation's assets.

The administration team has again performed very well providing excellence in service to all our stakeholders. I would like to thank Lyn Davey, Karen Gibson, Kaylene Kelly, Craig Woods, Mandy Lister & Leigh McAlister for their support and commitment to their work.

Lyn Davey retired during the year and we all thank her for the great contribution she has made to the organisation.

I also wish to thank Mr. Stephen Potter and staff of Anderson & Associates our auditors for their continued support and professional advice, Mr Peter Fincher of PF Strategic Solutions Pty Ltd for his ongoing work in completing system reviews and Brian Baker for his guidance and support on our finance committee. Best wishes to everyone in 2011/2012.

Thank you

David Harbinson
Business Manager

Some of Melba's Administration and CLSS House Managers



Karen Gibson



Leigh McAlister



Kim Harvey



Dawn Reynolds



Mara Robertson



Kathy Harman



Wendy Haines

The following information is an extract from the Annual Financial Statements for the year ending 30 June 2011.

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2011

	2011	2010
Total Income	10,399,787	9,897,502
Total Expenditure	<u>10,269,799</u>	<u>9,613,712</u>
OPERATING SURPLUS	129,988	283,790
(before depreciation & abnormal expenses)		
Depreciation	<u>87,794</u>	<u>89,317</u>
OPERATING SURPLUS	42,194	194,473
ACCUMULATED SURPLUS AT THE BEGINNING OF THE FINANCIAL YEAR	1,068,983	874,510
TRANSFER TO CAPITAL RESERVES	<u>-</u>	<u>-</u>
ACCUMULATED SURPLUS C/Forward	<u>1,111,177</u>	<u>1,068,983</u>
(at the end of the financial year)		

BALANCE SHEET AS AT 30 JUNE 2011

Total Current Assets	3,617,475	3,515,303
Total Non-Current Assets	<u>2,173,380</u>	<u>2,124,657</u>
TOTAL ASSETS	5,790,855	5,639,960
Total Current Liabilities	2,392,433	2,641,493
Total Non-Current Liabilities	<u>317,227</u>	<u>-</u>
TOTAL LIABILITIES	<u>2,709,660</u>	<u>2,641,493</u>
NET ASSETS	<u>3,081,195</u>	<u>2,998,467</u>
Accumulated Funds		
Accumulated surplus	1,111,177	1,068,983
Reserves	<u>1,970,018</u>	<u>1,929,484</u>
TOTAL ACCUMULATED FUNDS	<u>3,081,195</u>	<u>2,998,467</u>

The notes which form part of these financial statements accompany the Audited Financial Reports which can separately be obtained from Melba Support Services Inc. Contact the Business Manager, David Harbinson

Human Resources

I commenced employment with Melba only a few short months ago and my feet have as yet to touch the ground. The Human Resource Management Department is a very busy, thriving hub of activity, especially during payroll periods.

Human Resource Management is best described as looking after the health and wellbeing of Melba's dedicated working community. We are responsible for many of the areas that directly affect our team of hard working employees. We provide assistance, advice and support services to all managers and staff at Melba.

PAYROLL

Mandy Lister is directly in charge of the payroll function. Mandy ensures that everyone at Melba gets paid promptly and accurately and is a priceless asset to the HR Department. She is dedicated, hardworking, loyal and committed to her job and has a brilliant eye for detail and accuracy. With a new payroll system introduced recently, Mandy, Kaylene Kelly and Karen Gibson did an extraordinary job in the changeover from the old system to the new one. This involved many, many hours of hard work and we thank them very much for their determination and dedication to getting the job done and doing it well.

The new system went 'live' the week commencing 5 September 2011 And Mandy and Kaylene worked late into the evening to ensure that all the adjustments were completed. The look of joy and relief on their faces was gratifying to see when the rollout of the new system was a complete success. Well done – Melba thanks you!



OCCUPATIONAL HEALTH AND SAFETY (OH&S)

I am deeply committed to the area of OH&S. I believe it is an essential building block to our people feeling valued and respected. We at Melba look after our team members by providing a workplace that is safe and without risk to their health. We do this by constantly aiming to achieve the highest standards of OH&S in all work locations and operations.

At Melba we have a very active OH&S Committee that strives to be pro-active in OH&S risk management through identifying, assessing, reducing and eradicating existing and potential issues.

However, Occupational Health and Safety in the Workplace is not just the concern of the HR Department or the OH&S Committee, it the responsibility of everyone employed at Melba. The success of OH&S relies on the commitment and cooperation of all managers and staff at Melba.

EMPLOYMENT ACTIVITIES

The Human Resource Management Department at Melba looks after all activities surrounding the implementation of employment laws and regulations. This includes contracts of employment, position descriptions, performance management, termination of employment, equal employment, anti-discrimination laws,

counseling, conflict resolution management etc.

OCCUPATIONAL REHABILITATION

This area covers the management of work related injury management. We provide support, assistance and advice to all management and staff on the prevention of work related injuries, the management of Work Cover claims and the return to work of our valued employees.



2012 – THE YEAR AHEAD

Mandy and I are looking forward to developing new systems, processes and procedures in the HR Department to ensure the efficient and effective delivery of services to our Melba users. We are looking forward to a new year of creativity, development and implementation.

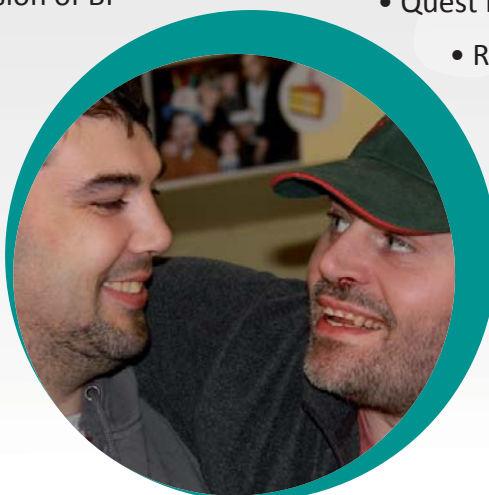
Dora De Blasio
Human Resource Manager

“Human Resource Management is best described as looking after the health and wellbeing of Melba's dedicated working community. We are responsible for many of the areas that directly affect our team of hard working employees. We provide assistance, advice and support services to all managers and staff at Melba.”

Thank you's and Acknowledgements

The Board, staff and people who use Melba's services would like to extend their sincerest thanks to the following businesses, organisations and individuals for their generosity and support over the past year.

- Airbiz Aviation Strategies
- Anderson & Associates (Accountants)
- Beacon Lighting, Chirnside Park, Ian Bunnett
- Bendigo Bank, Mt Evelyn & Districts, David Watt
- Bowens Timber and Hardware, Mt Evelyn
- Brian Baker (Finance Committee)
- Burtec Distribution (Roof OH&S)
- Chirnside Park Senior Citizens
- Chirnside Park Country Club
- Department of Human Services
- Earney Family Trust
- Eastern Volunteers Resource Centre
- Eastwood Golf Club
- Elite Customer Solutions (A division of BP Australia)
- Goldman Sachs JBWere
- Graham Sprague (Plumbing)
- Greyhound Racing Victoria
- Helen McPherson Smith Trust
- Hunter and McPherson, Lilydale, Gary Steel
- IGA Supermarket Mt Evelyn, Gemmel, Michelle and Staff
- John Prescott Cathkin Foundation
- Lioness Club of Ballan
- Lions Club, Croydon
- Lions Club, Healesville
- Lord Mayors Charitable Trust
- Maroondah City Council
- Melbourne Community Foundation
- National Australia Bank
- National Disability Services
- PF Strategic Solutions, Peter Fincher
- Power Packed Electrics, Geoff and Deb French
- Quest Payment Systems
- Rotary Club of Montrose
- Shire of Yarra Ranges
- Shire of Yarra Ranges & Maroondah City Council Access Workers
- TSA Lawyers, Jason Ashton (Solicitors)
- YMCA, Trish, Frank and staff



VALE



REBECCA BRITT

With her larger than life personality and zest for social interaction, Bec was an integral part of the day to day happenings at Wray Crescent.

A busy person who had to be 'in on everything'

Bec was often answering the phone, enjoying coffee out with her friends (especially her dear friend Cecelia) or talking about her beloved Collingwood. When

she wasn't socialising, she could often be found writing stories or in her diary or completing complex puzzles, which she really enjoyed. Bec never missed coming to Wray Crescent as she loved spending her days with her friends and whenever she was around she brought a real sense of fun and activity with her...and mess!

Living at home with her mum and dad, Lyn and Max, in Badgers Creek Bec loved spending time with her two dogs and siblings. She loved visiting her nephews and talked of them regularly.

Amongst Bec's many friends she had a special relationship with Zoe Broadway, her key worker.

Bec's sudden passing due to illness was a sad and terrible loss to everyone at Wray Crescent and she will be forever in our hearts and thoughts.

NICOLE SANDERSON

At only 19 years young, Nicole with her beautiful smile and loving nature was a joy to be around.

Living at home with her mum and dad, Christine and Colin and brothers and sister, David, Leanne and Gary, Nicole rode the bus to Ormeau Road every day with an enormous smile on her face. As one of Nicole's favourite things to do, she would often choose to sit on the bus long after it arrived at work, relaxing and chilling out there. She found a real comfort and place of enjoyment on the bus.

Nicole loved her swimming each Friday night and had a passion for horse riding and we were told that when she was on a horse, her disabilities seemed to just faded away. Unfortunately during her time with us at Melba, Carol Gibbons, Nicole's Key Worker, had been trying to organise to get her back on a horse, but she fell ill, and we never got to share this experience with her.



Very close to her parents, Nicole openly showed her affection and connection with them, leaning on her Dad and smiling whenever he was around – she just loved him to bits.

Nicole belonged to the Very Special Kids, who supported her through respite and other great activities.

Such a beautiful girl, with a truly happy soul, Nicole will be sorely missed by all at Melba.

VICKI MCCAHOON

Vicki was an amazing lady who captured the hearts of many during her time at DeFelice and Community Connections.

She had a wicked sense of humour and loved to have, and play a joke on those around her. She loved a game of chase and tickle and one of Vicki's favourite things were balloons.

She loved the colour and feel of them and especially loved the fright

she could give people when she popped one right behind them.

We will always remember Vik every time we have a party or celebration where balloons are present.

She liked to stay in contact with her family: her brother Jim, sister in law Margaret and nephew Richard. She wrote and received emails each week and often sent cards and photos. Her family was there to support Vicki and could not believe what a happy lady she was once she moved to De Felice.

Vik was a lady of few words but she got her message across loud and clear. She would take your hand and lead you where she wanted you to go and give you a little shove off when she was finished with you. Vicki loved music and would often be seen walking down the hall maracas in hand shaking away to her hearts content. She loved to dance and would always be one of the last to leave any dance floor.

She also loved swimming and is missed greatly by her swimming buddy Julie and other members of the Croydon pool. Vik was involved in the Ferny Creek Horticultural Society where she would go each Thursday to be among fellow garden lovers and enjoy the great outdoors.

One of Vicki's favourite places was the Beachworth Bakery in Healesville where she loved to sit by the fire with the sunshine shining in on her back while enjoying a nice hot cuppa.

Vik was a lady of refined taste both in her clothing, which had to be 'just right', and in her circle of friends. If you were chosen by Vicki as one of her friends and confidants, you were truly blessed.

Vicki was a lady who taught us about survival, adversity, trust and true happiness. For those of us who were lucky enough to receive one of Vicki's amazing hugs we will always be grateful - you really haven't lived unless you've been hugged by Vicki McCahon.





thank you for your support in 2011



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