



2018 ANNUAL REPORT



THE YEAR AT MELBA SUPPORT SERVICES

JULY

2017

Family Forums

AUGUST

2017

The Able Bake House first annual High Tea Staff Forum a great success



SEPTEMBER

2017

Lunch at Parliament House with Deputy Premier James Merlino



OCTOBER

2017

Fundraising Golf Day
The Able Bake House participated in
the Mt Evelyn Street Party



NOVEMBER

2017

NDIS formally commenced in inner regions
and outer eastern Melbourne.
AGM held and award winners announced
NDIS Information Session held



FEBRUARY

2018

'Delivering Quality in the NDIS' conference held in Sydney. Glenn Foard and Hayley Dean present



MARCH

2018

NDIS formally commenced in Hume and Moreland



APRIL

2018

NDIS formally commenced in Bayside and Peninsula regions



and also in

APRIL

2018

Continuity of Support Program commenced



JUNE

2018

AON Corporate Volunteers make a difference at Melba Another successful Able Bake House High Tea





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2018 ANNUAL REPORT



Individuals with a disability leading everyday lives

INCORPORATING KARDEN DISABILITY SUPPORT FOUNDATION
& IMPACT SUPPORT SERVICES

Melba Support Services acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and work.



BOARD PRESIDENT & CEO REPORT



This year has seen Melba continue to deliver high quality services, grow and flourish, honour our past and prepare for the future. However, before discussing highlights from 2017-18, of which we can be rightly proud, it is appropriate to begin by commending our committed staff who regularly demonstrate their willingness to advance our organisational mission and vision. Our sincere thanks go to our employees, and to our volunteers, for the difference they make in people's lives. The work they do, 365 days of the year, underpins all that Melba stands for.

The National Disability Insurance Scheme (NDIS) continued to be a focus of much activity during the year. The scheme is driving unprecedented change, along with the new Continuity of Support Program (for those older than 65 years and so ineligible for the NDIS). The NDIS commenced officially in the eastern suburbs in November 2017, and by June 2018 we were supporting 126 people with NDIS funding – up from only 15 at the start of the financial year. This number has since grown to well over 400.

Supporting individuals and families to make a successful NDIS transition is critically important. It is not easy to navigate the new arrangements and requirements, but we worked intensively with individuals and their families to prepare for their 'first plan' and have seen positive

outcomes. Similarly, Supported Independent Living (SIL) quotes prepared and subsequently approved by the National Disability Insurance Agency have resulted in significantly more funding for individuals, which allows us to provide much needed additional support. Along with this work, we have enhanced the capacity of our 'back of house' operations to permit us to adapt to the new NDIS systems.

There is no doubt that the implementation challenges associated with the NDIS have tested individuals and their families, service providers and the agency itself. Through this transformational period, we must ensure the core promises of this major social reform – delivering necessary support and facilitating choice – remain front and centre.

The creation of additional housing options, providing people with housing choice, was a continuing goal in 2017/18. A home is essential if people are to have a good life. Our initiative in Anderson Street, Lilydale progressed during the year. All permits were obtained and a builder has recently commenced demolition and construction works. Our funding appeal raised \$160,000 – the remaining amount to fully fund the project. Our thanks go to our generous 'Builders of Change'. Additionally, a purpose-built replacement for Lara Court, Mt Evelyn has been built by the State Government. Projects with other



AND PARTNERSHIPS

partners in Mt Evelyn, Ringwood, Rosebud, Wantirna South, Cheltenham and Frankston will deliver homes for some 50 people in the future. These are all exciting developments that will deliver great outcomes for individuals we support and their families.

Supporting individuals and families to make successful NDIS transition is critically important.

As foreshadowed in last year's report, it was extremely pleasing to complete our merger with Karden Disability Support Foundation. The merger brings into our organisation a considerable number of employees with skills and the values we hold dear. Two former Karden Board members have joined the Melba Board following the merger. Already we are seeing the benefits of sharing the best practices and ideas from two well-regarded organisations.

Delivering high-quality services within a rights-based framework remains a fundamentally important objective. In November 2017 we successfully completed our (second) mid-cycle accreditation review. In October 2017, Melba was selected to participate in the "Understanding the Impact of the Roadmap for Achieving Dignity without Restraint" project. This was a Victorian initiative to reduce and eliminate the use of restrictive practices for people with a disability. We also participated in the NDS national Zero Tolerance project. While we are moving to a new accrediting body - SAI Global - we will maintain our connection with the Council on Quality and Leadership. Our commitment to advancing human rights is also evident in our continued support for our hard-working group of self-advocates - ARROW - who do such great work and now have their own community radio show!

Participating in a tender regarding the transfer of State Government disability services was a demanding task completed during the financial year. We are honoured to have been one of five organisations selected to assume responsibility for transferring accommodation and respite services throughout Victoria. We look forward to providing services in the Central Highlands and Wimmera, Melbourne's southern suburbs and across Gippsland. It is very gratifying to know we have the confidence of the State Government. This decision represents a significant milestone for the organisation that positions us well for the future. Most importantly, it affords us the opportunity to positively influence the life outcomes of an additional 650 people.

The AGM is an excellent opportunity to share with our members and friends the good things happening at Melba, celebrate some significant achievements, and

congratulate Melba award winners. Last year Life Governorship was awarded to Colin Rose and we congratulated Harry Jones OAM, Melba's inaugural President, on his Order of Australia Medal. Dan Pickering, who has raised over \$7,000 for the Cancer Council in recent years, won the Rebecca Britt Award. The effervescent Tony Brown won Melba's Individual Stevenson Award, and the dynamic team at Castella Street were worthy winners of the Team award. You can read more about the awards on page 27.

Throughout the year we maintained good relationships with a range of organisations that potentially benefit Melba and the people we support. Of note are our partnerships and work with Box Hill Institute, La Trobe University, Yarra Ranges Council, the Council on Quality and Leadership, Mt Evelyn and Districts Community Bank, the Office of the Disability Services Commissioner, National Disability Services, the Summer Foundation, Prescience Design, the Department of Health and Human Services, the NDIA, Jubilee Housing, Community Lifestyle Accommodation, Guardian Living, Lilydale Uniting Church, Community Housing Limited, Anchor Incorporated, Inspiro, Pathways to Care, Mt Evelyn Primary School, St Mary's Primary School, St Anne's Parish Primary School, Bimbadeen Heights Primary School, Volunteering Victoria and the Quest Trust.

We are honoured to have been one of five organisations selected to assume responsibility for transferring accommodation and respite services in the Central Highlands and Wimmera, Melbourne's southern suburbs and across Gippsland.

We also acknowledge the support we receive from our local Members of Parliament - James Merlino MLA, Christine Fyffe MLA and Daniel Mulino MLC, along with Yarra Ranges Councillors, all of whom are great friends of Melba.

Finally, to the people and families who have made the decision to purchase services from Melba - thank you. You entrust us to provide the support that meets your unique needs and assists you to live a joyful and fulfilling life. Please know that this remains our highest priority.

Ben Renshaw
President

Glenn Foard
Chief Executive Officer



CELEBRATING 45 YEARS

Melba began in the early 1970's, established out of a need for a day service for children with disabilities. It also provided a support network for parents, who had nowhere to go and no one to turn to for advice and help. Through the generosity of community members, a large accommodation facility was built which was used until the late 1990's.

As society changed, so too did the views on providing supports to people with disabilities. Congregate care facilities dissolved and houses located in the general community were purpose built; adult training day services became places where people could come, not just to learn life skills, but be assisted to make meaningful connections to their community through employment, volunteering and developing friendships.

The focus moved away from 'care' and towards the provision of support to achieve outcomes for each person, centred on each individual's likes, dislikes, dreams and desires.

In 2015, Melba merged with Impact Support Services. In October 2015, Melba was the first organisation in Australia to receive accreditation with distinction by the US-based Council on Quality and Leadership, for Person-Centred Excellence.

In 2018, Melba successfully completed a merger with Karden Disability Support Foundation, located in Ballarat.

Throughout its more than 40 year journey, Melba has held a reputation within its field as progressive, forward thinking and always a provider of quality services. Melba works with one person at a time to make sure our approach is individualised, flexible and responsive. Today, services include housing and accommodation, community participation, individual support and respite through which staff support individuals to build their social, educational and work capacity - and lead everyday lives.

Melba's Life Governors have each made significant contributions to Melba over many years. They have dedicated enormous hours, given endless energy and worked tirelessly for the organisation and the people we support from the early days of Melba's history right through to the present day. The efforts of these extraordinary individuals have been recognised through the awarding of Life Governorship by Melba's Board of Management. We would like to thank and recognise these wonderful people for their contribution to the Melba community.

23.11.77 Mr C. B. Soward (Dec)
25.06.80 Mr G. T. Stevenson (Dec)
16.03.83 Mrs N. Stevenson
07.09.83 Mrs P. Jones OAM
17.10.84 Mr H. F. Jones OAM
26.10.94 Mrs P. Buck
27.10.99 Mrs J. Van't Reit
23.10.01 Mr G. K. Welsh
24.10.12 Mrs A. Blomeld (nee Carter)
24.10.12 Mr A. Kolmus
19.03.13 Mr D. Johnston
20.11.13 Mr T. Greene
04.11.15 Mr. S. Groves
21.11.17 Mr. C. Rose





A SOCIETY THAT
VALUES
THE INDIVIDUALITY AND RIGHTS OF
ALL PEOPLE



At Melba we've always worked for a society where every person is valued, and the individuality and rights of all people are respected.

In the past we've talked about 'individuals with a disability living everyday lives'. But we know that we can do more, and our hope is that the people who choose to purchase our services can live a great life, and feel supported to achieve their hopes and dreams.

WHAT WE DO AT MELBA SUPPORT SERVICES



MY HOME

We support people to live as independently as possible in their community, make choices about where and with whom they live, and participate fully in community life.



MY COMMUNITY

We support people to establish connections and relationships, and we work to ensure people are recognised as valued and contributing members of their community.



MY WORLD

We support people to develop the skills and networks to advocate for themselves, and we work innovatively to ensure that people can go anywhere and experience anything our world has to offer.



MY EVERYDAY LIFE

We support people to exercise choice and control over their daily life, and we provide a range of individualised supports that empower people to live the life of their choosing.



MY DREAMS

We support people to dream big, and we use creativity and innovation to help individuals achieve the outcomes they desire in life.



With the introduction of NDIS in several regions this past year, many people are now exercising greater choice and control over the support services they need to achieve their personal outcomes.

Melba's Support Coordination team works creatively with each individual, supporting them to navigate their NDIS package, coordinate their supports, choose the right provider for their individual needs, and put their plan into action.

John* is enjoying greater freedom and community participation after working with Melba's Support Coordination team. John speaks Turkish, with very little English and he has an acquired brain injury, which means that he needs some support to get out and do the things he enjoys. John's son has been his carer for the past 15 years.

Prior to the NDIS, John's language barrier prevented him from getting out and about as much as he would like to. Melba's Support Coordination team worked closely with John to understand his needs, and were able to assist John to locate a support worker who speaks fluent Turkish. John is now going out every day, and visiting local cafés and sporting events with someone who speaks his own language.

John is very excited about his new lifestyle, and he is no longer feeling isolated.

Melba's Support Coordinators are also assisting John to access other supports, including an Occupational Therapist who can support him to live more independently at home.

*Name changed for privacy

TRANSITIONING WITH ANNA

Anna's transition to the NDIS has been nothing short of spectacular, and her confidence is soaring as a result of the increased support she is now receiving.



Prior to the NDIS Anna accessed Melba's respite and Community Connections at Wray Crescent, but outside of Melba her social interactions were rather limited.

With NDIS funding, Melba's Support Coordinators have assisted Anna to access one-to-one support two days per week, on Wednesdays with Melba, and with another provider on a Saturday. This means that Anna is supported to get out into the community and pursue her own interests more than ever before.

Anna's family, who aren't familiar with computers have noticed how great it is when Anna's support workers provide her with an iPad to find out about the things she wants to do. They have now purchased an iPad for Anna so that she can continue to develop her independence.

As part of her NDIS package, Anna is now receiving regular speech therapy which she was never funded to receive before. For the first time ever, she now introduces herself to strangers and in a loud booming voice asks them 'Hello, how are you?'

As Anna's confidence grows, she's getting out on weekends and developing social connections and a range of new informal supports in her community.

Anna's goals for the near future include some overnight camping trips, and she's also thinking about her living arrangements for the future. Anna is now starting to plan for more independent living when the time is right.



BOARD MEMBERS



PRESIDENT
BEN RENSHAW



VICE PRESIDENT
DR JOHN ANNISON



TREASURER
MICHELLE
MARCANTONIO



SECRETARY
JAN CALVERT



GRAHAM LEAVER



EX - OFFICIO
GLENN FOARD



RACHEL WATERS
(RETIRED APR 2018)



BRIAN BAKER
(RETIRED APR 2018)



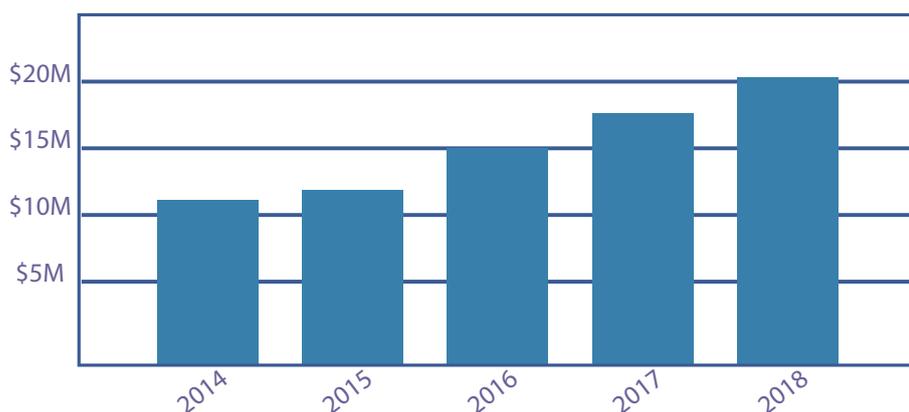
PETER VINCE
(RETIRED DEC 2017)

DOMINICA TANNOCK (Not Pictured)

THE NUMBERS... SERVICES AND FINANCE



REVENUE 2014-2018



REVENUE

\$20,492,537

EXPENSES

\$20,072,616

SURPLUS

\$419,921

CURRENT ASSETS

\$7,031,121

CURRENT LIABILITIES

\$3,977,217

RESERVES

\$360,056

NON-CURRENT ASSETS

\$2,470,630

NON-CURRENT LIABILITIES

\$466,697

ACCUMULATED FUNDS

\$4,697,781

TOTAL ASSETS

\$9,501,750

TOTAL LIABILITIES

\$4,443,914

EQUITY

\$5,057,837

NET ASSETS

\$5,057,836



BUILDERS OF CHANGE

Thank you Melba's wonderful 'Builders of Change'! Thanks to you, Melba's program will soon be completed and deliver more affordable, accessible housing in Lilydale for people with complex support requirements when they move in.

In 2014 Melba purchased an ideal site on Anderson Street - previously belonging to the Uniting Church.

In 2016 we established the 'Builders of Change' partner program to help raise funds for the Anderson Street project.

In late 2017, we achieved our target, raising the final funds necessary to make 'Builders of Change' a reality.

Permits are now in place, and work has commenced on 15 one and two-bedroom units, that will enable people to live more independently and participate fully in community life.

Thank you to all of our generous supporters. You truly are 'Builders of Change'.



We are now working on more projects to deliver homes for some 50 people in the future. These exciting developments will deliver great outcomes for the individuals we support and their families. The Builders of Change program will continue to assist the development and affordability of these so more people can have their own place to call home .





FOCUS ON QUALITY

Melba has invested in independent quality auditing since the late 1990's, embedding 'POMS' or Personal Outcome Measures across our culture and within every service that we offer to the people we support.

We are now implementing a new quality auditing system that will ensure our growing organisation remains dedicated to providing the very best experience for every person who purchases our services.

ZERO TOLERANCE

Melba is committed to a 'Zero Tolerance' framework which provides a holistic approach to managing safety and care,

ensuring people are safe, and managing risks such as abuse, neglect, bullying and harassment.





RECRUITMENT & TRAINING

Melba has invested significant time to improve our processes, and streamline the way we recruit, select and induct new staff. As our organisation continues to grow, so do the opportunities to do things more efficiently – and we're investing in new technologies, like flexible online training for new and existing staff.

SUPPORT WORKERS

269

VOLUNTEERS

41

ADMINISTRATION STAFF

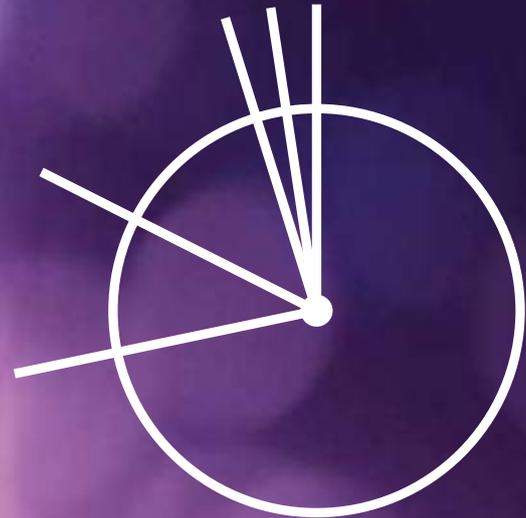
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SENIOR MANAGERS

9

BOARD MEMBERS

9



SAFETY MEASURES

Melba continues to uphold a Zero Tolerance policy to abuse and neglect of people who access our services and supports. Melba staff regularly undertake comprehensive training on Zero Tolerance.

Melba is now a 'child safe' organisation, in line with the National Child Safe standards. To effect this change, there have been a range of activities across the organisation to ensure our practices protect the safety and wellbeing of children and young people.

Melba welcomes complaints and feedback, but we understand that people don't always feel comfortable raising their concerns. To strengthen a culture of 'speaking up', we have implemented a Protected Disclosure (Whistle-blower) policy. This includes the option to report concerns through the Melba web page, making it safe and easy for any person to report troubling incidents or behaviours they witness or have become aware of.





MY HOME

HOME SWEET HOME

This year, Malika set herself the goal of moving out of home. After trialling short term accommodation for a month while her mum was away, Malika decided she was ready for the next big step.

Malika's NDIS package has enabled her to move into a home of her own and exercise choice and control around her every day. The flexibility of her NDIS funding allows her

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to maintain connections she has enjoyed for many years, but also to reach out and try new things. Malika loves being around horses, and goes regularly to equine therapy. She also goes swimming multiple times a week; in fact, she's super busy!

Looking to the future, Malika's family is thrilled she has been offered a supportive new home. It's very exciting!

DANIEL'S EXCITING MOVE TO PISCES COURT

Daniel's move to his new home is exciting news. His family are delighted he will be supported at Pisces Court to live more independently and make new friends. Previously, Daniel has been living at home with his family.

His support requirements are complex and significant, but his mum has been wonderful, providing all of Daniel's daily support needs. She has had to improvise along the way as their house wasn't really set up to accommodate his needs.

When Melba met with the family, they learnt about how much Daniel enjoys open spaces like parks and gardens as well as hanging out with his mates. A move to supported accommodation would enable Daniel to set up his own life and choose to do these things when he wants to. It would also enable his family – who adore Daniel and would do anything for him! – to be his family again rather than his personal carers.

Thanks to Specialist Disability Accommodation NDIS funding, Daniel will soon move in, and he is already exploring options for other services in his local area.

Daniel's family are thrilled about this move for Daniel, knowing he will be safe and supported into the future.

BUILDING CHANGE IN CHELTENHAM AND FRANKSTON

Melba has been collaborating with a number of property developers to address a shortage of appropriate, accessible housing for people to live more independently in their community. One of the developers, Guardian Living is a family business, specialising in high-quality apartment-style homes for people with significant disabilities. Currently, Guardian Living is building 24 units across Melbourne, including 5 at their new Cheltenham site. This exciting project includes the construction of 5 units connected to a carer's residence, situated within a larger development of 50 homes.

The Cheltenham project will be completed by March 2019, and Melba will provide 24-hour support to some of the new residents when they move in.

Stephen Vick from Guardian Living says of his process "I like having the opportunity to get to know the individuals who will live in each property. They're people my age, who have the same needs, wants and desires that I have, and some of them are currently living in nursing homes". Stephen hopes to address the need for more housing opportunities through a range of different projects across Melbourne.





MY COMMUNITY

THE ABLE BAKE HOUSE HIGH TEA A GREAT SUCCESS

In June 2018, the Able Bake House team once again hosted their popular High Tea event, welcoming more than 100 guests for a delicious afternoon tea fundraiser.

The event was even more special this year with a number of generous local businesses and community members working together to create a memorable and successful afternoon.

The talented Angela Fleay once again gave generously of

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her time to create a stunning array of delicious treats. Floristry students from Box Hill Institute's 'Flowers on Elgar' designed and constructed beautiful, intricate floral centrepieces for a silent auction.

Our sincere thanks to our sponsors, including Bendigo Bank Mt Evelyn, Supa IGA Mt Evelyn, Yarra Valley Tea Co., Methven Real Estate, Burke and Beyond, Hatrick Communications, Kimberley Place and Edward & I Floral Design.

EXTRA SUNSHINE ON THE MORNINGTON PENINSULA

A group of six talented ladies have been able to pursue their dreams together and continue to grow their friendships in a beautiful location with some assistance from Melba.

'The Sunshine Girls' have been meeting at The Briars on the Mornington Peninsula for several years now, but recently their support provider advised they were no longer able to assist. When Melba staff met with the group they found a very supportive and inspiring team of ladies, passionate about pursuing their goals, learning new skills and contributing to their local community.

Support worker Chrissi – who loves being a new part of the Melba team, is enjoying her time working with the 'Sunshine Girls'.

Activities that the ladies enjoy together include an incredible range of crafts, often using recycled materials to create beautiful items that are available for sale at 'The Briars' Information Centre. There is a great café on site, and the group also enjoys getting outdoors when the weather is nice. There is always time for singing, and the group recently visited an aged care home to sing for the residents and help with serving afternoon tea.

'The Sunshine Girls' are now investigating other opportunities to take their choir out into the community and engage with people who could use some extra sunshine in their day.

VALUABLE VOLUNTEERING WITH PENNY

Penny is one of the many wonderful people who give their time to volunteer at Melba, spending time with a group of people every Friday who love go out together and experience different adventures – especially bowling. Penny enjoys meeting new people and helping to make their day a little bit brighter.

"I have had a lot of fun, I've been able to make good connections with the people we support as well as the staff, and have hopefully been able to help everyone have a nice Friday adventure. Overall I have really enjoyed being a part of such a welcoming place like Melba."

Bowling is a real highlight for several of the people Melba supports, our volunteers and staff.

Penny volunteering with the group adds to their excitement and makes the day simply awesome!





MY WORLD

SUNNY SINGAPORE ESCAPE

In June, Melba supported four people to escape the chilly Melbourne weather and enjoy 11 days in sunny Singapore. The group enjoyed sightseeing, exploring the Art Science Museum and visiting the iconic Merlion, Singapore Zoo and Gardens by the Bay.

Alex thought Universal Studios was 'fantastic', and Mark loved the Art Science Museum saying the 'exhibition was really fantastic, we got a lot of photos with the art.' Daily buffet breakfasts were a highlight, and after shopping up a storm at the Night Markets, or other

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excursions – like a drive over the border to Malaysia – the best way to end the day was some relaxation by the hotel pool.

After plenty of socialising, exploring and making new friends, the group was busy planning their next international escape before the plane had even touched down. We look forward to sharing future stories about Ben's planned adventures to a number of different countries, and Amanda's dream trip to Italy.





MY EVERYDAY LIFE

FREEDOM AND INDEPENDENCE ON WHEELS

Sarah's new car means freedom to do anything she wants, at any time of the day or night.

In the past, Sarah has shared a vehicle with some of her housemates, which meant that she wasn't always able to get out and do things when she wanted.

Sarah's brother, Tim, has helped her to purchase a car of her own, and he has arranged for it to be modified to suit her needs.

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With the funding from the NDIS plan this year, Sarah will also have more one-to-one support to do the things she wants to do. This means that she will be supported to go out more frequently and spend more time visiting her family – especially her parents who are unwell.

Congratulations Sarah on your newfound independence!

SAM'S A LUCKY CHARM FOR HOMELESS DOGS

Sam has found a valued role volunteering each week at Animal Aid. Many lucky dogs are enjoying regular time walking and playing with Sam who is very passionate about caring for animals in need of a forever home. Sam is a registered volunteer and is well-known and respected by the Animal Aid team.

After signing in, Sam likes to start his day with morning tea, footy banter and a catch up with the rest of the team. Melba staff and the Animal Aid team support Sam to select a dog and walk them down to the exercise yard. Sam walks dogs and the dogs enjoy a few ball games with Sam before he walks them back to the Kennels. The dogs usually show their appreciation with a big lick on the face.

Sam also assists an Animal Aid staff member, Dennis with other jobs around the site, and he always stops at the office for a chat and some lunch before leaving later in the afternoon.

Sam has earned a reputation for being a lucky charm for dogs! Often, dogs find themselves adopted to a loving family the week after they walk with Sam. For example, Rocky had spent 9 months with the Animal Aid team and finally found his forever home a week after his walk with Sam.

RYAN'S HEALTHY NEW LIFESTYLE

In the past, Ryan found it hard to commit to and enjoy regular exercise that would help him with his Cerebral Palsy and movement.

Since Melba staff have been supporting him to achieve his fitness goals, Ryan has found that he really enjoys his time at the gym twice a week, and he is noticing some big changes. Since following a healthy eating plan and enjoying regular exercise, Ryan has seen noticeable changes to his body shape and he is feeling great.

Ryan says, "I am very proud of the transformation I have achieved and the way I look makes me proud."





MY DREAMS

HARRY'S HEALTHY TREATS

Annika is growing her confidence – and her business, and helping to raise funds for a cause that's close to her heart. Annika has recently started her own exciting business – 'Harry's Healthy Treats' making healthy dog biscuits using human-grade, quality ingredients.

Annika has been busy working with Clare to perfect the recipes for three different dog treat varieties – Dog Rocks, Puppy Pebbles, and Oatie Bones.

Annika also enjoys the design aspects of her business, selecting colours and designs for packaging, and of course producing the biscuits for sale.

We support people to dream big, and we use creativity and innovation to help individuals achieve the outcomes they desire in life.

One of Annika's goals for her business is to raise funds for the Collingwood Children's Farm, where she has volunteered for about 10 years. She recently held a stall at their market, and donated the profits to support the work that they do.

Annika is very proud of her business. She's learning to promote her products and talk to people about the work she's doing.

Annika hopes to eventually sell her biscuits independently at a dog-friendly café near home.

SOCIAL ENTERPRISES AND MICRO BUSINESSES



YARRA RANGES IN A BOX

There's no 'I' in team when it comes to the Yarra Ranges in a Box team. With many valued roles such as purchasing the quality, local produce through to packing and delivering to our valued customers in the local area - this social enterprise has become a well sought-after service.



RHI RHI THE SALTRESS

Let Rhi assault your senses with her range of gourmet spices. A range of impressive variety.



EGGS ON LEGS

Beautiful farm fresh eggs sourced from the Yarra Valley delivered with a smile to your door.

FOOD FOR THOUGHT

Feeding our community through our passion for cooking healthy meals.



THE ABLE BAKE HOUSE

Where people of all abilities work together to create a range of products that are unique and as individual as we are. Making and delivering good food and Gift hampers to people who care about cooperative and inclusive communities.

PADDOCK TO PLATE

Where our community comes together to join in a cooking session run by a local chef. Paddock to Plate sessions are full of healthy food and laughter.



REBECCA BRITT AWARD

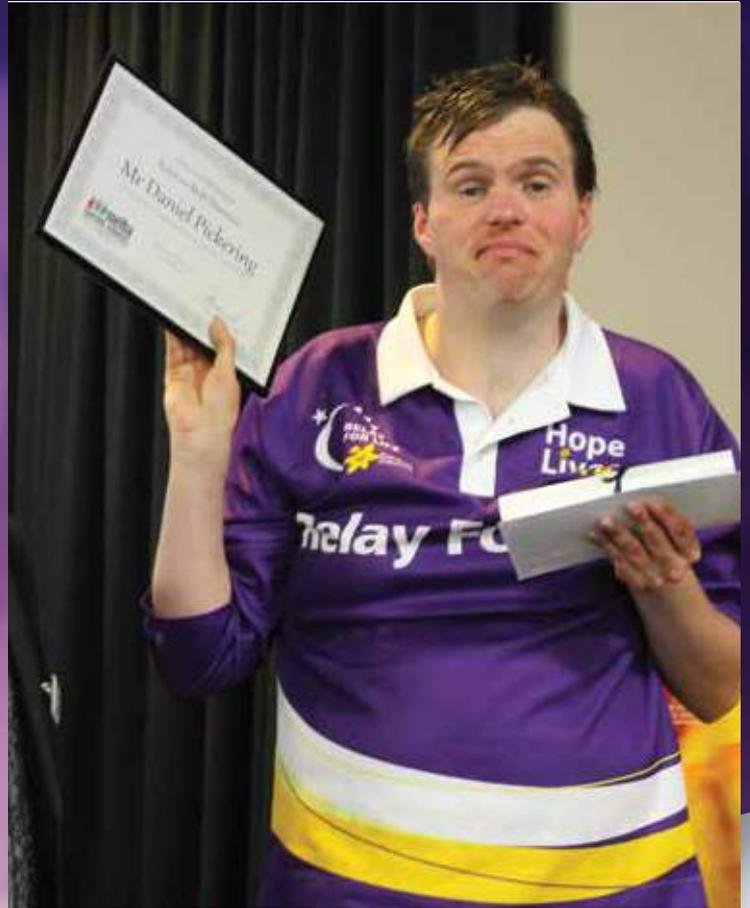
2017

The Rebecca Britt Award – now in its fifth year - celebrates the extraordinary achievements of people supported by Melba. The 2017 Rebecca Britt Award winner was Daniel Pickering!

Since losing his mother to cancer 11 years ago, Dan has been dedicated to raising funds for the Cancer Council – participating each year in their Relay for Life. Last year, Dan managed to walk independently for an impressive 16 hours!

On Tuesdays over the past 5 years, Dan has also been selling strawberries – and he has raised a whopping \$7000 for the Cancer Council as a result. Dan has great relationships with his friends and co-workers, encouraging others to participate in the relay as well – what a role model!

Dan has a great sense of humour and is regularly giggling and making jokes with his friends. He is very dedicated to his various jobs, including his paid dog-walking role with Doug the dog, and he has inspired other people to start their own small business. He also cares for others. Recently Dan's quick action alerting staff meant that one of his housemates was able to receive timely medical assistance when an issue arose.



INDUSTRY ACHIEVEMENT AWARD

MT EVELYN CHAMBER OF COMMERCE AND INDUSTRY

The Able Bake House team were honoured to receive the Industry Achievement Award at the Mt Evelyn Business Awards in November 2017. This award recognises the outstanding achievements by The Able Bake House within our industry locally. Thanks to the Mt Evelyn Chamber of Commerce.



LIFE GOVERNORSHIP

COLIN ROSE

Congratulations to Colin Rose, who received Life Governorship in recognition of the significant contributions he has made to the organisation and the people we support over many years.



2017 STEVENSON AWARD INDIVIDUAL CATEGORY

The Stevenson Award acknowledges a staff person and a staffing team who have contributed significantly to improving the overall quality of the services provided by Melba.

Individual Category - Congratulations Tony Brown!

Tony has significantly changed the lives of the people he supports, and is always willing to give generously of his time – volunteering to help people realise their dreams. Tony has assisted Dan to have a significant role in his community, assisting him to build an amazing friendship with Maz from the Blue Turtle Café. Tony also supports Dan in his incredible fundraising efforts for the Cancer Council, including his strawberry business, and his participation in the Relay for Life.

Tony has supported Rhiannon to develop a microbusiness selling salts. In the past two years Rhiannon has earned enough money for two holidays.

Tony also volunteers his time to take several people out into the local community, being a good friend that they look forward to seeing.

Tony regularly goes out of his way to advocate for the people he supports, and he makes sure that everyone who arrives at Melba Ave is well taken care of.

2017 STEVENSON AWARD TEAM CATEGORY

In December 2014, the Castella team was assembled to provide support to individuals with an Acquired Brain Injury (ABI) or a spinal cord injury. Staff selected to work at Castella Street brought with them an understanding of how increased independence could change a person's life. They were willing to be extremely flexible and adaptable.

From day one, the team were required to assist and support individuals they had not met before. They formed new relationships with the people they were supporting, their families and supporting therapists, instilling trust and confidence. Staff had to learn new assistive technology, liaise with a broad range of therapists and the TAC, trust in their own judgement and work within the dynamics of a new team.

Due to the hard work and commitment of the team, individuals living at Castella St experienced significantly improved emotional wellbeing, confidence and self-worth, and their individual goals have been achieved and celebrated.





THANK YOU FOR YOUR SUPPORT



We gratefully thank the following business's, groups and individuals for their generosity and support throughout the financial year.

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 EPM Pharmacies
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 Mount Evelyn and Districts Community Bank
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 The Springboard Endowment

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