



# ANNUAL REPORT 2014

30th Edition

Moe Life Skills Community Centre  
*'Achieving Goals and Aspirations'*

[www.moelifeskills.vic.edu.au](http://www.moelifeskills.vic.edu.au)



## About The Organisation

Moe Life Skills Community Centre is a not-for-profit community based organisation, established in the early 1980's, with two centres located In Moe, and a Community Hub currently under development.

The organisation provides a range of self-directed supports and services to enable individuals with disabilities to achieve their goals and aspirations. A key challenge for the organisation is continuing to demonstrate improvement in the lives of the people we support. We do this by enhancing community inclusion, education and training opportunities for those who attend Moe Life Skills.

### Our Vision:

*'To empower people with disabilities to fully exercise their rights and responsibilities as contributing citizens'*

Moe Life Skills Community Centre Inc.  
PO Box 761  
MOE, VIC, 3825

Tel (03) 5127 7999  
Fax (03) 5126 2344  
Email: [office@moelifeskills.vic.edu.au](mailto:office@moelifeskills.vic.edu.au)  
Web: [www.moelifeskills.vic.edu.au](http://www.moelifeskills.vic.edu.au)

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The major focus of service provision until the 1950s was institutional care. The emergence of the non-government sector, particularly in Victoria, where small, local non-government organisations, like Moe Friends of the Disabled, developed in virtually every largish country town was an important development in the evolution of services in Victoria. They provided daily activities and family respite in their home towns, and reduced the number of young people with intellectual disabilities who flowed into Victoria's many large institutions.

## Timeline





## 2006 | Disability Act

The Disability Act 2006 ('the Act') replaced the Intellectually Disabled Persons' Services Act 1986 and Disability Services Act 1991.



## 2007 | Quality Framework

for Disability Services in Victoria (2007) was developed and brings together three important components of quality: measurement, monitoring and improvement.

## 2012 | Department Human Services Standards

The DHS standards were introduced, and are summarised as:

- Empowerment
- Access & Engagement
- Wellbeing
- Participation

## 2013 | Café 65 Opened

Café 65 - a training facility located at Narracan Gardens Aged Care Hostel, was officially opened to the public

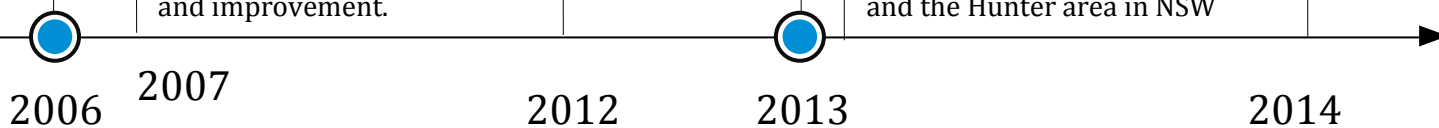


## 2013 | NDIS Launch Sites

On 1st July 2013, the NDIS began in Tasmania, in the Barwon Region of Victoria, and the Hunter area in NSW

## 2014 | Purchase of 4 High Street

Purchase of a facility to develop a Community Hub and deliver integrated services





# Chairperson Report

I am pleased to present my third report as Chairperson of Moe Life Skills Community Centre (MLSCC) and outline some significant achievements for MLSCC this year.

The plans for the redevelopment of the Langford Street site were discussed at last year's Annual General Meeting. Unfortunately the cost of the renovations was so expensive that they had to be put on hold and the Board undertook to explore other options for the development of a community hub. As you may be aware the property at 4 High Street was listed for sale early in 2014 and the Board submitted an expression of interest for the property. I am very pleased to report that MLSCC was successful and now own the property. Planning is underway for the development of 4 High Street site with the installation of fully accessible amenities. The development of 4 High Street as a community hub is an exciting project which will benefit both the people who use our service and the wider community. It provides MLSCC with the opportunity to play a significant part in the redevelopment of Moe while at the same time providing improved facilities for people who use our service.

Café 65 has gone from strength to strength in its second year of operation. This important venture between MLSCC, Mecrus and the Narracan Gardens Aged Care facility provides an example of how people who use our service and the wider community can both benefit through collaboration and will be a good base for the community hub. I would encourage everyone to go to Narracan Gardens on a Wednesday for the coffee which is excellent. Congratulations to all those involved in running the Café.

While it is still unclear how the NDIS will impact on MLSCC both the staff and Board members are excited about its implementation and have taken steps to ensure that MLSCC is prepared and able to adapt to these changes. The NDIS will empower people who use our service to be seen as consumers of services and programs that can focus on what they can do and can select programs which are individually tailored to their specific goals and requirements. I would like to thank Carole Broxham for her commitment to and leadership of MLSCC and to take this opportunity to thank all MLSCC staff for their hard work and commitment during the year. I would also like to thank my fellow Board Members for their continued support.

As you may be aware we do not have a full complement of Board members. If any of you would like to contribute to MLSCC by nominating for the Board I would encourage you to do so. I would also encourage anyone who would like to become involved in MLSCC to do so. There are various ways in which you can do this and if you are interested please contact Carole or Janine who will be able to provide you with further information. I am sure you will find it a rewarding experience as I have done.

In conclusion, I would like to reaffirm that MLSCC is committed to ensuring that the people who use our service can achieve their goals in living independent and fulfilling lives through the provision of individually tailored programs. The new community hub will play a pivotal role in the development of these programs.

**Sue Carroll | Moe Life Skills President**



**Dr. Carole Broxham** | Moe Life Skills CEO

# CEO Statement

Welcome to the 2013/2014 Moe Life Skills Community Centre (MLSCC) Annual Report. This is the 30<sup>th</sup> annual report to be published and what an achievement for a small service that from its humble beginnings has been a place that strives to empower people with disabilities to take their place in the community together with a firm belief that society will benefit from the skills, talents and abilities they have.

The organisation has been successful due to the efforts of so many people and a simple 'thank you' appears insufficient to truly describe my appreciation – you all make a difference in the lives of others. The Board of Management continue to give generously of their time and energy in the governance of the organisation. The senior management team and administration keep everything operational, and I also acknowledge and thank all staff for their significant contribution. We are fortunate to have such capable and passionate people at every level of the organisation – your hard work does not go unnoticed.

Finally, thank you to the people who use our services, their families and networks that help to make our achievements possible. We look forward to your continued support as we endeavour to deliver the kinds of outcomes people are seeking.

**Dr. Carole Broxham** | Moe Life Skills CEO

# Chief Executive Officer Report

## A sector in transformation

An annual report provides the opportunity each year to look back on what has happened, the people and events that have influenced and shaped the year, and what we think we have achieved. Reflecting more broadly over the lifespan of MLSCC we know that community based supports and services provide the opportunity for people with disabilities to live and participate in the community. Policy, service and ideological change have been significant, but their implementation and the impact on the lives of people with disabilities still show many disparities. Often people remain *apart* from, rather than a *part of* the community.

The new reforms in disability policy and legislation offer promise. We are now one year into the Barwon National Disability Insurance Scheme (NDIS) trial. The trial has raised many challenges and it is hoped that the lessons learnt will be applied as the trial evolves. The full scheme roll-out is scheduled to commence across Victoria from July 2016.

## Why do we need a NDIS?

It is important to recall that the Productivity Commission condemned the current system as:

“...inequitable, underfunded, fragmented, and inefficient and gives people with a disability little choice”

Some ten months into the Barwon trial, National Disability Services published their early observations, and notwithstanding the teething problems was overwhelmingly positive in its findings that people were getting good, comprehensive packages after years of little or no support. The Barwon waiting list is now wiped out.

## Getting NDIS ready

There are a number of practical challenges ahead for all service providers and MLSCC is well underway in its efforts to prepare for the new NDIS environment. Over the last twelve months, the board, management and staff have worked hard to review and refine service delivery. We have redeveloped our data-base systems to reflect these changes. Importantly, the changes we have implemented have enabled staff to really focus their delivery and clearly identify how to make things happen and how progress (or success) is measured towards a person's life goals. I am confident that we will continue to improve and streamline reporting and recording systems, deliver on planned and measurable outcomes, and strengthen our systems and structures, with improved focus on quality, risk and evaluation.

## Community Hub: Inclusion

Part of the organisation's transition to the new service environment is the development of the Community Hub. At last year's AGM we updated everyone on the redevelopment of the Langford Street site into a vibrant Community Hub, which aims to deliver a broad range of integrated services that are accessible and responsive to the needs of people in the community.



Early in June 2014, I wrote to key stakeholders who include the people who use our services and their families/supporters about the changes to the Community Hub project and the reasons for doing so, and that its future home will be located at 4 High Street, Moe. We understand at MLSCC that community inclusion requires pathways to be created. The Community Hub will promote inclusive communities and help develop a wider support base to both enhance and provide opportunities for people with disabilities to participate in community activities. The need to work with other disability services, community groups and organisations, education providers and the business sector will increase as the demand for individual responses grows. Partnerships as demonstrated in this project may well be the cornerstone of good future service delivery.

### Community Hub: Participation

Community participation refers to people being involved in their community. *It is more than simply being in the community and using facilities.* It involves the person taking part in the life of the community and finding ways in which the person might contribute to the community, and developing relationships and personal competencies, as well as having choice. There is much discussion about the goal of social inclusion, but these distinctions are really quite academic if they don't change the reality of a person's situation. In this respect, individual participation in desired community environments is the starting point and context, not the goal.

Working with the community so that it can accommodate the needs of people with disabilities is an important step in the process. In response, targeted community awareness strategies that strengthen efforts to remove physical and attitudinal barriers will further enable the inclusion of people with disabilities into the community, as well as support the work of service providers as facilitators of community inclusion and participation. The establishment of a Community Hub Advisory Board will play a key role in this process. Working with communities to enable people with disabilities to contribute if they wish to do so may require some initial 'consciousness-raising' and advocacy at each stage of the planning process. This will raise awareness of the needs of people with disabilities (as well as their needs as future users of other community facilities and services). To share a growing interdependence with other community members will ultimately have a positive impact on each of us and the communities in which we live.

### The year ahead...continuity and change

On one level the promise of new reforms offer the potential for more responsive and flexible supports that are directed by people with disabilities and where appropriate their families, but on the other the risks associated with increasing levels of accountability will apply through independent monitoring, certification audits, risk management and changing financial management practices.

We will continue to work with people with disabilities, their families and support networks to build capacity and enable support arrangements that best meet the person's needs and lifestyle choices. However, this will require ongoing change in our thinking and practice to move away from traditional ways of supporting people towards individualised supports and person-centred service delivery. Bringing people back to the centre of service provision requires that we recognise and acknowledge the constraints. We need to develop a culture of reflective practice, and make every opportunity for people who use our services and their families to provide insight into their service experiences and views on quality services. This perhaps highlights the need to consider the ability of MLSCC to address how power flows in the organisation and the dynamics of change. Together, this requires both innovation and the courage of our convictions. Service provision does shape and influence the lives of people living with a disability and their families. We must ensure that as an organisation we manage the transition to the NDIS confidently, smoothly and successfully. We must strive to be proactive rather than reactive to the challenges ahead to achieve better outcomes for the people who use our services and their families.

**Dr. Carole Broxham | Moe Life Skills CEO**

# Team Leader Report

It is with pleasure that I present the planning and development team (SWAT) report

This year has seen a focus on improving our recording, ensuring that we are delivering quality programs that meet the needs of the people who use our services.

We identified that the 'progress recording data base', while addressing broad goals was failing to capture some important aspects of information and client progress. We have introduced what we feel is a better recording system using the 'SMART' goal format. This format was developed to enhance a person's ability to succeed, as well as demonstrating achievement or progress towards a person's goals and aspirations.

**SMART goals** stand for:-

- Specific** - state who, what, where, when, which and why.
- Measurable** - measures the progress so we can see change occur.
- Achievable** - or do able, thinking of ways to make goals occur.
- Relevant** - meaningful and significant to the individual's life goal.
- Timed** - work within a time-frame, set a date to aim toward.

*"Whether you think you can, or you think you can't - you're right" -- Henry Ford*

We assessed each person's goals in conjunction with their existing program. From this we selected 3 or 4 SMART objectives for each person. The lead staff member records against the objective/s that is/are relevant to their program on a weekly basis. At the end of each term, the lead staff person completes an evaluation of their recording. We believe that this gives us the opportunity to refine our recording, thereby giving a clearer indication of success or improvement.

The Swat team review and analyse the information contained in the term evaluations and make recommendations for change. This may include setting new objectives when the previous ones have been achieved, or it may be recognising that the program is not matching the objective, or that more time is needed to achieve the goal. After reviewing the term evaluations it was evident that some individuals had already met their specific objectives and it was very pleasing to be able to move on to the next step. It is very positive to be able to discuss achievements with the participant and staff. It is giving both a clear picture of achievement and challenging staff to be creative in their delivery of programs.

Sharon Radford, as planner, has continued working on updating support plans with the individual and where relevant their family. We have reviewed the format for support plans to maximize information gathering while covering 16 important life areas.

We identified the need for more 'life and living skills' training and therefore introduced more session times. Participants have shown great enthusiasm and some are transferring these skills to their home context. This enhances a sense of achievement, independence and being seen as a contributing member of the household.

**Wendy Gibson | Team Leader**





# Education & Training Report

It is with a sense of pride in the achievements of learners that I present my report for 2013/14. Each year I seem to start my report with the same line, and yes, once again, I can say this past year has seen many changes in the VET (Vocational Education & Training) sector. However, we continue to work within the changing environment to support learners to achieve their goals and aspirations.

## 2014 Delivery

Towards the end of each calendar year we apply to the Department of Education and Early Childhood Development or DEECD to deliver pre accredited training.

In December 2013, we applied and were successful in obtaining just under 5500 student contact hours to deliver in 2014. This is a decrease of 100 hours from the previous year.

We have delivered the following training to students using qualified and experienced trainers and have utilised the talents of some fantastic external trainers. Many thanks must go for their commitment, expertise and humour in delivering and assessing this year's courses.

## Theatre Studies

- Two students trialled this program in Term 1 and 2 2014 and have been accepted into the course
- Curtains for Certain production November 2013: *Christmas Bauble Style*
- Performed at 'Having a Say' conference Geelong: *Geelong XYZ Factor* in February 2014
- Performed at Federation University for graduate medical students as part of the unit 'Health & Society Disability': *Fed Med XYZ Factor*, in May 2014

## Mainstreet Artworks

- Exhibition *Artists' Profiles – a Visual Perspective*: Switchback Gallery, Federation University, February 2014
- A number of artists entered their art work into various Art Shows including: Walhalla, Mirboo Nth, Yarragon & the Rob McNamara Exhibition. Some art work was sold and other work won awards.

## Newsletter

- The Newsletter group have produced 10 editions of Moe Life Skills Newsletter 'The Voice'
- Students have been working on their research skills on the internet and writing articles about their programs and activities

## Towards Independence

- Held Australia's Biggest Morning Tea, and provided catering for Staff professional development days
- Overnight stay in Melbourne provided students with the opportunity to practice their travel training and budgeting skills

## Pre-Accredited Delivery

### Theatre Studies

Thursday (200 hours) 12 students

### Mainstreet Artworks

Friday (160 hours) 11 students

### Newsletter

Tuesday (120 hours) 7 students

### Towards Independence

Tuesday (180 hours) 5 students

### Email & Facebook

Night School (20 hours) 6 students

### Mobile Phones

Night School (20 hours) 6 students



### Accredited Delivery

The Certificate I in Work Education (22128VIC) course is delivered on Monday's with 6 students enrolled. The students have been learning about communication skills for the workplace, time management, job interview skills and operating a computer.

### Revitalising Learn Local in Gippsland Project

Moe Life Skills was involved in this project as a Learn Local provider and as a member of the steering committee. The outcomes from this project included a two day Learn Local Gippsland Conference in Lakes Entrance, three Professional development sessions and the opportunity to network and remain connected to Learn Locals in our Gippsland region.

If you would like more information or access to the final report, please contact me.

### Baw Baw Latrobe Quality Pre Accredited Network – BBLQPAN

The network operates within the Learn Local providers in the Baw Baw Shire and City of Latrobe. This year we have been working with Cooina Hill to exploring more creative ways to sustain the network. The Learn Local conference and PD session have provided and informal catch-up.

Congratulations to all of the students who have participated in our courses, I hope you have enjoyed your learning this year.

A big thank you to our staff and trainers for their input to Adult Education programs this year.

**Luana Brock** | Education and Training Coordinator





# CORE BUSINESS UNITS

## Skills for Community Living

Aims to enhance and develop skills to lead a more independent and participating lifestyle at home and in the community. The range of programs is diverse and tailored to individual need and includes life-style and health issues, preparing and cooking meals, travel training, communication to meet every day needs and enhancing literacy and numeracy in everyday situations.

## Health and Well-being

Aims to promote and encourage good health and well-being through a range of activities including: outdoor education, bush walking, dancing, tai chi, swimming, community access and massage and relaxation, to support a healthy lifestyle.

## Capacity Building for Participation

Capacity building provides access to a broad range of programs and movements. The aim is to empower and equip individuals with the skills and knowledge to speak out, make choices, and take an active role in decisions that affect their lives, as well as the opportunity to experience and be challenged by new activities, and unfamiliar tasks.

## The Arts

The arts include four key areas: creative projects, performing arts, visual arts, and drama. Through a diverse range of inclusive arts projects, music, theatre, and dance, the arts aim to encourage self-expression and creativity, as well as increasing confidence to participate successfully in the community. We also offer one off workshops.

## Education and Training

MLSCC is a Registered Training Organisation (RTO), registered by the Victorian Registrations and Qualifications Authority (VRQA) to deliver Vocational Educational Training (VET) services. RTO's are recognised as providers of quality-assured and nationally recognised training and qualifications. This means that we can deliver nationally recognised courses and accredited Australian Qualifications Training Framework (AQTF) VET qualifications, and apply for state and territory funding to deliver vocational education and training.

# Board of Management



**SUE CARROLL**  
President



**DEIDRE CARMICHAEL**  
Vice President



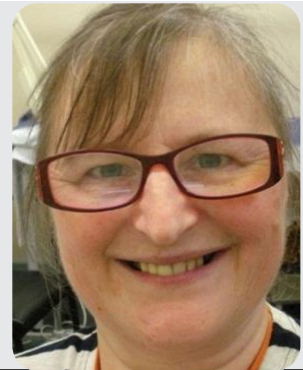
**MARIA RONCAN O.A.M.**  
Secretary



**DONALD FERGUSON**  
Treasurer



**BILL LAWLER**  
Board Member



**DR. TANJA BOHL**  
Board Member



**DR. ANSKE ROBINSON**  
Board Member



**VIC MICALLEF**  
Board Member

# Our Team

<b>Dr. Carole Broxham</b>	-	Chief Executive Officer
<b>Wendy Gibson</b>	-	Team Leader
<b>Sharon Radford</b>	-	Planning & Development
<b>Luana Brock</b>	-	Education & Training Coordinator
<b>Janine Pickard</b>	-	Operations Manager
<b>Stacey Gibson</b>	-	Business Administrator

## **Volunteers:**

Kerry Gallagher  
Janice Neeke

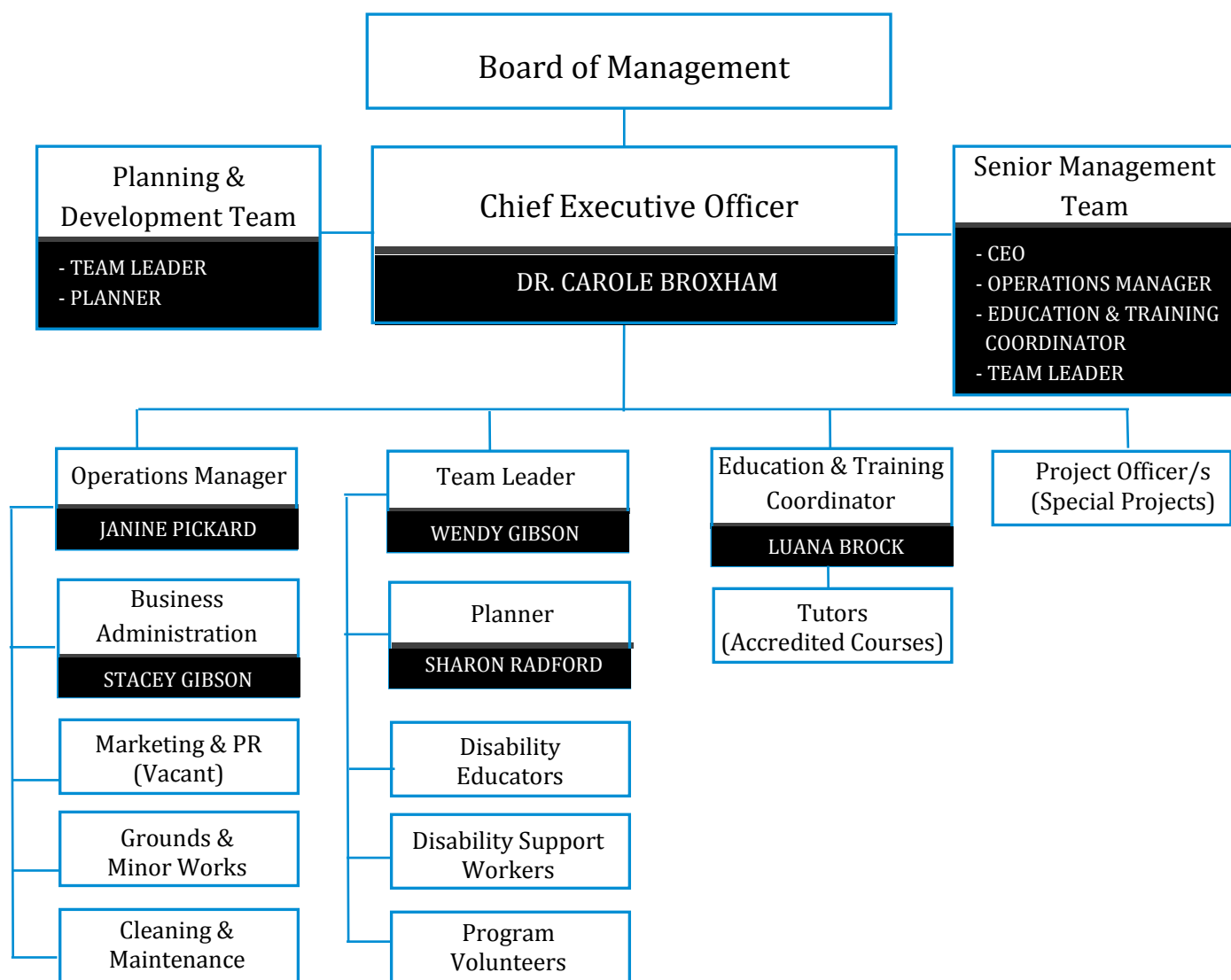
## **Facilities and Services:**

Jacqueline Holdsworth  
Simon Plavins

## Disability Educators and Trainers

Geoffrey Adams	Sandy Nash
Craig Anderson	Ken O'Connor
Nicole Bremner	Racheal O'Meara
Kevin Collins	Rosie Pambris
Jennifer Devers	Terri Ruston - O'Connell
Brian Hibbins	David Sandall
Jillaine Hurrell	Abby Shields
Shelley James	Patricia Smithson
Toula Kontogeorgos	Anne Verhagen
Anita Morgan	Joanne Wolsley

# Organisational Chart

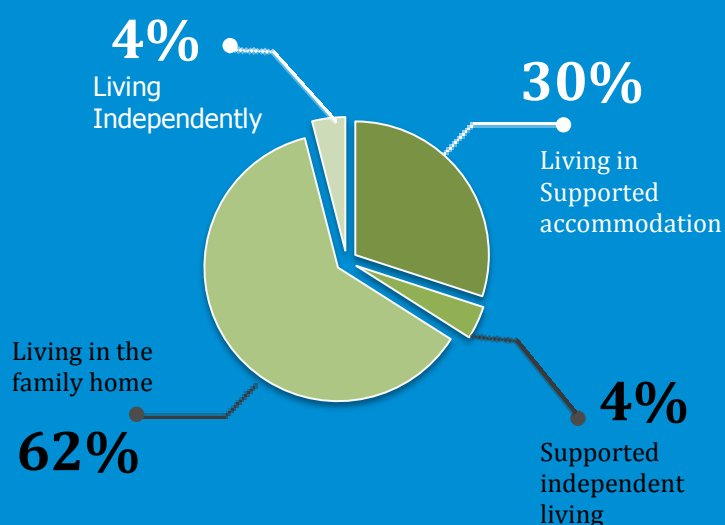
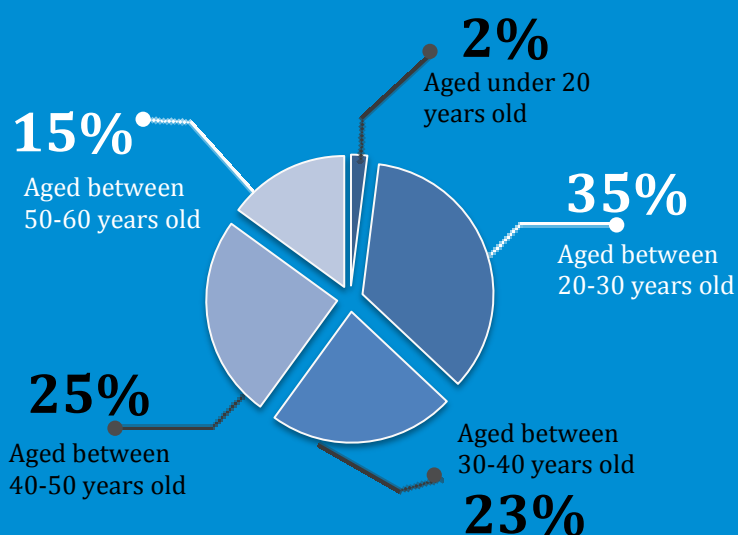
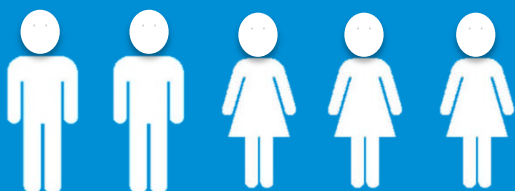


"Teamwork is the ability work together toward a common vision, the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results." -- Andrew Carnegie

# 47 Clients in Total

20  
MALE

27  
FEMALE



The figures and percentages shown here are correct as at 30th June 2014 and are representative figures which give an overview of the client base, and services provided by Moe Life Skills Community Centre



## Client Profile

- ✓ **Two** clients currently participate in **paid employment**
- ✓ There are currently **Twelve** clients who take part in unpaid employment (volunteering / on the job training)
- ✓ There were **Three** new enrollments In the 2013 / 2014 financial year.

The people who use our service, are located in and around the local areas of Baw-Baw Shire, Latrobe Valley and South Gippsland Shire.



“

Remember always that you not only have the right to be an individual, you have an obligation to be one

”

**Eleanor Roosevelt** | 11/10/1884 - 07/11/1962



# Financial Statement

## Income and Expenditure Statement for the year ended 30 June 2014

	2014 \$	2013 \$
<b>INCOME</b>		
Fees received	51,324	35,335
Grants received	1,113,855	721,339
Donations received	-	550
Interest	37,930	22,077
Other Income	95,976	79,560
<b>Total Income</b>	<b>1,299,085</b>	<b>858,861</b>
<b>EXPENDITURE</b>		
Accounting Fees	2,700	1,980
Audit Fees	3,652	1,672
Bank Charges	482	495
Depreciation expense	23,004	25,052
Utilities expense	11,726	9,355
Advertising and promotion	448	729
Administration expenses	95,037	99,172
Grants spending / Minor works	2,172	28,544
Student program costs	19,410	28,422
Salaries and wages - superannuation	56,194	53,451
Salaries and wages	553,094	508,318
<b>Total Expenses</b>	<b>767,919</b>	<b>757,189</b>
<b>RETAINED SURPLUS</b>	<b>1,812,981</b>	<b>1,281,815</b>

# Facilities and Services

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## LANGFORD STREET SITE

42-44 Langford Street  
MOE, VIC, 3825

## MLS PARER AVE

1-3 Parer Avenue  
MOE, VIC, 3825

## MLS HIGH ST

2A High Street  
MOE, VIC, 3825

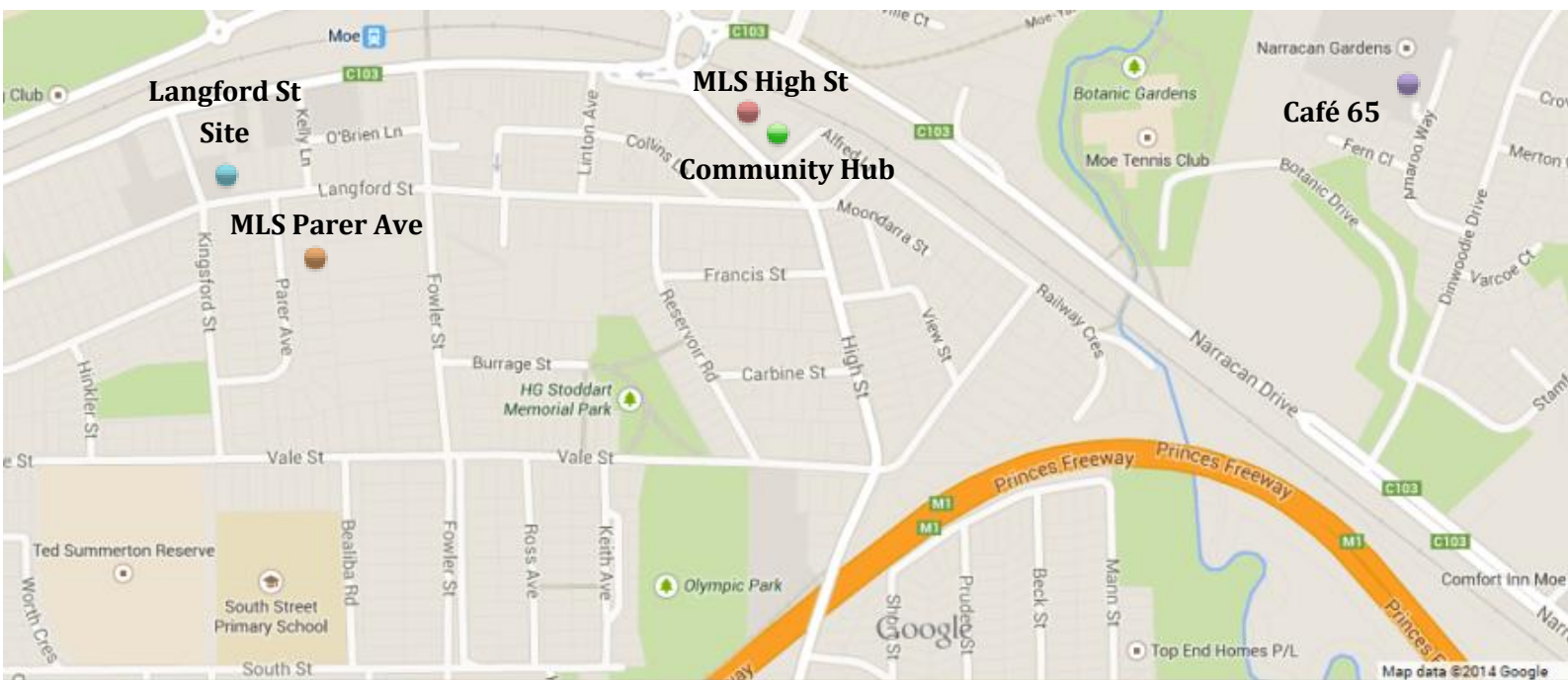
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## COMMUNITY HUB

4 High Street  
MOE, VIC, 3825

## CAFÉ 65

17 Amaroo Way  
MOE, VIC, 3825



# About this Report

## *Acronyms / Common Terms*

### A

**ACFE** Adult Community and Further Education

**AGM** Annual General Meeting

**ALBE** Adult Learners and Basic Education

**AQTF** Australian Qualifications and Training Framework

### B

**BOM** Board of Management

### C

**CAE** Council of Adult Education

### D

**DCA** Disability Care Australia

**DEECD** Department of Education and Early Childhood Development

**DHS** Department of Human Services

**DHSS** Department of Human Services Standards

### L

**LL** Learn Local

**Learn Local** Adult Community Education Organisations

### M

**MLS / MLSCC** Moe Life Skills Community Centre

**MSAW** Mainstreet Art Works

### N

**NDIA** National Disability Insurance Agency

**NDIS** National Disability Insurance Scheme

**NDS** National Disability Services

**NGO** Non-Government Organisation

### R

**RTO** Registered Training Organisation

### V

**VET** Vocational and Educational Training

## *Purpose*

This report is designed to give our key stakeholders an insight into the scope of services provided by Moe Life Skills Community Centre. It provides clear measures and examples of performance for the 2013 / 2014 financial year, and also contains an overview of audited financial reports. A full copy of the 2013 / 2014 audited financial report will be made available upon request.

## *Photographs*

The photographs used throughout this report allow a brief insight into some of the activities and programs offered by Moe Life Skills Community Centre. They also display an example of the relationships built between participants, staff members and the community at large. Some images are artworks created by the Mainstreet Artworks (MSAW) group. Some of the images shown throughout, and other artworks created by MSAW students are available for purchase. Please make an enquiry with Administration should you wish to purchase any artworks.





Moe Life Skills Community Centre  
PO Box 761  
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Tel (03) 5127 7999  
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