

# ANNUAL REPORT 2014-2015

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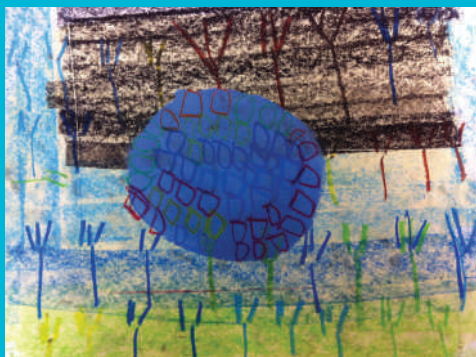


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# Welcome to Moe Life Skills Community Centre's Annual Report 2015

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Acronyms and common terms used, as well as further information about this report and its contents

## 23 Glossary & Information

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

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, a social enterprise, 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.



# Chairperson Report

## Moe Life Skills Community Centre

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I have great pleasure in presenting my annual report and having this opportunity to outline some of MLSCC's achievements this year and our vision for the future.

### **Service Delivery and the NDIS**

I believe that MLSCC's commitment to the people who use our service is one of our greatest strengths. We take great pride in working with the people who use our service to pursue their interests, gain new skills and to be active participants in the community.

While it is still unclear how the implementation of the NDIS in 2017 will impact on MLSCC, steps have been taken to ensure that we are prepared for and will be able to adapt to these changes and the opportunities that are presented, through being more flexible and responsive to the needs of people who use our services.

The NDIS will herald the introduction of individually tailored programs to meet the specific goals and requirements of people who use our service. They will become consumers who can focus on what they require and can select programs accordingly. Our innovative plans for the development of the Community Hub will be pivotal in this. We have already been successful in obtaining funding to install a fully accessible adult changing room.

Next year will see MLSCC expanding on the work already started in preparation for the implementation of the NDIS.

The proven success of Café 65, as a result of MLSCC's collaboration with Narracan Gardens and Mecrus, has provided us with a firm foundation upon which to build.

### **Thank you and Conclusion**

I would like to thank Carole Broxham for her continued 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 and for their dedication to the MLSCC vision.

In conclusion I would like to reaffirm MLSCC's commitment to ensuring that the provision of individually tailored programs will enable the people who use our service to achieve their goals in living independent and fulfilling lives.

**Sue Carroll**  
Moe Life Skills Community Centre President





“You don’t have to be  
great to start, but you have  
to start to be great”

- Zig Ziglar



## Chief Executive Officer Report

### Moe Life Skills Community Centre



**“We are proud of our commitment to ensuring people are involved in their community”**

#### **Identity**

Moe Life Skills Community Centre (MLSCC) has been providing services to people with a disability for over 30 years, and we will continue to do so. We are proud of our commitment to ensuring people are involved in their community. We know that community participation is far more than simply being in the community and using facilities. Last year, I wrote about the concept of individual participation in desired community environments as the starting point and context, not the goal. This philosophy is a driving force in the development of the Community Hub. As a result, much of the last 12 months was focused on working towards the realisation of this aim.

The Community Hub will provide an inclusive and welcoming space for:

- A range of community groups to connect and undertake a variety of activities
- Deliver adult education programs
- Conduct community events
- Developing relationships and partnerships to build community capacity, and
- Providing additional opportunities for people with a disability to contribute to their local community.

#### **A sector in transformation**

The last 12 months can also be categorised as a journey of change as we prepare for the full



“Always bear in mind that your own resolution to succeed is more important than any other”

- ABRAHAM LINCOLN

implementation of the National Disability Insurance Scheme (NDIS). We are all aware that the NDIS is an important piece of social reform, often referred to as the most complex reform in human services since the introduction of Medicare. Our processes and systems are being prepared to be ready to accommodate the transition to the NDIS. It has been my privilege to lead MLSCC during a time of such transformation. I am confident that our responses to the reforms have and will enable us to provide more choice and control for people with disabilities, as we seek to be innovative and responsive, to the needs of the people who use our services.

### Strategic Plan

We are in the final year of the 2013-2015 MLSCC Strategic Plan. We remain on target to achieve progress towards the strategic objectives. More recently, we have undertaken focused work on a redesigned service model to better meet the needs of people who require more complex supports. Preparations are well underway to support the development of the next strategic planning phase. The continuous improvement of MLSCC services to the community is an ongoing goal.

### Achievements

There were so many highlights over this reporting period. I encourage you to access the organisation's website at [www.moelifescills.vic.edu.au](http://www.moelifescills.vic.edu.au) to read about our achievements in more detail.

Some of my highlights have been:

- Meeting the intent of the Department of Health and Human Services Standards and the National Standards for Disability Services. We achieved certification for both standards
- Achieving registration for a (further) five year period as a Registered Training Organisation (RTO)
- Exceeding the aims of the Gippsland Regional Council Marketing Project
- Meeting the key performance indicators set down in the 2014 Business Plan
- The signing of a Memorandum of Understanding with Monash University's School of Rural Health (SRH) to enable MLSCC and the SRH to engage in joint research projects
- Students at MLSCC provided learning opportunities for the Health & Disability module delivered by Monash University for graduate medical students
- Mainstreet artists connected with the University of Western Australia: Schenberg Art Centre
- Theatre studies students co-wrote and performed 'Specific Cruisin' at the Moe Town Hall
- Staff members attended sector conferences and completed a broad range of professional development including, cultural safety, asthma management, risk assessments, planning and evaluation, and key word signing

### The year ahead

The Board of Management will continue to provide strong governance and strategic guidance to the organisation. This will be documented in the 2016 -2018 Strategic Plan and available on our website early in the New Year. Our focus will be on sustainable growth through leadership, partnerships and the implementation of the community hub engagement plan. We will develop new business that is aligned with our mission and purpose. In the coming year, we will explore the role of technology to both support and drive improved organisational performance. We will strive to be proactive rather than reactive to the challenges ahead, as we endeavour to achieve better outcomes for people with disabilities and their families. I look forward to MLSCC achieving even more for the people who use our services and the Moe community.

### Thank you

My sincere thanks to the Board, staff and volunteers whose expertise, commitment and passion makes such an extraordinary contribution to the organisation and the lives of people with disabilities. Thank you to all those who have helped us achieve so much in the past year. Finally, very special thanks to the people who use our services, their families and networks that help to make our ongoing work possible.

**Dr. Carole Broxham**  
Chief Executive Officer

# Planning and Development Team Report

## Moe Life Skills Community Centre

I am pleased to present the report from the planning and development team (SWAT- Planner, Sharon Radford and Team leader, Wendy Gibson).

### Sharing the Vision

It is important that staff are committed to a shared vision or 'big picture'. When this becomes the focus, we can strengthen our decision making with flexible thinking, sound judgement and taking calculated risk. Enhancing service delivery to be more flexible and creative is pivotal in meeting the needs of the people who use services.

A lot of time is spent on ensuring that we are delivering quality programs to people – they must be engaging and meaningful. We continually aim to improve evaluation and monitoring systems to ensure sustainable systems deliver quality and engaging content.

As we reflect on the past twelve months, it is encouraging to see that there have been positive results due to the changes we have implemented:

- Staff evaluations of individual SMART objectives at the end of each term. The term assessments have meant that we can be proactive. This system allows changes to be made as they arise to meet the needs of people who use our services.
- New recording systems against SMART objectives resulting in clear indicators of achievement or future direction.
- Individual term meetings between team leader and staff has enhanced open

and honest communication and quality recording.

- Recognising and matching staff skills and expertise to appropriate programs lead to more effective delivery and positive outcomes.
- Recognising and acknowledging users' skills and passions at Support Plan meetings and being creative in our program delivery.

### Conclusion and Thank you

I take this opportunity to thank the diverse and accomplished staff members at MLSCC, the people who use our services and their families, for rising to the challenges put before them.

When our vision is shared it connects us to working toward a common achievement.

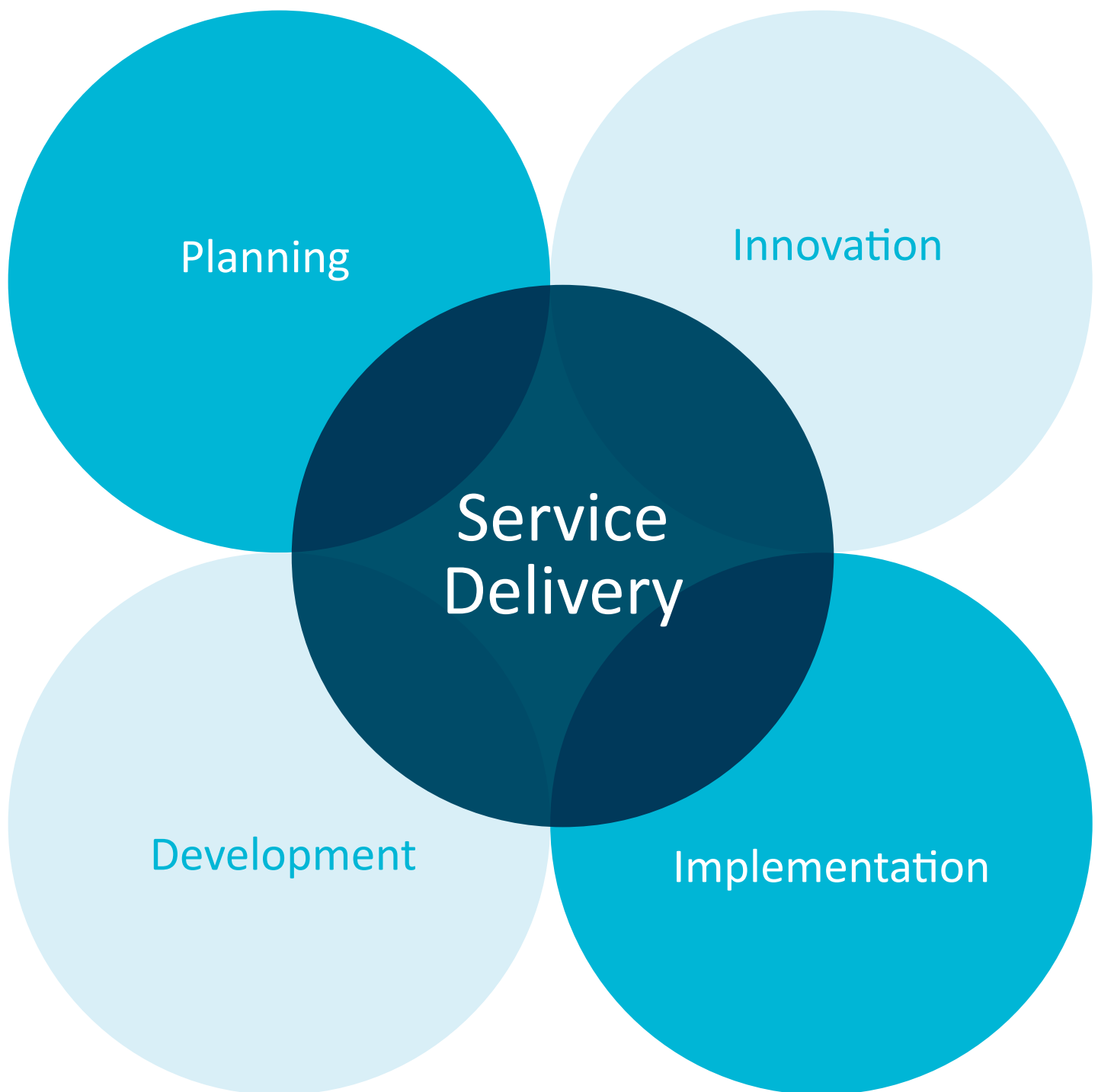
When our values are clear they can be motivating and empowering as they clarify principles, ensure engagement and set the parameters for making decisions and lead to the transformation of the 'vision into the action'

**Wendy Gibson**  
Team Leader

**"You are never too old to set another goal or to dream a new dream"**

- ARISTOTLE





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All facets of our service delivery are developed or influenced through consultation with the people who use

our service, and other key stakeholders, to ensure that we are meeting the needs of the people who use our service. This

information is gathered through community consultation and at support plan meetings and reviews.

## Education and Training Coordinator Report

### Moe Life Skills Community Centre

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Last year more than 110,000 people chose to enrol at over 300 Learn Local Organisations in Victoria and were offered a range of education and training programs designed to meet their individual learning needs.

Moe Life Skills Community Centre is fortunate to be a part of this fantastic educational system.

#### Pre Accredited Training

Pre-accredited programs are short modular courses designed for learners to gain confidence and skills. They focus on creating pathways to nationally accredited training or employment.

Pre-accredited training has an emphasis on those learners who have not achieved Year Nine or an equivalent qualification. It addresses the particular needs of those adults who have experienced barriers to education in the past and find it difficult to undertake accredited programs as their first step back into education and training.

#### Accredited Training

Accredited training leads to a formal qualification such as a Certificate, Diploma or Advanced Diploma. These qualifications are recognised across Australia in line with the common standards and assessment guidelines outlined in national training packages. All training packages are designed with comprehensive input from industry to ensure that training is relevant to the current workplace.

#### 2015 Delivery

In December 2014 MLSCC made an application to the Department of Education Training to deliver pre accredited training. We were successful in obtaining 5440 student contact hours.

In February 2015, the department released an additional pre-accredited contracting round for 2015. Priority was given to supporting pre-accredited training delivery in populations

experiencing significant change, including: population growth, change in the population mix or decline. Latrobe City was one of the local government areas (LGA) to be identified. We applied for, and received, just less than 2500 student contact hours to deliver four additional courses. Our current pre-accredited programs are Towards Independence, Newsletter, Theatre Studies, Mainstreet, Computers 1, Computers 2, Gardening Maintenance & Community Projects, Introduction to Work, Café 65 and Mens Shed.

We are currently delivering Certificate I Work Education (accredited training).

In Victoria accredited training is delivered by registered training organisations (RTOs). A large number of Learn Local organisations are RTOs and deliver a range of accredited training programs.

The Victorian Registration and Qualification Authority monitor the registrations of RTOs, and we are required to undertake an audit of the organisation's systems, policies and procedures.

In April, MLSCC was successfully audited and we gained re registration for the next 5 years.

#### Conclusion and Thank you

I would like to congratulate all students who have participated in training programs this past year. I have seen them learn new skills and apply them in their daily lives. I hope that students found their training valuable and enjoyable.

I would also like to thank the staff members who were involved with this training; it's definitely a team effort.

Thank you.

**Luana Brock**  
Education and Training Coordinator

# Highlights

Here are some highlights from our Accredited and Pre Accredited programs over the last year

**Accredited Program: Certificate I Work Education**  
Applying work skills at Moe Hope Church

**Main Street Artworks**  
Entering and selling works at Art Shows including Tyers, Yarragon and St. Lukes. Making and participating in the lantern festival in Morwell

**Newsletter**  
Producing eight editions of 'The Voice'

**Theatre Studies**  
Performance at the Moe Town Hall and Monash University

**Towards Independence**  
Catering for Annual General Meeting and Project meetings. Using public transport to travel locally and to Melbourne.





“When you know that no boundaries exist, that is when you are truly free”

- PHARRELL WILLIAMS







“Be the change you wish  
to see in the world”

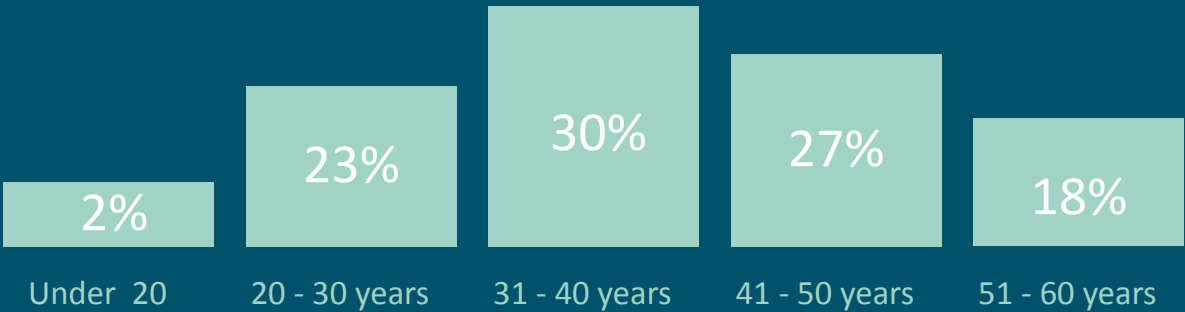
- MAHATMA GHANDI



# Service Users

## Information and statistics

### Age Demographics



### Activities

27

This figure is made up of recurring activities and also one-off or specialist courses which operated throughout the year

### Workforce Participation

29%

This includes those taking part in volunteer roles at a variety of community organisations and also work experience as part of their activities at MLSCC

### Average Funding

\$ 18 ,

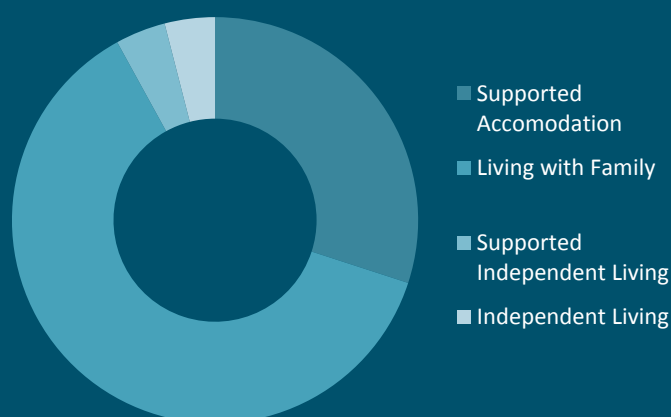


## Core Business Areas

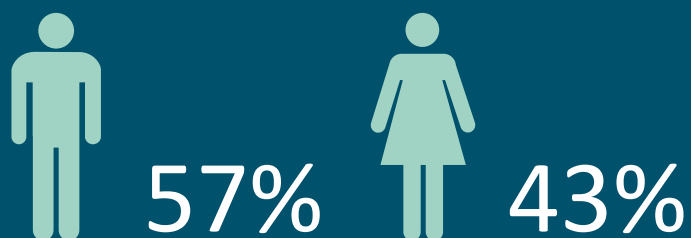
# 5 units

- Skills for Community Living
- Health and Well-being
- Capacity Building for Participation
- The Arts
- Education and Training

## Living Arrangements



## Gender Demographics



## New Service Users 2014-2015

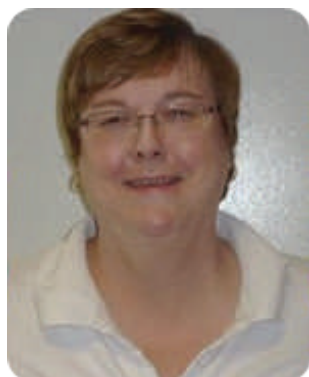


# 935



\*This amount represents the average funding received by a person funded full time in the median range by the Department of Health and Human Services or other funding body, each financial year

# Board of Management Profiles



**Sue Carroll**  
President

Sue is the chair of the Moe Life Skills Community Centre Board of Management. She was elected to the Board in 2007.

Sue holds an MPET and a Bachelor of Business (multi-disciplinary) and is currently employed as an Office Manager at Latrobe Regional Hospital.



**Deidre Carmichael**  
Secretary

Deidre was part of the Steering Committee that established MLSCC in 1986, and has served on the Board since. She has held the positions of Chairperson and Treasurer and served on a range of sub committees.

Deidre has a strong commitment, over many years, to supporting families, improving outcomes for people with disabilities and advocating for their right to be treated with dignity and accepted citizens in their communities.



**Donald Ferguson**  
Treasurer

Donald, a former chemist, is in active retirement. Donald has always been very active in his local community, and served as a Councillor for 18 years with two terms as Mayor.

Donald has been involved with MLSCC for five years, and currently holds the position of Treasurer. He finds being part of Life Skills more than just another committee, when he states 'the organisation is a very close group with the most supportive and dedicated staff that you could wish to meet - it really is a family'.



**Bill Lawler**  
Vice-President

Bill has had a long association with the disability sector and has recently resigned from his position as Rural Access Project Officer at Latrobe City, a position which he held for the past 11 years. Prior to this position, Bill was the Advocacy Coordinator with the Gippsland Disability Resource Council for 10 years, advocating for the rights for people with a disability at individual and systemic levels.

In 2012, Bill was recognised for over 20 years of service in the disability sector by receiving the Lifetime Achievement Award, a category of the Victorian Disability Sector Awards in 2012.

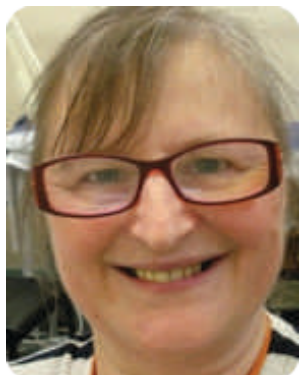
**Marilyn Alborough**  
Board Member



Marilyn joined the Board of Management in 2014.

Some of the recent roles Marilyn has fulfilled is that of CEO for several Not for Profit organisations and her work history demonstrates her commitment to contribute to person centred service delivery, community outcomes and to seek opportunities to provide beneficial (life and health) outcomes and to enable growth for an individual, a family or the community as a whole. For the past eight years Marilyn has developed and delivered successful outcomes in urban, rural/remote and regional settings covering the complex areas of disability, disadvantaged, community development, families and Indigenous affairs and economic growth and enablement, and has had the benefit of working in many complex and diverse settings in all states of Australia and for the past three+ years in Gippsland.

# Board of Management Profiles



**Dr. Tanja Bohl**  
Board Member

Dr Tanja Bohl is trained as a Dermatologist (Skin Specialist) and has a practice located in Newborough. Tanja firmly believes in passing on her knowledge and skills and has taught via the Gippsland School of Rural Health.

As a clinician, Tanja has received several awards and honours for her work and she maintains a strong interest in educating women about their own health.

Tanja has been a member of the Board of Management since 2010.



**Dr Anske Robinson PhD**  
Board Member

Anske joined the Board of Moe Life Skills Community Centre in 2010.

Anske is a lecturer with the Monash University Department of Rural and Indigenous Health, teaching postgraduate units on research methods and rural health. She is involved in research about the issues caregivers face when providing care for frail aged people, or people with an intellectual disability.

Anske also supervises PhD students undertaking research on aspects of complementary and alternative medicine use.



**Vic Micallef**  
Board Member

Appointed to the Board of Management in 2011, Vic was born in Yallourn and grew up in Moe, attending Moe High School (now Lowanna College).

Vic has made a career in the banking industry, spanning more than 25 years with a major bank and a mutual credit union - formerly BankMECU, now known as Bank Australia. He is a member of the Moe Life Skills Workplace Health and Safety and HR Committees.

## Kerry Jarvis

Board Member



Kerry joined the Board of Management in 2014.

Kerry began her career as a Division Two nurse before moving into the community health services sector. Over the past ten years Kerry has worked in various professional roles across different agencies in the areas of Intake and Assessment, Community Support, Disability Case Management and Carer Support Coordination.

Kerry has a passion for research and has recently begun a PhD with Monash University which will have a particular focus on the lives of rural carers who provide care to a family member in the community.

Full profiles of our Board of Management members are available to view on our website



# Organisational Workforce information and Statistics

## Staff Pool

34



If you would like to join the Moe Life Skills team, please send your resume and any supporting documentation to [office@moelifeskills.vic.edu.au](mailto:office@moelifeskills.vic.edu.au)

## Our Workforce



Due to the nature of our service and the strong focus on person-centred delivery, a high percentage of our workforce are employed on a sessional or part-time basis

## Paid hours worked per week

365.5

This includes contact hours with service users, planning and recording, organisational management and administration

Thank you to our dedicated volunteers who are instrumental in the success of the activities they assist.

If you are interested in joining the Moe Life Skills team as a volunteer, please send your resume and any supporting documentation to [office@moelifeskills.vic.edu.au](mailto:office@moelifeskills.vic.edu.au)

## Volunteers

# 3 Volunteers

## Professional Development / Planning

# 4 Days

### Topics Covered:

- Cultural Safety
- Risk Management and Occupational Health and Safety
- Marketing and Partnerships basics
- New course ideas and mapping to community needs
- Key word signing
- Information technology
- Asthma
- Program evaluations and recording

## Gender Demographics



28%



72%

These figures include our volunteer and paid workforce

## Audited Financials Overview

Below is a brief overview of our Audited Financials.

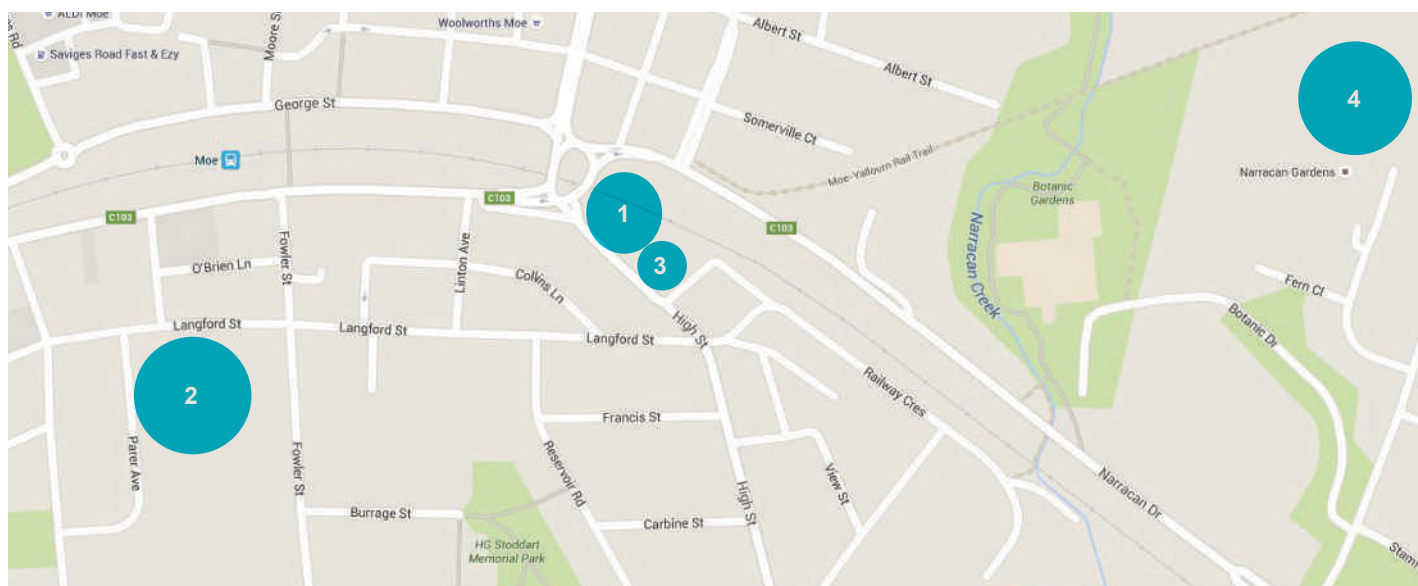
If you require a detailed report please contact Moe Life Skills to request a copy

Statement of Income and Expenditure		
INCOME	2015	2014
Fees Received	\$44,609	\$51,324
Grants Received	\$677,609	\$1,113,855
Donations Received	\$1,000	—
Interest	\$23,357	\$37,930
Other Income	\$128,925	\$95,976
<b>TOTAL Income</b>	<b>\$875,500</b>	<b>\$1,299,085</b>
EXPENDITURE		
Accounting fees	\$2,700	\$1,980
Audit fees	\$3,980	\$3,652
Bank charges	\$475	\$482
Depreciation expense	\$43,284	\$23,004
Utilities expense	\$10,704	\$11,726
Loss on sale of assets - property, plant and equipment	\$1,089	—
Advertising and promotion	\$57	\$448
Administration expenses	\$121,564	\$95,757
Grants spending / Minor works	\$31,716	\$2,172
Student program costs	\$19,760	\$19,410
Salaries and wages - superannuation	\$53,794	\$56,194
Salaries and wages	\$532,314	\$553,094
<b>TOTAL Expenditure</b>	<b>\$821,438</b>	<b>\$767,919</b>
Current year surplus before income tax	\$54,062	\$531,167
Income tax	—	—
Current year surplus after income tax	\$54,062	\$531,167
<b>Retained surplus at the beginning of the financial year</b>	<b>\$1,812,981</b>	<b>\$1,281,815</b>
<b>RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR</b>	<b>\$1,867,043</b>	<b>\$1,812,981</b>



## Facilities and Services

### Where to find us



Locations	Address	Facility	Contact
1.	2A High Street, Moe	Main Office / Service Delivery	(03) 5127 7999
2.	1-3 Parer Avenue, Moe	Service Delivery	(03) 5127 3999
3.	4 High Street, Moe	Future Community Hub	(03) 5127 7999
4.	Amaroo Way, Newborough	Cafe 65	(03) 5127 7999

## Your life, your goals, your way Have your say

Your feedback is important to us and helps to influence our future service delivery and the ways we can help to better support you and your family

All facets of Moe Life Skills Community Centre's service delivery are developed or influenced through consultation with the people who use our service and other key stakeholders, to ensure that we are meeting the needs of the people who use our service and the community. This information is gathered through community consultation, strategic planning and at individual support plan meetings and reviews.


If there is anything you feel that we could improve on we would love to hear from you.

We pride ourselves on our person-centred delivery model, which is all about the person!

This means that your goals, aspirations, wants and needs are our top priority.

Our skilled staff are more than happy to help or direct you to the appropriate person if you have any compliments, complaints or queries.

Please contact our administration team on (03) 5127 7999 or via email at [office@moeliveskills.vic.edu.au](mailto:office@moeliveskills.vic.edu.au) and a team member will be able to assist you with your enquiry or forward your request to the appropriate person.



"Courage is what it takes to stand up and speak.  
Courage is also what it takes to sit down and listen"

- SIR WINSTON CHURCHILL

# Glossary

## 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

**DHHS** Department of Health and 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 2014 / 2015 financial year, and also contains an overview of audited financial reports. A full copy of the 2014 / 2015 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 people who use the service, staff members and the community at large.

Some images may include artworks created by the Mainstreet Artworks (MSAW) group. Some of the images shown throughout, and other artworks created by MSAW students may be available for purchase.

Please make an enquiry with Administration should you wish to purchase any artworks.

## Don't forget to check out our website!

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

Further information, detailed reports, program highlights, newsletters, publications like this one and more are available on our website and it is updated with new content regularly.





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