



ANNUAL REPORT 2015-2016

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

(T) (03) 5127 7999
(F) (03) 5126 2344

office@moelifeskills.vic.edu.au
www.moelifeskills.vic.edu.au

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23 Glossary & Information

Our Vision:

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

MLSCC is a not-for-profit
community based
organisation, established
in the early 1980's, with
two centres located In
Moe, a social enterprise,a
Community Hub currently
under development
and Life Skills Education
Victoria the Registered
Training Organisation arm
of MLSCC.

The organisation
provides a range of
educational courses and
self-directed supports

and services to enable
people 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 who use our
services.

We do this by enhancing
community inclusion,
education and training
opportunities for those
who attend Life Skills.



Chairperson Report

Moe Life Skills Community Centre

As Chairperson of Moe Life Skills Community Centre (MLSCC) I am pleased to have this opportunity to outline some of Life Skills' significant achievements this year as well as to confirm our commitment to the ongoing provision of high quality services.

The continuing development of the High Street Community Hub has been a major focus this year. Plans are well underway for several community activities later in the year.

Life Skills has also been successful in obtaining several grants which have gone towards the removal of asbestos and the installation of heating at the Hub. Some of the people who currently use our services have also been using the Hub as an integral part of the Certificate 1 in Transition Education.

I would like to thank our Community Engagement Project coordinator, Sharyn Thompson, and Board of Management member, Bill Lawler, for all their hard work with the High Street Hub.

The expansion of Life Skills training organisation has been another major achievement. In partnership with Josie Prioletti over 100 students are studying with Life Skills throughout Victoria. We are also hoping to extend the number of courses offered under our scope of registration next year.

The situation with respect to the implementation of the National Disability Insurance Scheme (NDIS) next year and how this will impact on Life Skills Disability Services is still unclear.

However Life Skills has already taken steps to ensure that it is prepared for and will be able to adapt to these changes.

Currently, Life Skills' provision of individually tailored supports and services stands us in good stead to be able to meet the specific goals and requirements of people who use our service.

I would like to thank Dr. Carole Broxham for her continued commitment to and leadership of Moe Life Skills Community Centre and to take this opportunity to thank all members of staff for their hard work and commitment during the year. In particular, I would like to acknowledge the work done by the Management Team in preparation for the various audits which have occurred this year.

It goes without saying that I would again like to thank my fellow Board Members for their continued support.

To conclude I would like to take this opportunity to reaffirm our commitment to ensuring that the people who use our service achieve their goals in living independent and fulfilling lives through the provision of high quality supports and services.

Sue Carroll
Moe Life Skills Community Centre President



“What we think, we become”

- BUDDAH



Chief Executive Officer Report

Moe Life Skills Community Centre



“Workforce preparation is a key issue in the sector and one that is receiving increasing attention”

Identity and Change

Although the organisation looks very different today from its humble beginnings over 30 years ago, our commitment to ensuring people who use our services are included and involved in their community remains as strong as ever.

I want to emphasise that community participation is far more than simply being in the community and using its facilities.

We must continue to work on a number of levels to bring about change in the way people living with a disability can find their place in the community, achieve greater community inclusion and become full participating members of their

communities, to the extent they wish to do so.

This work becomes more critical as we move to the full implementation of the National Disability Insurance Scheme (NDIS), which aims to deliver a new disability support scheme.

Workforce preparation is a key issue in the sector and one that is receiving increasing attention.

It is well documented that individuals with an intellectual disability and complex support needs will comprise a significant proportion of NDIS participants; requiring a competent workforce with a sophisticated skill set.

“Believe you can and you're halfway there”

- THEODORE ROOSEVELT

For people with high and complex support needs the workforce challenges are manifold and multidisciplinary, most especially if we want to avoid further social disconnection in the lives of people with a disability and their families.

While the challenges are without doubt enormous, 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 people.

At the same time, we also need to consider what mechanisms we will use to ensure the workforce is supported and both the depth and breadth of skill level is in place to deliver effective supports.

For the Board of Management, the move towards modes of governance more typically seen in for-profit Boards continues to gather momentum.

What is important in the not-for-profit space is the identification and development of Board skills and capacity; this will be a critical ingredient for their participation and survival in the NDIS environment.

Strategic Plan

With the support of David Craig, and input from our stakeholders the Board finalised the Strategic Plan 2016-2019.

For the first time, the plan sets down the organisation's guiding principles and values.

The plan can be accessed at www.moelifeskills.vic.edu.au

We remain on target to achieve progress towards the strategic objectives of the High Street Community Hub, with a focus on projects and events to further develop relationships and partnerships to build community engagement and participation.

Much of this would not be possible without grant funds from the Helen Macpherson Trust Fund, Jack Brockhoff Foundation, Bank Australia, and Latrobe City.

Their generosity has enabled the organisation to progress its aims in both its major works and pilot projects that will not only benefit people who use our services, but the wider community.

You will find a more detailed report on the Hub from Sharyn Thompson, Community Engagement Project Coordinator, in the AGM publication and on the organisation's website.

Achievements

There were so many highlights over this reporting period. I encourage you to access the organisation's website at www.moelifeskills.vic.edu.au to read about our achievements in more detail.

Some of my highlights have been:

Marketing

In May we engaged Bonnie Lai to assist the organisation to develop a marketing strategy to better position Life Skills in the NDIS and changing

educational environment in line with the organisation's principles and values. Bonnie has worked tirelessly on this project and made a series of recommendations which will be implemented in the coming months.

Registered Training Organisation

The expansion of the RTO to deliver accredited courses across Victoria has provided increased opportunities for people with disabilities, especially improving their employment prospects. More information is provided in the AGM publication.

Certification and compliance

We maintain our certification for both the National and State standards for disability services, as well as meeting the requirements to deliver funded training under the Victorian Training Guarantee, and meeting the key performance indicators as set down in Life Skills 2015 Business Plan.

Community participation

Students at Life Skills provided learning opportunities for the Health & Disability module delivered by Monash University for graduate medical students

Theatre studies students co-wrote and performed "The Woods" to a very appreciative audience at the Moe Town Hall.

The voices of the Self-advocacy group were instrumental in winning the campaign to improve road safety for the wider Moe community. Latrobe City Council approved funding for the design and construction of a pedestrian refuge on High Street.

Chief Executive Officer Report

Moe Life Skills Community Centre



Employees

Staff members attended sector conferences and completed a broad range of professional development including: working within professional boundaries, understanding rights, sexuality and relationships for people living with a disability and implications for policy, mentors in violence prevention training, and a range of activities relating to the NDIS.

The year ahead

The Board of Management will continue to provide strong governance and strategic guidance to the organisation.

Our focus will be on sustainable growth through leadership, partnerships and the implementation of the High Street

Community Hub business plan, and the promotion of accessible and inclusive programs and opportunities in local communities.

We aim to develop new business that is aligned with our mission and purpose.

Importantly we must increase our engagement with mainstream community organisations and help to build their capacity to support people with a disability.

In the coming year, we will continue to explore the role of technology to both support and drive improved organisational performance, and the introduction of the NDIS in this region on 1 October 2017.

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 - we must ensure the voices of people with disability are heard.

There remains much work to be done, but it has been my privilege to work alongside the Board of Management as we continue to lead Life Skills during a time of such transformation.

I look forward to Life Skills achieving even more for the people who use our services and the Moe and district community.

Thank you

It is important to remember that none of this is possible without the dedicated support of partners, staff, and volunteers. I thank each of them for their ongoing efforts and commitment.

I extend my sincere thanks to the governing body, their expertise, commitment and passion makes such an outstanding 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 helps to make our work possible.

Dr. Carole Broxham
Chief Executive Officer



"To achieve the impossible dream,
try going to sleep"

- Anon

Planning and Development Team Report

Moe Life Skills Community Centre

As Team Leader, I am pleased to present this report from the planning and development team.

Continuous Improvement

Our role is one of ongoing review and continual improvement.

Continuous improvement is a gradual, never-ending change which focuses on increasing the effectiveness and/or efficiency of an organization to fulfill its policy and objectives

It is a process which, in the long term, achieves:

- Customer focus
- Enhanced quality of service delivery
- Simplified processes and procedures
- Attitudinal change
- Recognition of service users, both internal and external

Quality Control

To ensure we deliver engaging and meaningful programs we continuously assess and evaluate program recording, review smart objectives and make changes when required to programs.

This enables service users to better meet their objectives.

For example, we developed a 'program specific skills check list'.

This gives a clear base line to enable staff to record a person's skill level.

Support staff then assist the person to complete the checklist at the beginning and end of each program.

This allows lead staff to assess a person's individual progress as well as the relevance and suitability of the program and delivery mode.

In addition, supervision meetings between the team leader and individual staff member enhance the continuous improvement process, allowing us to identify any problems or issues and together determine the best way to resolve them.

Through careful analysis, team members can see how individual tasks impact on the overall process.

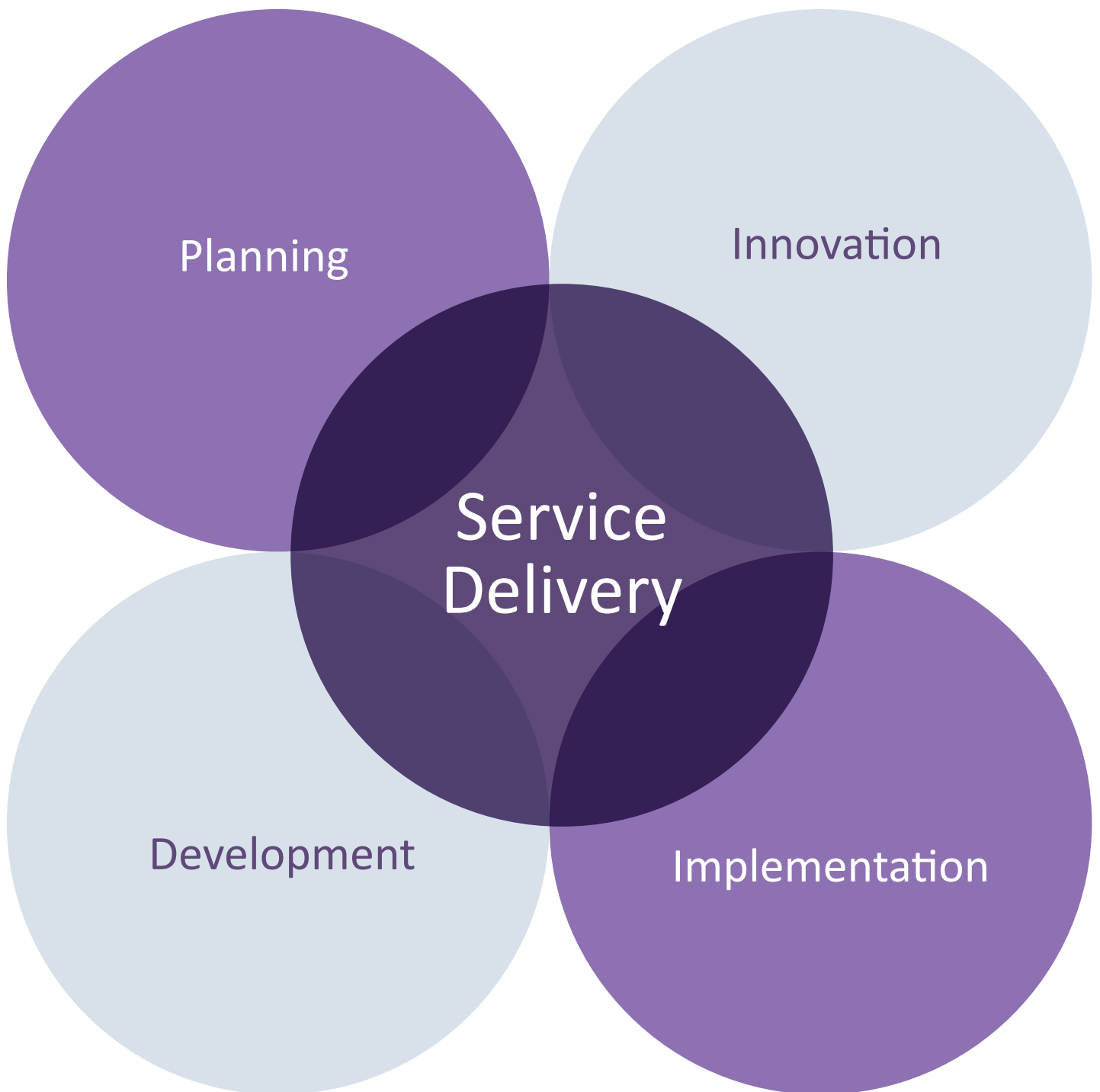
Conclusion and Thank you

Once again I take this opportunity to thank all members of staff, the people who use our services, their families and supporters.

There is no endpoint to continuous improvement.

Put simply, it means 'getting better all the time'.

Wendy Gibson
Team Leader



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.

Registered Training Organisation Report

Moe Life Skills Community Centre

It has been a huge year for Life Skills Education Victoria (LSEV), the registered training arm of Moe Life Skills Community Centre, with over 100 student enrolments since January 2016, and I am pleased to present the report on behalf of the training team.

Sharing the Vision and Mission

Our vision is closely aligned with the expectations of the National Disability Insurance Scheme (NDIS), and has a clear focus on community outcomes for students with disabilities who enrol in accredited courses.

Vision:

A world where expectations and opportunities are the same for people with disabilities

Mission:

To provide high quality training so that students with disabilities can take up opportunities and exceed expectations

The Team

Life Skills accredited training team is made up of 6 contract trainers and 9 trainer assistants who work together to deliver training to over 100 students across Victoria

The Model

Life Skills model has a clear community direction and we aim to prepare students for their 'real life' choices and roles in the community.

It is important to us that the accredited certificate attained following completion of the course, has true meaning for the students who have entrusted us with their learning.

The Venues

We hire venues across the state to start preparing students for the change from "disability service engagement" to community engagement.

Conclusion and Thank You

Although it is early days, we have had the privilege of working with many dedicated, enthusiastic and appreciative students who have already achieved many milestones.

This could not have been possible without the commitment and hard work of the training team who have dedicated their time over and above paid hours for the best possible student outcomes.

JOSIE PRIOLETTI
Training Manager

high street community hub

Moe Life Skills Community Centre

Moe Life Skills Community Centre has always had a focus on community unity and promoting understanding of people of all abilities within the community. About two years ago the building next door to the Life Skills office in High St, that was previously the Masonic Lodge, became available for sale.

With assistance from the state government, Life Skills purchased the property with a view to developing a community hub. After considerable discussion the Board and the Steering Group agreed on a name and it is now known as the high street community hub. We feel this name depicts exactly what is being offered.

The aim of the hub is to provide a community space for the people of Moe. The intention is not to provide office space or areas for rent but rather space for people to meet. For example a space where women can meet, young people can use computers and work on school projects homework and older people who just want to get together to reminisce on the beginnings of Moe and the old days.

We hope to provide space for Yoga, Play groups, dance groups, art exhibitions etc. The space whilst developed by Life Skills is not a disability service. It is a space for any members of the community with any abilities, any culture any age.

To develop the project and to ensure community involvement, Life Skills held a number of formal and informal consultations with community to gain ideas for the use of the hub and many of those have been incorporated into the ideas for the events we have planned over the next six months.

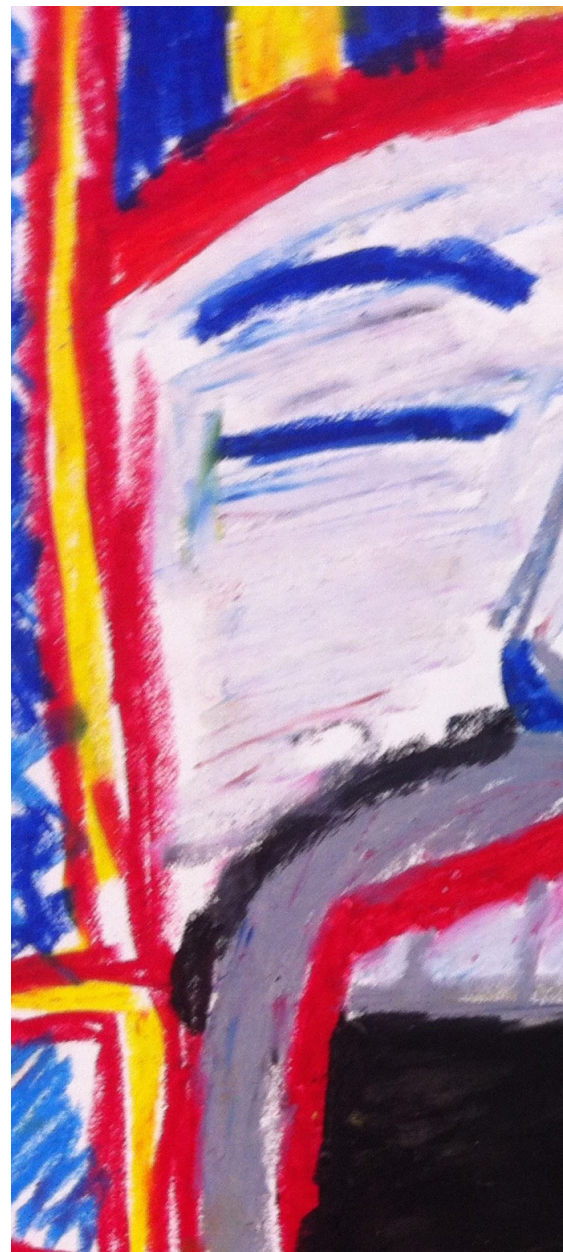
The initial four months has been about planning, talking with as many people as possible and ensuring that the way forward involves the community at all levels. We now have agreement on the activities and have developed a calendar of events with dates to the end of the year.

Project Highlights and Achievements from March to June 2016

- Appointment of the Project Co-ordinator for the hub project
- Develop a three month work plan
- Identified five projects to be implemented in next six months
- Sought confirmation of hub name to allow for advertising of events
- Developed and designed a sign for the hub
- Developed and implemented guidelines and process for community involvement in the development of a logo for the hub.
- Developed and agreed a Communication Strategy
- Completed Risk Assessment and Mitigation Plan
- Negotiated with Dancing in the Dark facilitator to initially support the program
- Completed promotion strategy including flyers and contacts to promote events
- Made contact with a range of providers to support future events
- Developed a Facebook Page as part of promotion and communication with the community

I am really looking forward to the remainder of the year and seeing some of the events come to fruition.

Sharyn Thompson
Project Coordinator - Community Hub



"I can't change the direction
of the wind, but I can adjust
my sails to always reach my
destination"

- JIMMY DEAN





"Put your heart, mind,
and soul into even your
smallest acts. This is the
secret of success"

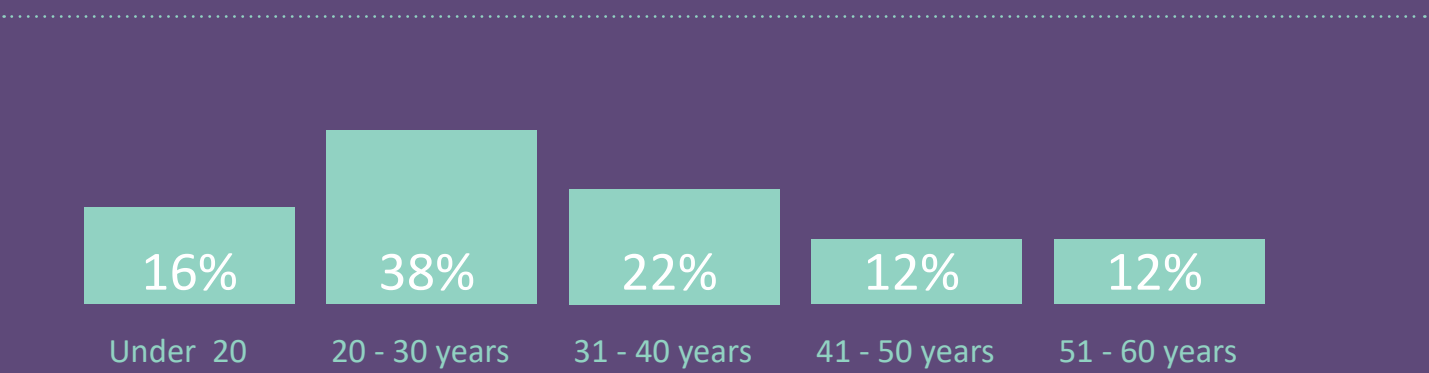
- SWAMI SIVANANDA



Service Users

Information and statistics

Age Demographics



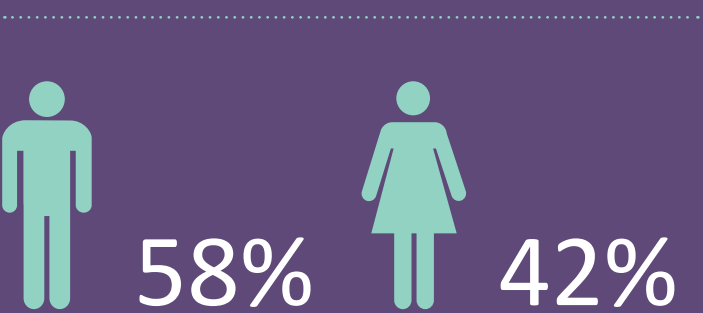
Activities

27

Total Enrollments

92

Gender Demographics



Core Business Areas

5 units

Organisational Workforce

Information and Statistics

Staff Pool

39



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

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

Gender Demographics



These figures include our volunteer and paid workforce

Board of Management Profiles



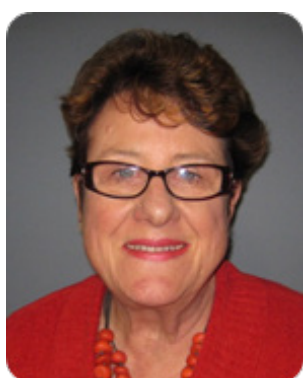
Sue Carroll
President

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 and is currently employed as an Office Manager at Latrobe Regional Hospital.

She has had a keen interest and long involvement with people with disabilities.

At Life Skills she has served on various committees prior to being the chair.



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.

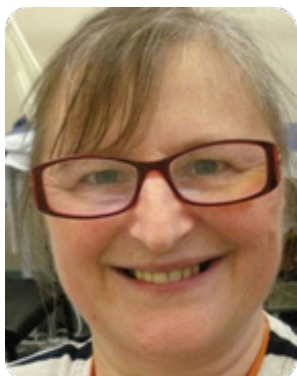
Marilyn Alborough Board Member



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

Audited Financials

Overview

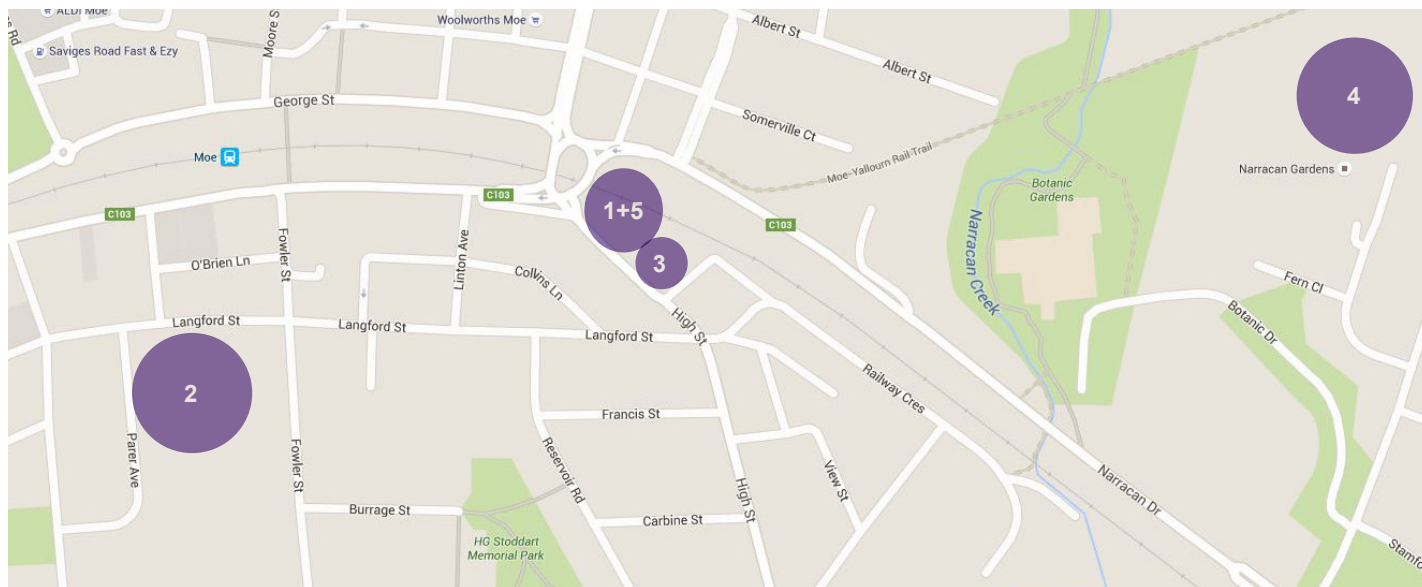
Below is a brief overview of our Audited Financials.
If you require a detailed report please contact Moe Life Skills to request a copy

Statement of Income and Expenditure

INCOME	2016	2015
Fees Received	\$53,504	\$44,609
Grants Received	\$639,839	\$677,609
Donations Received	\$1,400	\$1,000
Interest	\$25,600	\$23,357
Other Income	\$442,659	\$128,925
TOTAL Income	\$1,176,502	\$875,500
EXPENDITURE		
Accounting fees	\$2,816	\$2,700
Audit fees	\$5,000	\$3,980
Bank charges	\$546	\$475
Depreciation expense	\$43,122	\$43,284
Utilities expense	\$12,885	\$10,704
Loss on sale of assets - property, plant and equipment	---	\$1,089
Advertising and promotion	\$920	\$57
Administration expenses	\$354,245	\$121,564
Grants spending / Minor works	\$6,944	\$31,716
Student program costs	\$16,091	\$19,760
Salaries and wages - superannuation	\$59,637	\$53,794
Salaries and wages	\$590,401	\$532,314
TOTAL Expenditure	\$1,092,697	\$821,438
Current year surplus before income tax	\$83,805	\$54,062
Income tax	—	
Current year surplus after income tax	\$83,805	\$54,062
Retained surplus at the beginning of the financial year	\$1,867,043	\$1,812,981
RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR	\$1,950,848	\$1,867,043

Facilities and Services

Where to find us



Locations	Address	Facility	Contact
1.	2A High Street, Moe	Head Office / Service Delivery	(03) 5127 7999
2.	1-3 Parer Avenue, Moe	Service Delivery	(03) 5127 3999
3.	4 High Street, Moe	high street community hub	(03) 5127 7999
4.	Amaroo Way, Newborough	Cafe 65	(03) 5127 7999
5.	2A High Street, Moe	Life Skills Education Victoria	(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.

This is 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.

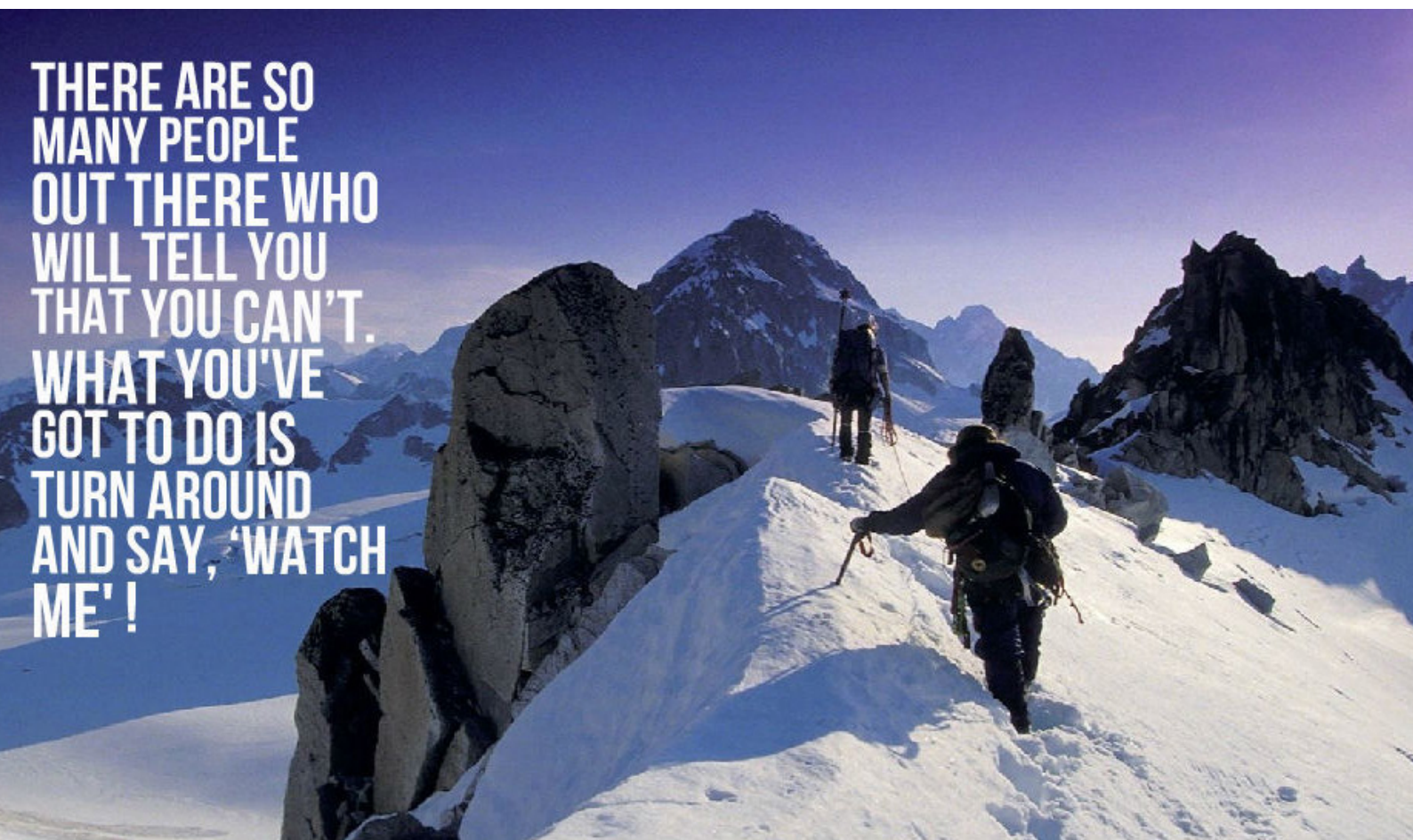
We pride ourselves on our person-centred delivery model, which is all about the person!

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@moelifeskills.vic.edu.au and a team member will be able to assist you with your enquiry or forward your request to the appropriate person.

**THERE ARE SO
MANY PEOPLE
OUT THERE WHO
WILL TELL YOU
THAT YOU CAN'T.
WHAT YOU'VE
GOT TO DO IS
TURN AROUND
AND SAY, 'WATCH
ME'!**



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

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 examples of performance for the 2015 / 2016 financial year, and also contains an overview of audited financial reports. A full copy of the 2015 / 2016 audited financial report is available upon request from administration.

Photographs

The photographs used throughout this report provide a brief insight into some of the activities and programs offered by Moe Life Skills Community Centre. They also demonstrate examples of the relationships built between people who use our service, staff members and the community at large.

Some images include artworks created by the Mainstreet Artworks (MSAW) group. Some of these images and other artworks created by MSAW students are 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

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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