



# ANNUAL REPORT 2017-2018

*34th Edition*

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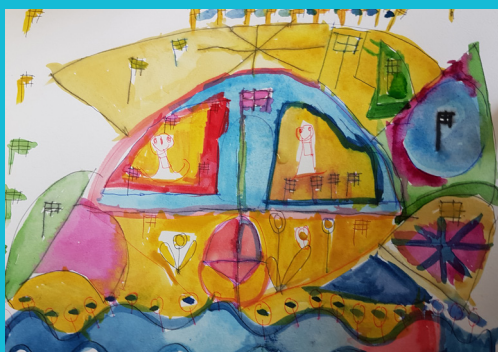


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# Welcome to Moe Life Skills Community Centre's Annual Report 2018

## 27 Glossary



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

## 27 Glossary & Information

### Our Vision:

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

Moe Life Skills Community Centre (MLSCC) is a not-for-profit community based, NDIS registered organisation, established in the early 1980's.

MLSCC has two centres located in Moe, a social enterprise, a community hub 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 MLSCC.



## Chairperson Report

### Moe Life Skills Community Centre

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It has been another exciting year for Moe Life Skills Community Centre (MLSCC). It has been especially pleasing that the *high street community hub* has been used more extensively during the year. The success of the Local Inclusive Fitness for Everyone (LIFE) Project has been particularly gratifying. MLSCC CEO, Dr Carole Broxham and Dr Eli Ristevski of Monash University will be presenting the findings of the pilot program, at an international conference in London in September. What is particularly satisfying, is that it is a main stream conference rather than one which has a disability focus. I would be remiss if I did not acknowledge the importance of the grant which MLSCC received from Bank Australia which provided the funding for this project. It is particularly pleasing that hire groups at the *hub* and the LIFE Project participants are able to meet up after their classes for a coffee at the newly formed *high street coffee hub*. It is hoped that this will lead to the expansion of the café and provide a further opportunity for the people who use our service to gain experience in this field and increase connectedness to their community. I would like to thank Sharyn Thompson for her hard work in making the *hub* such a success and encourage everyone to make use of the wonderful facilities available at the *hub*, including calling in on Fridays for a lovely Barista made coffee!

This year has seen the introduction of the National Disability Insurance Scheme (NDIS) and as expected, this has had a significant impact on MLSCC. However due to the extensive planning that had taken place prior to October, MLSCC was well placed to provide individually tailored services for our participants. Although the majority of participants now receive individual funding from the NDIS, there are still a few participants funded under the old state based system, which adds an additional level of complexity in the delivery of services.

The Registered Training Organisation (RTO) has continued to go from strength to strength. 37 students throughout Victoria successfully completed Certificate I in Transition Education and 14 students successfully completed Certificate I in Work Education, with others making progress towards completion at the end of the year. It is gratifying to hear how empowered the students feel and how proud their families are at the various graduation ceremonies.

The annual production by Curtains for Certain in November was another triumph and enjoyed by all who attended the production at Moe Town Hall. It is wonderful how involved the staff are and how they and participants work collaboratively to achieve this enjoyable evening. Thanks again to Luana Brock and Wendy Gibson for taking the lead in this.

Finally, I would like to thank all staff for their dedication and hard work this year and in particular Dr Carole Broxham, who has provided exceptional leadership for everyone at MLSCC during this challenging but very rewarding year. I would also like to thank my fellow Board Members for their contribution this year. With such a strong foundation, clear direction and the commitment of staff I am confident of future success for MLSCC.

**Ms Susan Carroll**

President  
Board of Management





# Moe Life Skills Community Centre

*Achieving Goals and Aspirations*

NDIS provider of education, training, disability & community services



“I can't change the  
direction of the wind,  
but I can adjust my sails  
to always reach my  
destination” - JIMMY DEAN





# Chief Executive Officer Report

## Moe Life Skills Community Centre



***The NDIS' vision is one of "optimising social and economic independence and full participation for people with a disability"***

*(NDIA 2013, p.4)*

### WELCOME

On behalf of the Board of Management, and staffing team, I welcome you to the 34th annual report. Our 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.

Looking back over the last five years of annual reporting, the National Disability Insurance Scheme (NDIS) featured highly, from the first trial in the Barwon region to the full roll out in Inner Gippsland in October 2017. As previous reports have highlighted we faced many challenges in our efforts to prepare for the new NDIS environment, and remain true to our values and mission.

### NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The National Disability Insurance Act (2013) established the NDIS as the method of providing support to people living with a disability (and

their families) as well as being the independent statutory authority, to implement the NDIS.

It is important to not lose sight of the fact that prior to the NDIS, the Productivity Commission stated the disability service system was "underfunded, unfair, fragmented and inefficient" (2011, p.2).

A number of insightful questions have been raised concerning the NDIS (Bigby, 2014:96) including:

How can the NDIS ensure that more money in the system changes the quality of services and improves service user outcomes?

What steps are necessary to ensure that the market will provide what people need or want?

How can the National Disability Insurance Agency (NDIA) ensure that everyone benefits equally from the scheme, regardless of the amount of social capital they have?

The NDIS' vision is one of "optimising social and economic independence and full participation for people with disability" (NDIA, 2013, p.4). Making this a reality and enabling people with disability to live a full, valued, and meaningful life is the real challenge for the disability sector.

### CERTIFICATION AND COMPLIANCE

Being a registered service provider brings a number of compliance requirements, including the Disability Worker Exclusion Scheme, an additional employment screening safety check, developed in response to the Parliamentary inquiry into abuse in disability services. The Victorian Government expanded the scope of the Scheme to further protect people with a disability. In addition, the Code of Conduct

# "There are no limits to what you can accomplish, except the limits you place on your own thinking"

- BRIAN TRACY

for disability service workers is one of a range of strategies the Victorian Government has introduced to embed a zero tolerance of abuse across the disability service system. As an organisation, we fully support these new measures to secure the safety and welfare of people with disability.

We successfully achieved re-registration against both the National and State standards for disability services, as well as meeting Business and Transactional compliance as a Registered Training Organisation.

MLSCC also met the key performance indicators as set down in the 2017/18 financial year Business Plan.

## STRATEGIC PLAN

We remain on target to achieve progress towards the strategic objectives of the Organisation's Strategic Plan with a focus on projects and events to further develop and establish new relationships and partnerships that build community engagement and participation. Much of this would not be possible without grant funds from organisations such as customer owned Bank Australia, Latrobe City, Gippsport, Commonwealth Bank Australia, as well as the generosity of local business, and Moe Rotarians.

## STUDENT PLACEMENTS

We continued to develop MLSCC as a teaching and learning organisation and as such hosted a number of certificate, undergraduate, and post-graduate students from a range of academic disciplines.

We aim to support students to develop as professionals and individuals in their understanding of disability and society. Each student brings a new perspective to our work – this can be both challenging and refreshing! Developing inter-professional perspective however, can only add to our knowledge, awareness and practice. As set down in the 2018/19 Business Plan we will increase our efforts to engage with academic institutions and professional service associations to provide students and professionals with an opportunity to interact with MLSCC through work and academic placements and research.

## PROFESSIONAL DEVELOPMENT

Staff and Board members attended a number of sector conferences, and network meetings as well as undertaking a broad range of professional development activities. A key focus was the NDIS as well as ongoing analysis and review of our supports and services. It is imperative that we bring our attention to improvements that focus and enhance our service delivery and clearly identify how to make things happen as well as how progress (or success) is measured towards a person's life goals. Finding ways to improve the often socially isolated lives of people living with a disability, is sadly, far from complete.

## ACHIEVEMENTS

There were so many highlights over this reporting period and I encourage you to read the various section reports within the annual report. The full report will also be available on our website at

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

Two of my key highlights were the Local Inclusive Fitness for Everyone (LIFE) Project and the work of self-advocates.

## LIFE PROJECT

An important collaboration for MLSCC is our partnership with Monash University on the LIFE Project (Local Inclusive Fitness for Everyone). The aim of the project was to develop an evidence-based physical activity program that is inclusive of people with all abilities. In terms of its implications for practice and policy, the LIFE program demonstrated that people with high support needs can, and want to be, more physically active, and people with of all abilities, given the right supports, can participate in physical activity together. Phase two of the project received a second grant from Bank Australia's Impact funding.

The findings of the pilot project will be presented at the 8th International conference on Health, Wellness & Society, in London, September 2018.

I am delighted to announce, that Bank Australia has made a commitment to partner with MLSCC for a three-year funding period. I look forward to sharing more information about the expansion of the project across the Latrobe Valley, over the coming months and years.

## SELF-ADVOCACY

The voices of the Self-advocacy group continued to lead the way in campaigning for greater safety in our local community.

1 The Strategic plan 2016-2019 can be accessed at [www.moelifeskills.vic.edu.au](http://www.moelifeskills.vic.edu.au)



## Chief Executive Officer Report

### Moe Life Skills Community Centre



#### THE YEAR AHEAD

The next 12 months will remain challenging! Some key projects include:

- Strategic plan 2019-2021: development for the next planning phase will commence in February/March 2019
- Social housing: the Board will explore possible options and, in line with the Office of the Public Advocate, believes that people with disabilities are entitled to access a range of affordable, high quality accommodation options that reflect their different needs and preferences.
- Renovate and extend facilities: we have outgrown the facility at 2a High Street and plans are underway to extend the facility. We will also consider an expansion of the kitchen area

at the *high street community hub* to allow for further development of the hub café, the *high street coffee hub*, as well as future catering options.

#### THANK YOU

Our work is possible due to the commitment and dedication of some amazing people, and I thank each of them for their ongoing efforts.

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. I make special mention to our partners – their work significantly contributed to the success of the organisation.

A very big thank you to all members of staff, your work does not go unnoticed. Your passion and ongoing commitment to MLSCC and the sector is outstanding, and make Life Skills a leader in the field.

The combined efforts of so many have helped us to achieve so much in the past year.

A very special thank you to the people who use our services, their families and networks that helps to make our work possible.

Finally, we look forward to Life Skills achieving even more for the people who use our supports as well as for the Moe and district community.

**Dr. Carole Broxham**

Chief Executive Officer





“Don't worry about failures, worry about the chances you miss when you don't even try”

- JACK CANFIELD



# Planning and Development Team Report

## Moe Life Skills Community Centre

As Team Leader and Planner at Moe Life Skills Community Centre (MLSCC), our main areas of responsibility are planning, development and implementation, as well as providing support to staff and participants.

While our primary goal is still delivering quality activities to our participants, the roll out of the National Disability Insurance Scheme (NDIS) has been a major focus for us all in our roles respectively.

Sharon Radford, as Planner at MLSCC, has been very involved in supporting participants and their families to understand the NDIS a little better. This involved:

- Pre planning meetings with participants/families to prepare them for their NDIS meeting, providing support and information for people to take to their NDIS planning meetings.

(Feedback from these meetings has been very positive and participants and families have found them very useful)

- Attend NDIS plan or review meetings with participants and or their families, when requested.
- Developing schedules of supports – assisting participants and families to understand how MLSCC can support them, as directed by their plan.
- Service agreement meetings participants and families sign off on what activities MLSCC will deliver them based on their plan and schedule of supports.
- Uploading and maintaining accurate data in our internal client management systems.

- 1:1 activities developed as required, and adjusted to ensure changing individual needs are met.

- Organising and coordinating group social activities.

The introduction of the NDIS has involved a change in recording requirements.

As Team Leader, my main role is to upload all of our participants' individual goals onto our new client management system-Supportability, and developing strategy tasks for each goal. Staff will then use these strategies to influence activity delivery and recording.

We are always continuing to improve our recording systems to ensure the collection of quality evidence.

I continue to work with staff, to assist and support when and where necessary, including talking with staff and monitoring recordings. Both contribute to ensure that we are delivering activities that are meeting the needs of our participants.

### CHANGE

They say that 'change is as good as a holiday' but frankly, the jury is still out on that one!

Seriously though, while change can involve a lot of hard work and stressful moments, apparently it is also good for us.

Changes often force us to adapt in ways we have never experienced, which can be a major driver of personal and professional growth and development.

We all know that nothing will improve by itself. We need to do things differently to make that happen.



## Planning and Development Team Report

### Moe Life Skills Community Centre

I would like to acknowledge that our staff continue to work very hard to adjust to the ongoing changes in recording methods and systems. I would like to thank them all for their input and hard work and for supporting new staff members and new participants while they 'find their feet' at MLSCC.

We have a great team at MLSCC who are always willing to role model and support new staff and visiting students, so thank you all for your contributions.

Thank you also to our participants and their families/carers. It has been a very challenging time for you all as well, but I think it will be a rewarding process for all.

Thank you also to our CEO and our Board of Management for your support, advice and guidance.

In closing, my message for us is this:

'without change, there would be no improvements'.

**Wendy Gibson**

Team Leader



# Education and Training Report

## Moe Life Skills Community Centre

What a great initiative our state government continues to support, by providing funding for over 300 Learn Local organisations to deliver pre-accredited training to people in Victoria.

Pre-accredited programs are short modular courses designed for learners to gain confidence and skills. This year we delivered over 6000 hours of training in basic skills to support work or further learning, such as communication, teamwork, problem solving and literacy & numeracy skills.

Moe Life Skills Community Centre (MLSCC) has been delivering pre-accredited training to our students for nearly 20 years. This is a great achievement, made possible by our many dedicated staff and students over the years.

During these years we have developed and maintained many networks and friendships with other Learn Local providers, not only in Moe but all over Gippsland and the Southern Metropolitan area.

Our programs are specifically designed in-house, for people with a disability to increase and/or develop confidence, skills and knowledge to actively participate in the community and/or workplace. We take innovative approaches to learning which engages people in a non-traditional arrangement. This is achieved by a 'non class room' structure which allows each person to achieve success at their own level, pace and learning style. This style is creative, self-paced, practical, motivating which results in consequential learning and supports individual learning in an appropriate and achievable framework for the learner cohort.

This method of learning was developed as a result of learner feedback and teacher evaluation which identified the ineffectiveness of 'class room' based learning for this learner group.

I would like to thank our students, staff, Board of Management, funding bodies and networks for their enthusiasm, support and dedication to providing pre-accredited training at MLSCC.

### OUR PRE-ACCREDITED PROGRAMS

#### Building Employability Skills: Drama

The course focus is on theatre and will engage with the following learning:

- Communication skills: reading, writing, speaking and listening through script development, character development, learning and delivery of lines, internet research
- Working in a team towards a common goal: working in groups, planning activities, rehearsing lines, etc.
- Basic understanding of Work Health and Safety issues relating to the work environment
- Theory and practice of team work, stage craft, performance practice & character development.
- Acquire an understanding of script development
- Learn about the physical aspects of a stage
- Performance including projection of voice, speech, timing, working together
- Performance at Moe Town Hall and to investigate possibilities of other performances or presentations

#### Highlights

- Presentation to approximately 100 Monash University graduate medical students
- 'Eurotrash' performance at Moe Town Hall





# Education and Training Report

## Moe Life Skills Community Centre

### Communication for Community Participation: Mainstreet

The course focus is on visual arts and will engage with the following the learning:

- Apply basic communication skills: speaking and listening, reading and writing
- Following and clarifying instructions
- Speaking clearly, lucidly and thoughtfully
- Listen effectively and carefully to specific and important instructions
- To learn new skills and techniques including: develop proficiency in the use of a range of art materials and mediums; establish the use of colour, form and function
- Produce art for sale, exhibitions, display etc
- Working in a professional environment: Latrobe Regional Gallery

#### Highlights

- Excursion to Gippsland Gallery Sale
- Presented at:
  - Mirboo Nth Art show
  - Tyers Art show
  - *high street community hub*

### Skills 4 Work: Café 65, Canteen, Catering

The course focus is on employability and work related skills and will engage with the following learning:

- Develop the necessary skills, knowledge and confidence to actively participate in a workplace, including cafes, school canteen or catering or voluntary work placements
- Communicate effectively in the workplace to achieve appropriate work outcomes
- Organise their work schedule, complete work tasks, review work performance
- Read and write simple information
- Learn strategies to work effectively with others in the workplace

- Understand and demonstrate basic hygiene practices relating to food safety and hospitality

#### Highlights

- Operation of:
  - Café 65 at Narracan Gardens Moe
  - Albert St. Primary School canteen
  - Café at Moe Library
- Provide catering for many events including
  - MLSCC Annual General Meeting
  - Science, Technology, Engineering and Mathematics (STEM) session at Loy Yang
  - Internal and external meetings

### Digital Literacy: Newsletter

The course focus is on digital literacy and literacy skills and will engage with the following learning:

- Improve and/or maintain literacy skills including; reading, spelling, sentence structure, paragraph forming, reading and writing strategies be able to write a short article for the MLSCC newsletter 'The Voice'
- Turning on and off computer, logging on and off correctly
- Using the internet for research
- Translating information on the internet into short text
- Using Microsoft office suite and other programs

#### Highlights

- Production of 5 editions of 'The Voice'
- Increased I.T. skills:
  - Learning how to, and regularly using laptops
  - Accessing Wi-Fi internet

### Luana Brock

Education & Training Coordinator

# Registered Training Organisation Report

## Life Skills Education Victoria

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It has been another year of growth and Learning at *Life Skills Education Victoria (LSEV)*.

With the final roll out of the National Disability Insurance Scheme (NDIS), there has been increasing interest in both accredited training, as well as the exploration of employment opportunities.

This increased demand has resulted in the opening of a further three training sites in the following locations:

- Cranbourne
- Lilydale
- Heidelberg

It has been pleasing to see that we continue to have over 98% of students who chose to enrol in their second course with us and the retention rate for each course continues to remain steady.

Once again it has been a privilege to attend each of the many graduations, visit students during their work placements and most importantly witness the positive outcomes generated from the commitment and hard work from both the students and the training team.

### THE TEAM

Life Skills accredited training team is made up of 11 Trainers and Assessors, 4 trainer assistants and 4 Work Placement Officers who work together to deliver training at 14 sites across Victoria.

### THE MODEL

Our model aims to inspire students to engage in a lifelong learning journey and to introduce many new opportunities and experiences

The training program focusses on three key areas:

1. Greater connection in local community
2. Increasing social connections and relationships
3. Experiencing individual employment opportunities

### CONCLUSION AND THANK YOU

We continue to have had the privilege of working with many dedicated students who constantly exceed our expectations.

I would like to sincerely thank the training team whose efforts and dedication continue to deliver ongoing, positive outcomes.

On behalf of the training team, I would like to thank the families, friends and advocates who have supported the students during their learning journey.

**Josie Prioletti**

On behalf of Life Skills Education Victoria  
Training Team



“Yesterday is history, tomorrow is a mystery, but today is a gift. That is why it's called the present”

- MASTER OOGWAY





## high street community hub

# Moe Life Skills Community Centre

The *high street community hub's* mission is Making Moe Stronger, and our vision is "To provide a positive, inclusive dynamic and collaborative community hub that strengthens community participation, inclusion, diversity and resilience". During this financial year, we have undertaken a number of events and activities and now have a significant number of community events happening at the *hub* on a regular basis.

We have also undertaken significant work to develop the *high street coffee hub* which we hope will eventually be a full time fixture. At the moment the *coffee hub* is open every Friday from 8.30am to 12.00pm with the exception of school holidays and during *hub* events. It offers great coffee and toasties which we would love for you to drop in and try!

The *hub* is always keen to have new community members join in existing happenings as well as those who would like to develop and share new activities.

If you are interested in hiring the *hub* for an event or regular booking, please contact Hub Coordinator, Sharyn Thompson on 0499 783 220 or [sharyn.thompsonst@gmail.com](mailto:sharyn.thompsonst@gmail.com)

## ACCOMPLISHMENTS THIS YEAR

### LIFE Project

The Local Inclusive Fitness for Everyone (LIFE) Project is a partnership between Moe Life Skills Community Centre (MLSCC) and Monash University Department of Rural Health and is funded by Bank Australia. The project continues to be offered each Friday where six people with disabilities who have high and complex support needs, come together with six members of the community to undertake a physical activity program and then share a 'cuppa' and a chat. This year we have been successful in a submission for further funds from Bank Australia to continue this excellent project. It will allow us to expand the project, and we have already had expressions of interest from additional community members wanting to be involved.

### Mainstreet Artists

The Mainstreet Artists held an art exhibition at the *hub* and many of the art works were sold. They are also working on a design to paint on the storage container and turn it into a vibrant art piece.

The future will bring woodwork and quilting exhibitions and sales from a number of exhibitors.

### World's Greatest Shave

MLSCC participant Kathryn used the *hub* as a space to raise funds for blood cancer research. She did this in memory of a friend.

### Moe Dog Day Out

A fun day for families and dogs. Lots of activities including; Mobile Vets and even Latrobe Local Laws Officers.

### Australia's Biggest (and pinkest) Morning Tea

We held a morning tea at the *hub* and raised \$284.00 to support the Cancer Council. Thank you to all those wonderful people who attended and especially those who cooked delicious cakes.

## NEW RELATIONSHIPS

- GippSport (Aboriginal Sport and Health)
- Commonwealth Bank Moe
- MAX Employment

## SNAPSHOT OF COMMUNITY HUB USERS THIS YEAR

- Moe Nature Playgroup every Thursday
- Meditation Group every Wednesday
- Yoga Group every Wednesday and one Thursday evening a month
- Speech Pathologist every second Wednesday
- Youth Choices one Friday a month
- RockTots every Friday
- Moe Christadelphian Ecclesia every Sunday

### Sharyn Thompson

Hub Coordinator  
*high street community hub*





## Snapshot of 2017-2018

- LIFE Project continues
- Moe Dog Day Out
- Purchased and located container for storage
- Community Christmas Twilight Market
- Redesigned the final logo and branding for the *hub*
- Art display and sales by Mainstreet Artists
- Designed and installed flags for front of *hub*
- Commenced Coffee Shop operation
- Gained Latrobe City kitchen accreditation
- Successful submission for, and installation of, external lighting at the *hub*
- Successful submission for, and installation of, new emergency exit doors at the *hub*
- Successful submission to Commonwealth Bank for Disability Employment Project
- Successful submission to Bank Australia to take LIFE Project to another level
- Successful submission to GippSport for Aboriginal Women's Health Project
- Filming of the LIFE Project by Bank Australia for their website
- Project managed replacement of side fence and solar panels
- Identified long term rental space for 18 months
- In conjunction with GippSport and Moe Bowls Club, provided modified bowling for MLSCC participants and community members

## Marketing Report

# Moe Life Skills Community Centre

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This last financial year, our marketing activities had a lot to do with rebranding and repositioning the Moe Life Skills Community Centre (MLSCC) brand to be more accessible and engaging with its stakeholders, as Inner Gippsland transitioned into the National Disability Insurance Scheme (NDIS).

Some of the key projects were:

### WEBSITE

After many months of research and testing, the MLSCC website was relaunched in August 2017. The new website featured MLSCC's new logo and social media accounts, participant stories, staff profiles and NDIS information. The aim of the new website is to provide information about MLSCC, its supports and services, and other resources for new and existing participants, their families, and the community in a more accessible and engaging format. If you have not seen the new website yet, I encourage you to take a look at [moelifeskills.vic.edu.au](http://moelifeskills.vic.edu.au)

### SOCIAL MEDIA

Simultaneously with the overhaul of the website, MLSCC's social media accounts were launched on Facebook, Instagram, Twitter and LinkedIn. The purpose of creating our social media accounts is to have an online presence and to provide another platform for participants, families and the community to access information, share relevant news as well as engage in topics that interest them. Our social media accounts aim to feature content around disability, the NDIS, local events, and other stories of interest including MLSCC news and anything participants wish to share with the community. You can follow us via our social media handle [@moelifeskills](https://www.instagram.com/moelifeskills) or via:



[instagram.com/moelifeskills](https://www.instagram.com/moelifeskills)



[facebook.com/moelifeskills](https://www.facebook.com/moelifeskills)



[twitter.com/moelifeskills](https://twitter.com/moelifeskills)



[linkedin.com/company/moelifeskills](https://www.linkedin.com/company/moelifeskills)

### PAMPHLET

A new pamphlet was also developed in line with the new branding and refreshed content. The 12-page pamphlet provides overarching information about the organisation, its businesses and most importantly our services. This pamphlet is useful for potential new participants and families, potential new staff and future work placement students, schools and other service providers wanting to know exactly what it is that we do. The pamphlet is available in hardcopy and softcopy. To obtain one, please contact our Office on (03) 5127 7999 or [office@moelifeskills.vic.edu.au](mailto:office@moelifeskills.vic.edu.au)

### IMAGE CONSENT FORMS

It is with the help of our willing participants that we have been able to create and share meaningful and engaging content. In order to keep up with the digitalisation of this content and more importantly to protect the privacy of our participants who do not wish to be included, MLSCC has introduced a new consent form. The new form provides participants the opportunity to either fully opt in or opt out of their image (e.g. photo, video) being used whilst undertaking supports or services provided by MLSCC. The old consent forms will remain active until participants complete the new consent forms.

Participants can also opt out any time. The new forms have begun being distributed, however if you wish to obtain a copy, please contact our Office on (03) 5127 7999 or [office@moeliveskills.vic.edu.au](mailto:office@moeliveskills.vic.edu.au)

## WORKSHOPS

MLSCC has been actively partaking in NDIS community forums and provider workshops to keep up-to-date with information concerning participants, families and the industry, in order to be able to advise and act on issues relevant to those parties.

We have also attended professional development workshops to network and hone our knowledge and skills around topics such as building effective partnerships, marketing and promotion, fundraising, planning and marketing events.

Internally, we have conducted professional development workshops to educate staff about marketing, its importance, the available tools and most importantly of consent.

## EXPOS

MLSCC attended the Baw Baw Disability Expo talking to potential students, their families and carers about our organisation and the options available under the NDIS, as it is rolled out in Inner Gippsland. This has provided us with the opportunity to advertise our services and to network with other providers.

We also attended the Baw Baw Latrobe Local Learning and Employment Network (BBLLEN) JobSkills Expo, chatting to the next generation of disability support workers, NDIS planners, marketers etc. MLSCC values opportunities such as this to talk about the disability sector because we are passionate about attracting the best talent to the industry.

## PROMOTIONAL PRODUCTS

In preparation for giveaways (e.g. goodie bags for potential participants and at annual general meetings) and events (e.g. expos), we have designed a number of promotional products with our new logo including pens, notepads, fidget spinners, calico bags and table covers. So look out for them, we would love to hear what you think!

## FUTURE PLANS

In the coming financial year we hope to concentrate on telling more stories about the organisation and the great work people do here; creating more opportunities for our participants to share their experiences and works; and continue to educate the public on the importance of building equitable and inclusive communities.

## E-NEWSLETTER

We hope to start an e-newsletter with news and events about MLSCC, its participants, NDIS, disability etc. To ensure you do not miss an issue, sign up to our newsletter via our website.

## ONLINE SHOP

We hope to showcase the work of our participants via an online shop to provide them with an opportunity to make an income from their work and also provide the public an opportunity to purchase something unique.

## FEEDBACK

Ultimately everything we do is a work in progress and we welcome ongoing feedback. Please feel free to get in touch with us if you want to see more of something, hear something else, or simply just to collaborate!

**Bonnie Lai**

Marketing Officer

# Participants

## Moe Life Skills Community Centre

### Information and Statistics

#### Participant Age Demographics



#### Activities

24

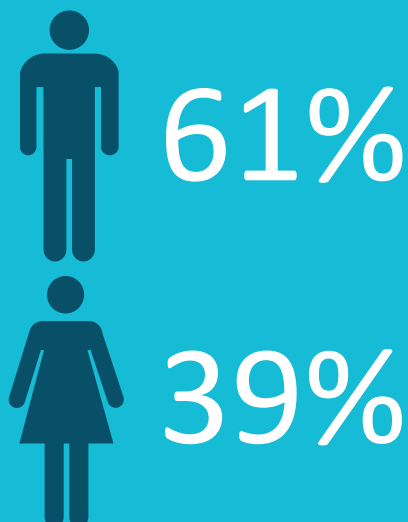
This figure is made up of recurring activities and also one-off or specialist courses which operated throughout the year

#### Total Participants

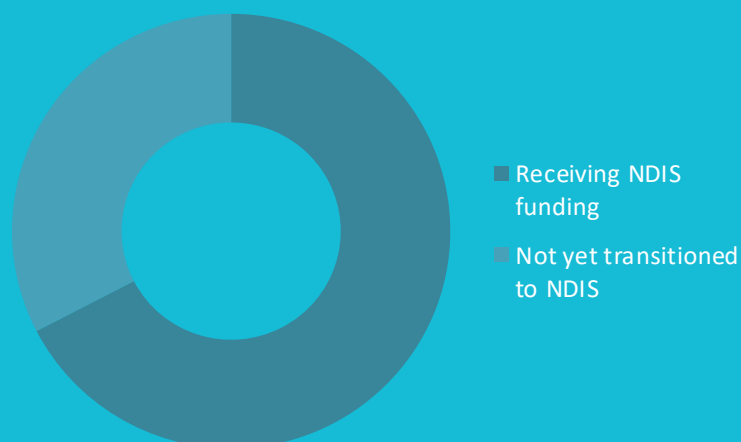
46

This includes those taking part in volunteer roles at a variety of community organisations and /or 1:1 supports as part of their activities at MLSCC

#### Participant Gender Demographics



#### Participants receiving NDIS funding

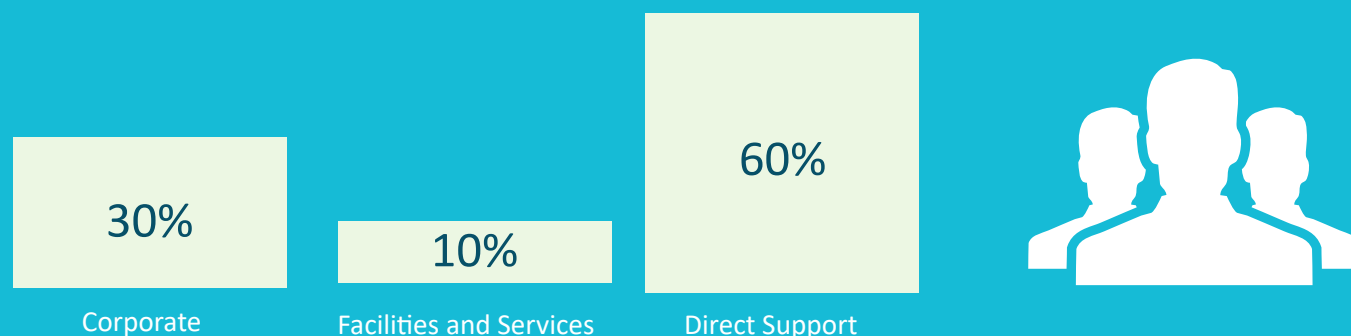




## Staff

### Moe Life Skills Community Centre Information and Statistics

#### Our Workforce



## Students

### Life Skills Education Victoria Information and Statistics

#### Total Enrolments

Certificate 1  
Work Education

43

Certificate 1  
Transition Education

74

#### Student Satisfaction

80.6%

# Board of Management Profiles



**Sue Carroll**  
President & Acting Treasurer

Sue is the chair of the Moe Life Skills Community Centre (MLSCC) 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 MLSCC 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.

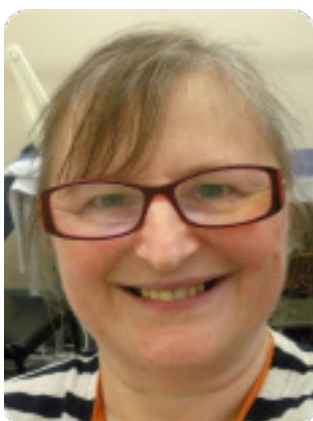
Deidre has a strong commitment, over many years, to supporting families, improving outcomes for people with disabilities and advocating for their right to be treated with dignity and accepted citizens in their communities.



**Bill Lawler**  
Vice-President

Bill has a long association with the disability sector, including holding a position as Rural Access Project Officer for 11 years at Latrobe City. 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.



**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.

# Board of Management Profiles



**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.



**Amanda McMahon**  
Board Member

Amanda currently works full time as a Community Engagement Officer at Latrobe Regional Hospital and is also owner of a local small hospitality business.

Amanda has demonstrated knowledge and skills in health, fundraising & events management, community and career development, mentoring, leadership, culture change and relationship management, and is experienced in the banking, health, education, hospitality and disability sectors.

Amanda joined the Board in 2017 and also takes part in the Youth Choices Committee. She is a strong community professional, graduating from GCLP in 2014 and currently studying MBA.



**Fiona Wallace**  
Board Member

Joining the Board of management in 2017, Fiona began her career in sales, moving into business management.

Fiona recently completed a Bachelor in Psychology and is currently studying a Masters in Social Work.

Fiona has a strong desire to give back to the community and advocate for the rights of people with disabilities

Full profiles of our Board of Management members are available to view on our website  
[www.moeliveskills.vic.edu.au](http://www.moeliveskills.vic.edu.au)



# Our Corporate Team

## Moe Life Skills Community Centre

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**Dr. Carole Broxham - Chief Executive Officer**

Carole started her career with Moe Life Skills in 2007. She has worked in a range of community based services for over 25 years. Her work has included: planning and developing a range of residential and day placement options for people with disabilities, coordinating the development and delivery of adult education programs within the Social and Community Services sector, in aged, disability and youth/child to name just a few.



**Janine Pickard - Operations Manager**

Janine joined Moe Life Skills in 2006. She has over 10 years of experience supporting people with disabilities and over 20 years experience in management at Moe Life Skills and in other related industries.

Janine's role includes overseeing and coordinating activities which contribute to, and ensure, organisational effectiveness and efficiency. She is a member of the Senior Management Team and Quality Team.



**Wendy Gibson - Team Leader**

Wendy is one of the founding staff members of Moe Life Skills, having helped establish the organisation in 1985. She watched the construction take place and she along with other Moe Life Skills members contributed to landscaping the Moe Life Skills gardens. Wendy is a member of the senior management team and is the team leader. She is responsible for planning and developing relevant programs for participants. Wendy says "there is no endpoint to continuous improvement."



**Luana Brock - Education & Training Coordinator**

Luana has worked at Moe Life Skills since 2001. She is the Education and Training Coordinator and a member of Moe Life Skills senior management team. Luana is responsible for development and delivery of pre-accredited training programs (ACFE). She is also the Work Health, Safety and Wellbeing (WHS&W) representative and the Authorised Program Officer (APO).



**Sharyn Thompson - Hub Coordinator**

Sharyn commenced in this role in March 2016. Her role is varied with a primary focus on the development of the *high street community hub* into a venue that is both used and enjoyed by the Moe Community

Sharyn has a health and project management background and worked closely with Aboriginal communities and organisations for eight years prior to commencing at Moe Life Skills. Sharyn has also undertaken projects as a consultant in a variety of fields.



**Bonnie Lai - Marketing Officer**

Bonnie joined Moe Life Skills in April 2016 as Marketing Officer to assist with its rebranding and marketing activities. She has undertaken a rebuild of the organisation's website and launch of its Facebook, Twitter, Instagram and LinkedIn accounts.

Bonnie has a number of ongoing projects and splits her time between various business and local community projects she feels passionate about. Bonnie has recently been involved with a project aimed at tackling youth unemployment and education barriers in the Latrobe Valley.

## Our Team

# Moe Life Skills Community Centre

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### Corporate Staff

Dr. Carole Broxham  
Luana Brock  
Wendy Gibson  
Stacey Gibson  
Bonnie Lai  
Janine Pickard  
Sharon Radford  
Helen Town  
Lorraine Tullett

### Community Hub

Sharyn Thompson  
Justin Rutjens

### Facilities and Services

Jacqui Holdsworth  
Simon Plavins

### Life Member

Maria Roncan OAM

### Disability Professionals

Luana Brock  
Sarah Darmody  
Jen Devers  
Wendy Gibson  
Brian Hibbins  
Stacey Lincoln  
Natalia Lipski  
Toni Milbourne  
Majella Moss  
Sunday Nyoach  
Rosie Pambris  
Ashley Paterson  
Stephen Riek  
Dylan Ritchie  
Abby Shields  
Patricia Smithson  
James Trewin  
Manu Variathu



# Moe Life Skills Community Centre

*Achieving Goals and Aspirations*

NDIS provider of education, training, disability & community services

## Audited Financials

### Overview

Below is a brief overview of our Audited Financials.

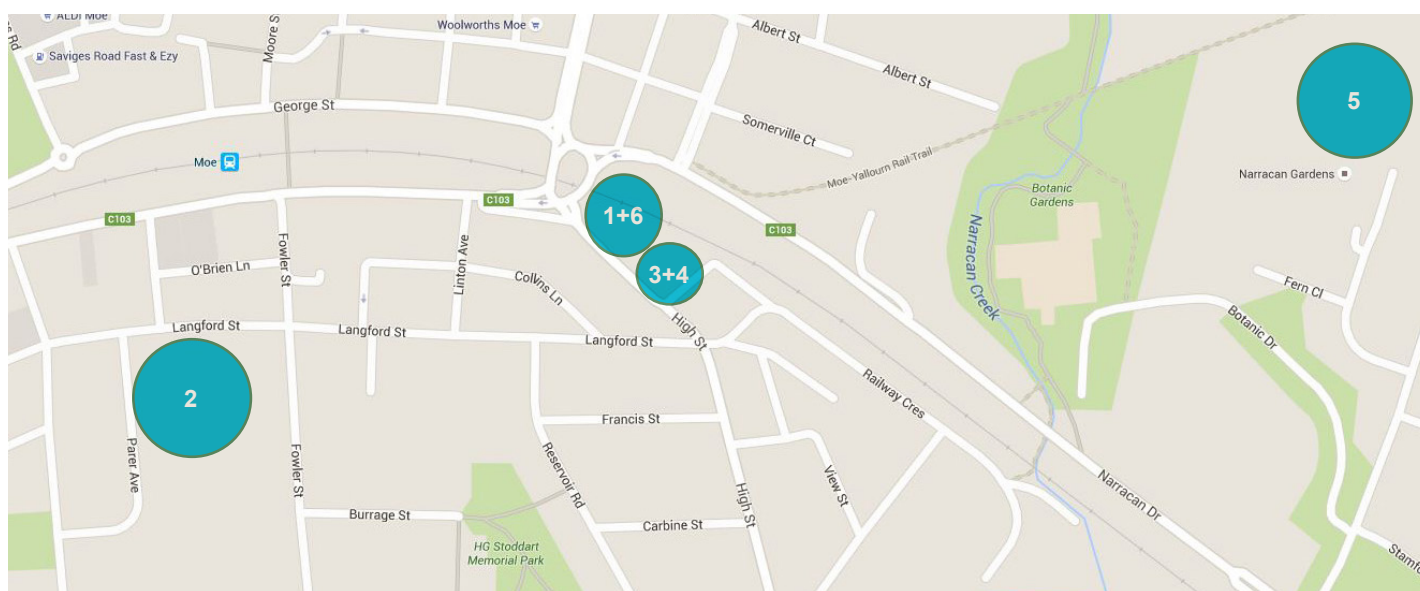
If you require a detailed report please contact Moe Life Skills to request a copy

INCOME	2018	2017
Fees Received	\$42,891	\$45,949
Grants Received	\$3,323,920	\$2,791,304
Donations Received	\$445	\$950
Interest	\$42,186	\$25,186
Other Income	\$44,560	\$101,786
<b>TOTAL Income</b>	<b>\$3,454,002</b>	<b>\$2,965,095</b>
EXPENDITURE		
Accounting fees	\$2,700	\$2,700
Audit fees	\$5,346	\$4,250
Bank charges	\$761	\$522
Depreciation expense	\$52,889	\$50,989
Utilities expense	\$11,932	\$10,679
Loss on sale of assets - property, plant and equipment	---	---
Advertising and promotion	---	---
Administration expenses	\$2,120,606	\$1,733,827
Grants spending / Minor works	---	---
Student program costs	\$25,265	\$21,366
Salaries and wages - superannuation	\$77,106	\$64,486
Salaries and wages	\$796,469	\$608,316
<b>TOTAL Expenditure</b>	<b>\$3,093,075</b>	<b>\$2,497,135</b>
Current year surplus before income tax	\$360,928	\$467,959
Income tax	—	
Current year surplus after income tax	\$360,928	\$467,959
<b>Retained surplus at the beginning of the financial year</b>	<b>\$2,779,735</b>	<b>\$1,867,043</b>
<b>RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR</b>		



## Facilities and Services

### Where to find us



Location	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	<i>high street community hub</i>	(03) 5127 7999
4.	4 High Street, Moe	<i>high street coffee hub</i>	(03) 5127 7999
5.	Amaroo Way, Newborough	Cafe 65	(03) 5127 7999
6.	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 pre-planning meetings and reviews.

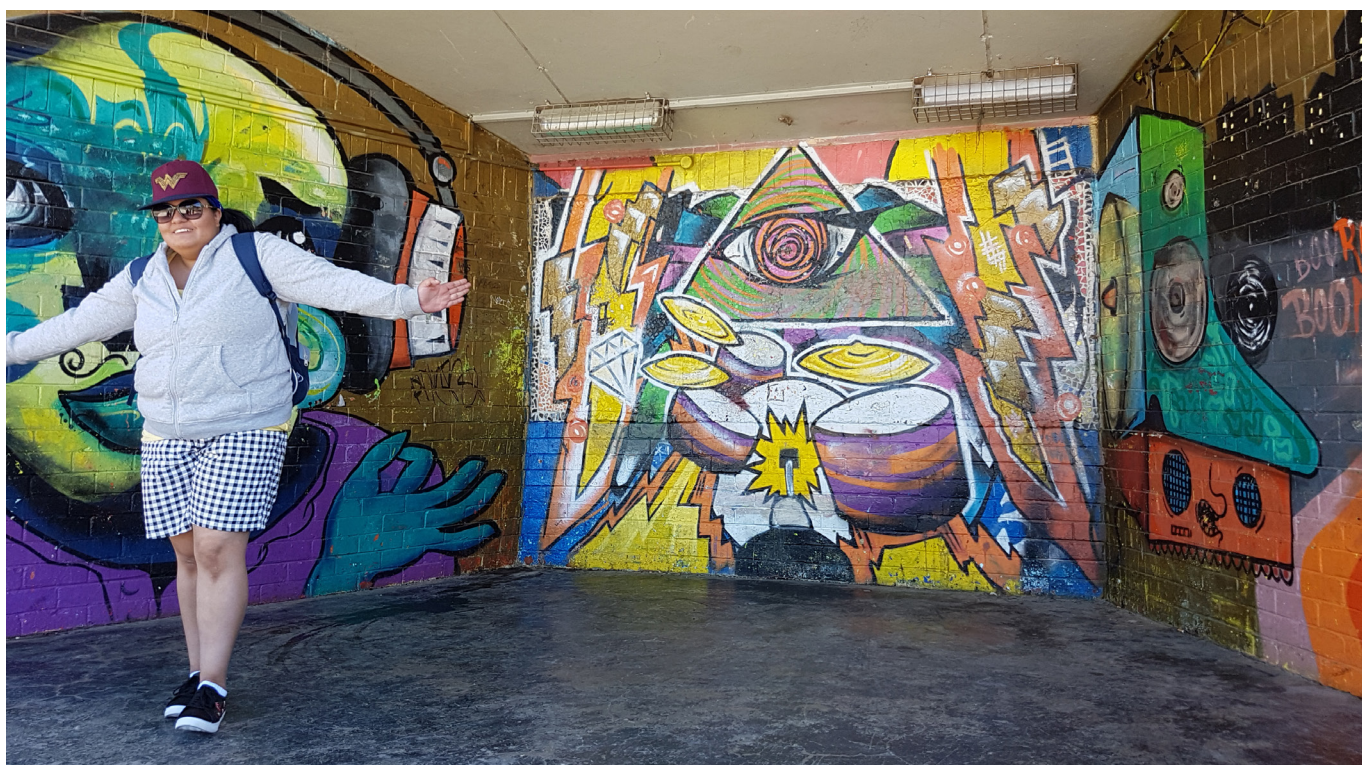
If there is anything you feel that we could improve on we would love to hear from you.

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](mailto: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.



# 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

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

LIFE - Local Inclusive Fitness for Everyone

#### M

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 (MLSCC). It provides clear examples of performance for the 2017 / 2018 financial year, and also contains an overview of audited financial reports. A full copy of the 2017/ 2018 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 MLSCC. 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 our administration team should you wish to purchase any artworks.






Don't forget to check out our website!  
[www.moeliveskills.vic.edu.au](http://www.moeliveskills.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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