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MASP Patron

Ken Morgan

An enthusiastic supporter and advocate of the cause of homeless, abused and disadvantaged young people, Ken Morgan accepted the honour of being MASP's first and only patron in September 2004.

In the late 1980's, Ken was Chairman of the Variety Club of Victoria for four consecutive terms - the longest serving president on record.

In 1989 he had a dream to build a house for homeless children who had suffered abuse. In order to do that, he had to break away from Variety and go it alone. That dream evolved into what we now know as Kids Under Cover.

In 2000, Ken was awarded a Humanitarian Award by the Australian Humanitarian Foundation, in recognition of his work with homeless children. In 2003 Ken was awarded the Centenary Medal for his services to the community - in particular youth homelessness.

Having received the 2008 Victoria Day Council Award for a Public and Community Service Organisation, through the efforts of great people like Ken, Kids Under Cover continues its important work throughout Victoria and Australia.

Ken's selfless voluntary work for the community and his absolute dedication to helping homeless and at risk young people inspires all who come into contact with him. Fittingly Ken was acknowledged as a recipient of the Order of Australia Medal in 2011.

MASP has been a member organisation of KUC since its inception and through the building of this special relationship have seen five KUC bungalows, the KUC Davison Family Units and Morgan House established in our community.



Who We Are

Our Vision

Communities free from homelessness, abuse, poverty and disadvantage.

Our Mission

We provide quality services and support that assist people to lead safe, secure, healthy and fulfilling lives.

Our Values

CARING - We listen, we are honest about what we do, we are open minded, objective and non-judgemental.

EMPATHY - We show understanding, knowledge and compassion, and respect the dignity of others always.

INTEGRITY - We do what we say we will do, believe in self and organisation, are honest and work towards continual improvement.

ASPIRATION - Continual growth towards future betterment.

Life Members

Les Airs (Deceased)

Bill Brown

Alan Chalkley

Janet Decker

Linda Hurley

Betty Krake, OAM (Deceased)

Mary LePoidevin (Deceased)

Glenn Milne

Dot Phelan

Jack Rust

Ray Smith

Joan Stewart (Deceased)

Colin Thomson

Doug & Elaine Rowe

Terry & Janet Hill



Our Strategic Direction

Strategic Themes

The MASP Strategic Plan 2016-2018 was adopted by the Board of Directors in April 2016 and outlines a comprehensive strategic framework which guides the organisation's core objectives, principles and priorities and underpins all other business and program planning processes.

The Plan is summarised in the following four Strategic Themes.

Strategic Theme - Sustainability

MASP will create an appropriate organisational and service model to ensure a sustainable future for the organisation and our clients.

Strategic Theme - Innovation

MASP will develop innovative practices to ensure future planning is representative of our clients needs.

Strategic Theme - Professionalism

MASP will foster a professional approach within the organisation and with those with whom we work.

Strategic Theme - Excellence

MASP will create a culture of excellence at an organisation, local, state and federal level.

Our History

In 1994 MASP evolved through the amalgamation of two former local agencies: Sunraysia Youth Accommodation Project and Sunraysia Emergency Accommodation Centre (Emmaus House).

The amalgamation brought eight staff together under the leadership of a single manager, and established MASP as a cross-target service to homeless people and those at risk of homelessness.

Our early days saw services delivered from three sites, including the Vineleaf Rural Student Hostel on the corner of Tenth Street and Pine Avenue, Mildura. Twenty five years later, the Vineleaf site will again play a major part in the next phase of MASP's growth.

In 1998 the management of all programs was delivered from the one location, with the purchase of offices at 140 Langtree Avenue. The adjacent building at 138 Langtree Avenue was purchased in 2001 to meet growth in disability services, including the commencement of a social enterprise to make and sell redgum picnic tables and homewares, which continues to this day under the trading name of 'Just Redgum'. In 2007 we purchased 142 Langtree Avenue to meet growth with the newly funded Family Services program.

2006 saw the establishment of the MASP Kokoda Youth Mentoring Program which has generated a positive impact on the lives of many young disadvantaged people.

In 2008 our Family Services program was chosen by government as the provider of ChildFIRST across our region, with operations commencing in February 2009.

In 2011 we added to our social enterprises a share farming agreement with Terry and Janet Hill at Netherby Station, near Wentworth. We manage an apricot orchard of eight acres that creates opportunities for our clients to develop healthy living and employment skills under the real-life scenario of picking, packing, and distributing to markets

as far away as Melbourne and Sydney. In 2014 we accepted an opportunity to take over the operational management of the packing shed located at Netherby, under the new trading name of Darling River Produce, and we have since expanded our orchard management to now include farms of neighbouring apricot growers.

In 2011 we became a Registered Housing Provider, opening up opportunities to expand the availability of social housing in the region.

In 2012 we purchased a former school property in Sunnyside Avenue Mildura, and developed it into our Home and Community Care day activity centre to meet increasing local demands for people with a disability. Today the day activity centre delivers a significant number of services, meals, and personal care to clients each year.

In 2015 we established a new accommodation facility and designed it on the internationally acclaimed 'Abbeyfield model'. The facility, which we know today as 'Vidovic House', provides supported accommodation for seven people with a disability, including support from an on-site housekeeper.

In 2016 we opened an office in Swan Hill to deliver ChildFIRST and youth services, and we also expanded into New South Wales with Specialist Homelessness Support Services and a Domestic Violence Response Enhancement service, which is based in Dareton.

In 2017 we received exciting news that MASP was successful in its tender to the Commonwealth government to jointly fund the development of a state-of-the-art, multi-purpose, two storey Service and Community Hub building. Due for completion in April 2019, the new facility is designed to deliver more services to clients in a discreet, safe and welcoming environment, in genuine partnerships that MASP is leading within the community. In a salute to our history, this will be built on the same site as the old Vineleaf Rural Student Hostel.



Pictured: MASP CEO Gary Simpson, Member for Mildura Peter Crisp MLA, Federal Member for Mallee Andrew Broad MP and MASP Chair Greg Leslie at the announcement of the \$2.45 Million Building Better Regions Funding for the new MASP Service and Community Hub.

Message from the Board Chair

I am pleased to provide this report outlining a year of strong performance for MASP.

MASP's operating surplus in 2017-18 was \$476,000, which reads as a comprehensive surplus of \$899,655 for the year when grants received for the build of MASP's Service and Community Hub and positive revaluation of land and buildings are taken into account.

Among the benefits of strong financial performance is the confidence to enter into the Community Hub building project to ensure MASP's long-term viability providing vital services in our communities.

A number of key activities that set MASP up to continue its provision of quality service delivery occurred in 2017-18 are set to bear fruit in the coming years. Examples of such initiatives include, but are not limited to: appointment of a clinician lead practitioner as MASP introduces therapeutic trauma informed systems; a comprehensive overhaul of ICT systems and hardware to future proof MASP with quality data and evidence to make client focussed business decisions whilst maintaining stringent privacy and data integrity protocols; and an organisational redesign to a 'flattened' structure, empowering teams and managers to work cohesively across program areas for the benefit of our clients.

In citing those achievements, one could assume that the focus for 2017-18 has been on MASP the business model, and to an extent that was the case.

The board has worked alongside MASP's new CEO Gary Simpson, appointed in February 2017, to establish a workplace culture based around empathy, respect, accountability and excellence. I congratulate Gary and thank him for his output in just his first year.

It has been a productive twelve months of deliberations with Gary. I am constantly reassured that MASP's leadership is firmly grounded by the necessity of the work MASP does for our communities - and that our clients, regardless of their circumstances, have access to skilled and compassionate staff and suitable resources.

Ensuring robust structures are in place provides the foundations for future growth and allows MASP to perform its important community work with confidence. This assures clients, funders and corporate contributors that MASP undertakes its work within a strong governance and accountability framework.

There are synergies between the board sub-committees of Clinical Governance, Finance and Capital Assets which have outwardly different focus areas. Working with a range of senior management, these committees thread MASP's operational objectives into the board's strategic thinking, and create a whole-of-MASP mindset around the board table. It is here the client, staff and volunteer stories are told, key evidence, data and sector intelligence are brought to the board room.

I thank my board colleagues for their participation at meetings, sub-committee meetings, representative events and attention to board matters in between times. Their commitment is substantial - for a group of highly qualified local leaders to give so willingly of their time, MASP and our communities are very fortunate.

Notable departures across board and staff this year have been: Fran Medina (Deputy Chair - appointed as a Magistrate in Nov '17); Sue Watson (Deputy Chair - retired after serving full eligible term at '17 AGM); James Price; and long serving staff Gavin Krake, Nellie Minter and Rob Crouch. I thank all for their valuable contribution to MASP.

Joining the MASP board this year we welcomed Mark Haynes and Chris Casey, whose contributions have been productive.

With the appointment of John Bridgfoot as Director, Mallee Area North Division at DHHS, our collaborative relationship continues as we strive to maintain high level program delivery and offer innovative approaches that have a positive impact on our communities and the people we work with.

The collaborative efforts of parties involved in Family Safety Victoria's 'Orange Door' Support and Safety Hub is evidence of the connectivity between DHHS and key local agencies and MASP is a proud partner in that important project.

MASP receives extraordinary generosity from a raft of local businesses, organisations and individuals, your generosity is sincerely appreciated.

At the time of writing, the board and leadership of MASP are working together on MASP's 2019 - 21 Strategic Plan, to be launched at the 2018 Annual General Meeting.

Of course I could not report on the year 2017 - 18 without remarking

on the commencement of MASP's long-awaited Service and Community Hub on the site of the old Vineleaf Hostel. Those who have followed MASP over the years will know that this project has been a long time in the making. Conditions eventually prevailed and we were fortunate to be recipients of Australian Government Building Better Regions Funding which contributes half of the project cost.

I acknowledge the Member for Mallee, Hon Andrew Broad MP for his support in advocating for project funding.

The building is on-track for its planned April 2019 completion, contractors King Construction group (Dale King) and Project Manager / Architect Aspire (Andrew Nairn) must be commended for their work to date.

The 'Hub' will be a fitting home for MASP long into the future, it is a place where clients, staff, community and partner agencies will be accessible, welcomed and respected.

By virtue of MASP's constitution, 2018 is my final year as a director. The Hub is a fitting achievement for me to sign off with.

It has been my privilege to learn about MASP and an honour to have been a part of this important organisation since 2009. I exit with a heavy heart, although I have enormous confidence in the talents of my board colleagues and the operational leadership to elevate MASP's output in the coming years. I thank and commend all of my board colleagues from the past nine years for your counsel.

My best wishes go out to everyone who has made a positive contribution to MASP.

Special thanks to staff, carers, mentors and volunteers - whose ability to remain client focussed when the going gets tough truly astounds me.

Keep up the great work.



Greg Leslie
Board Chair



MASP Service and Community Hub currently under construction and due for completion in April 2019

Message from the CEO .

Welcome to our 2017/18 annual report, in what has been another big year for MASP. The last twelve months have seen us undergo transformational change on several fronts, with the aim to get the best possible outcomes for our clients and community, and to position us for success in an increasingly competitive and customer-driven market place.

Of particular note we commenced building the capacity of our organisation through an organisational redesign, underpinned by a systems leadership model of integrated management practices. We also embarked on a journey of achieving a therapeutic model of care and trauma-informed practices across the organisation; and we commenced delivering an ambitious program to completely overhaul our IT systems, hardware and data collection systems. All of this at the same time as our large infrastructure development program, the new MASP Service and Community Hub building in the Mildura CBD. To state the obvious, we have had a bit on the go.

It was very pleasing to see the Victorian Government accept all the recommendations of the Royal Commission into Family Violence, and during the year MASP played an integral part in the roll-out of a key recommendation – a new Support & Safety Hub for the Mallee, or as we now know them to be, 'The Orange Door'. As a result of our partnership with government and other service providers, we relocated all of our ChildFIRST staff to The Orange Door, and they now operate in a multi-disciplinary setting with other service providers. The Orange Door is great for our community, and a fantastic concept in streamlining access into crucial family violence services for those in need. We now look forward to commencing an access point in Swan Hill for The Orange Door in the Mallee.

MASP has great opportunities as we move into the next 12 months and beyond, but we need to be smart and we need to be persistent. We have plans to grow our services, and we

have plans to grow our geographic footprint. We have extended ourselves and our resources further than we have done before, but will continue to do so to get the best solution for the client. As a mature organisation, the key is how we respond when the chips are down - and we have done this very well.

MASP is very grateful for the support we receive from the Victorian, NSW, Commonwealth and local governments. We enjoy working closely with our government partners and thank them for their faith in MASP to deliver much needed services to our communities.

My thanks to our Board of Directors for their outstanding governance of MASP. The role of a Director brings with it great responsibility and a significant time commitment, and our Directors deliver with passion. It is with sadness that our Chair, Greg Leslie, is leaving us due to his Constitutional tenure coming to an end, and I thank him for his advice, support and tireless work for MASP.

Last, but certainly not least, the staff and carers of MASP do a magnificent job. Our people work in a demanding and tough environment, but they have extraordinary resolve to help those in our community who are disadvantaged. It is with pride and pleasure that I work alongside all of you.

I look forward to what the next 12 months will bring us.



Gary Simpson
Chief Executive Officer



Opening of new MASP site in Dareton in August 2017, Pictured MASP CEO Gary Simpson, MASP Team Leader NSW Peter Nunan and Wentworth Shire Mayor Melisa Hederics

Board of Directors



Greg Leslie – Chair

Greg joined the MASP board in 2009 after having participated in the Kokoda Youth Mentoring Program. He brings to the MASP board a range of business skills developed in his management roles spanning his professional career in marketing, tourism, hospitality and education. Greg is a graduate member of the Australian Institute of Company Directors (GAICD). Greg values the opportunity to contribute to the Mildura region via representation on community, school, sporting and business advisory groups.



Chris Casey

Chris was admitted to practice as a Lawyer in 2002 and is the Principal of Medina Legal in Mildura. He has extensive legal experience over the past 15 years in both Melbourne and Regional Victoria, in a wide variety of areas of law, including public policy and legislative advocacy. Chris has a strong commitment to effective communication, accessible legal advice and pragmatic legal solutions. Chris is passionate about community including: education, mentoring, youth residential programs and indigenous engagement and has been involved in many community awareness programs.



Mark Haynes

Mark is the Creative Director at Haynes Design and Chair of Cultivator Inc. With over 20 years of experience and a proven track record, Mark has created successful design solutions to achieve results for many businesses beyond the value of their investment. Mark has established a design studio that services varied and ongoing clientele in private and government corporations, tourism, wine, manufacturing, produce exporters, transport logistics, health sport and retail businesses. Mark is the founder and chair of Cultivator Inc., a community focussed non-profit organisation. Cultivator is a dynamic annual event bringing together inspirational guest speakers from varied backgrounds both nationally and internationally, encouraging design thinking and problem solving to create better communities.



Glenn Milne

Glenn is currently serving his fourteenth year as a Mildura Rural City Council Councillor, including seven terms as Mayor. He has a Diploma of Business in Community Services and Health Management, an Associate Diploma in Welfare Studies, is a Graduate of the Institute of Company Directors and is a Life Member of MASP. Glenn has a strong interest in the community and the welfare of disabled and homeless people. Along with his civic duties, Glenn is a part time freelance press photographer and currently works for Shaping Futures.



Caroline Smith - Finance Chair

Caroline holds a Bachelor of Business with a major in Accounting and a minor in Human Resource Management. She is a full member of CPA Australia, and is a certificated member of the Governance Institute of Australia. Caroline has been an accountant for 20 years. Her experience as an accountant has seen her employed in the business services, horticultural, Aboriginal health and education industries. Caroline's experience extends to the Not for Profit sector and she is an advocate for strong governance practices in this sector. Caroline believes that services to meet the needs of community, need to be delivered in an efficient and effective manner, which will then ensure longevity and sustainability of the organisation.



Greg Schultz

Greg is the Sales Manager for Telstra Business in Western Victoria and has been in the telecommunications game for over 25 years. He is involved in a number of other committees in the community including the Blue Ribbon Foundation and the Telstra Advisory Board for Western Victoria, along with his involvement with sporting clubs and associations. Greg brings all this experience, knowledge and skills to the MASP Board.



Kathy Crouch

Kathy joined the MASP Board in 2013. She holds a BA in Psychology, Post Graduate Diploma in Adult Education, Masters of Training and Development, Certificate of Applied Behavioural Analysis, Post Graduate Certificate in Forensic Mental Health, Diploma of Management and Leadership and is a graduate of the inaugural diploma of therapeutic life story work. Kathy managed Child and Youth Mental Health Services for Mildura Base Hospital until April 2015 before moving to MDAS as a lead practitioner, supporting staff, families and community, providing trauma informed supports across the early years of life. Kathy brings a wealth of knowledge from child, youth and family psychiatry, systemic and strategic learning and community intervention and development and works alongside many social and health services in our region.



Cheree Jukes

Cheree is the Manager of Community Care Services at Mildura Rural City Council. She is also a Registered Nurse and Midwife and has completed a Masters of Public Health. Prior to her current role Cheree worked as Executive Officer of the Northern Mallee Community Partnership and Backbone Lead for Hands Up Mallee, a collective impact initiative working to build 'a connected community where families matter and children thrive'. Cheree also worked for 13 years in the acute health sector as a clinician, educator and senior health manager. Cheree is a public health advocate with an unrelenting belief in equity and knowledge that through collaborative partnerships we can achieve unprecedented results.



James Price

James holds a Bachelor of Human Services and Master of Social Work and has worked with victims of institutional abuse within the Catholic Church, as well as assisting people navigate the damaging effects of violent crime. He is also the co-director of UpStart, which is Mildura's first co-working space for social entrepreneurs, innovators and community groups. Prior to returning to Mildura in 2012, James worked for some of Victoria's leading government arts and cultural institutions as well as spending some time as an electorate officer for a Victorian State Parliamentarian.



Pictured: 2017 Godden Award winner Simone Tierney
and MASP Chair Greg Leslie



Bree's story

Having been privileged enough to participate in MASP's Kokoda Youth Mentoring Program as a mentee, one thing could not be more clear to me: being offered a position within the Program could quite possibly be the most fantastic opportunity a young person may be presented with. The Program offers young people the opportunity to participate in a group project, to connect with an older role model, to express themselves in a safe, supportive environment and to experience a great sense of accomplishment.

The Program allowed me to engage with a safe, supportive group of people within the local community. Through the training, I developed resilience, both physical and psychological. Completing the Kokoda Track led to the realisation that I was indeed capable of overcoming adversity and that my future was full of potential.

Following my participation in the Program, I completed my VCE studies and went on to study psychology at Deakin University in Melbourne, from which I graduated with distinction. More recently, I have relocated back to Mildura, where I have become a Foster Care Support Worker within the Support and Transition team at MASP.

I sincerely believe that I would not be where I am now without participating in MASP's Kokoda Youth Mentoring Program. I give my heartfelt thanks to Ken Innes, Greg Robinson and Kathy Crouch; without their unconditional support my life could quite possibly have taken a very different direction, and for that I will be always grateful.

Bree

Pictured- Bree and the 2011 KYMP participants trekking the Kokoda Track in PNG

Client Services Reports

Children Youth and Families

2017-2018 has been another year of strong growth and great outcomes for the community, young people and families across our services delivery area. In the past 12 months we have seen a program name change to, "Children, Youth & Families Program (formally known as Placement & Family Services), the ChildFIRST program has transitioned across to the Orange Door and very strong growth within the Targeted Care Packages program.

In May, MASP's ChildFIRST program commenced services under the banner of the 'Orange Door' with Family Safety Victoria. This move is a part of the biggest service reform and innovative practise change seen within the welfare sector. These reforms that have been embraced by MASP are recommendations from the Royal Commission into Family Violence. Other local partners that have joined MASP on this journey to integrated service delivery include DHHS Child Protection, Mallee Domestic Violence Service, Mallee District Aboriginal Services and Sunraysia Community Health Services. Great things are to come out of this partnership going forward.

Before ChildFIRST moved across to the Orange Door they had already provided support to over 600 families, and advice to approximately another 1,000 vulnerable families in the Mallee area. In addition the Family Services program has provided intensive support to 25 families delivering more than 2,200 hours of hands on support.

We performed well in our youth support programs, with more than 150 young people accessing programs such as the Kokoda Youth Mentoring Program, Youth Support Service, Leaving Care After Care, Springboard, Day Program (education support), Finding Solutions and Youth Justice Community Support Program. With a further 45 young people being supported by MASP's Out of Home Care Programs (Foster Care and Residential Care).

The Out of Home Care Team at MASP have embarked on a project to increase our numbers of Foster Carers. Social media, print media, local markets and speaking engagements have all been utilised to get the "word" out that MASP is looking for people in community who are able to participate in such a worthy and rewarding way. We are targeting a 50% increase in our Foster Carer numbers by the end of the 2018-2019 year.

Youth Services

150

youth accessing youth support

45

young people supported in out of home care

6,110

bed nights provided

ChildFIRST

***666**

families provided with ChildFIRST assessment

***993**

vulnerable families given advice

*figures as at May 2018 prior to transition to The Orange Door

Family Services

2,257 Hours

hands-on support given

25 Families

received intensive support

Leaving Care After Care, Springboard and the Target Care Package Programs have recorded extremely pleasing results, with record numbers of young people exiting care into stable accommodation, continuing studies once leaving care, gaining employment and receiving their probationary licences (P plates).

Residential Care has seen a year of continuous improvement as we move towards a therapeutic model of care. The roll out of the mandatory qualification Certificate IV Child, Youth and Families Intervention, saw 100% of our residential care services staff complete the qualification. Even more pleasing has been the residential care program's success in transitioning young people to living independently. It's a great reward for some very challenging work!

The 2017 Kokoda Youth Mentoring program marked another successful year with 13 mentors and 10 mentees taking up the challenge. The 2018 trek (at the time of this report) is well underway with 13 young and 15 adults participating. What a wonderful opportunity and challenge this program continues to be. The program has again been made available to the Swan Hill region with three young people and two adults participating this year.

I would like to take this opportunity to thank carers, volunteers, mentors, staff members and other community supports for their contribution to supporting our communities most vulnerable. Your work is recognised and valued.



Greg Robinson
Manager, Children, Youth & Families

Client Services Reports cont'd.

Inclusive Communities

MASP's Inclusive Communities program has had a successful year with growth in referrals for new clients and the roll-out of the National Disability Insurance Scheme (NDIS) and expansion in support programs offering flexible services aimed at meeting clients' individual needs. Our Inclusive

Communities program has also undergone an extensive external auditing process to now be accredited to offer NDIS support within New South Wales along with Victoria.



6,914
hours of support
delivered

3,396
hours of social group
support delivered

The NDIS significantly changes the way disability services are funded and delivered across Loddon Mallee Region. This nationwide reform puts our clients at the centre of their decision making process about how they want to live their lives, choice of supports and who they would like to deliver their support. It is designed to provide them with choice, control and independence.

Our Social Group & School Holiday Program fulfills an important role for the participants' wellbeing, by strengthening social bonds with peers and other benefits such as health, physical and positive mental health impacts.

Our support staff take care in planning these activities to ensure all clients can participate and engage in a diverse range of in-house activities, including games, crafts and sports, as well as excursions.

Vidovic House

At Vidovic House we provide a shared supported accommodation group home to meet the needs of people with a disability. Vidovic house is high quality, community based, shared accommodation and utilises the principles of person centred practice. An approach to supporting people with a disability to fully participate in life, whilst providing a sense of comfort and safety. This framework ensures that the people living here are supported in a way that promotes quality of life and independence.

Vidovic
House

2,190

bed nights at Vidovic
House



Pictured: Social Group outing.

Community Centre

The Emmaus Community Centre offers activities tailored toward individual interests and abilities. The support that our staff offer also includes advocating on their behalf for medical appointments and referrals and linking to appropriate services to meet their needs.



The program is grateful to receive generous donations of food and discounted products from our valued partners, which enables us to prepare and cook quality, nutritious meals. These meals are tailored to meet the various medical and dietary requirements of our clients each day.

I would like to thank my fellow staff members and extend my gratitude for their support during the last 12 months.





Jim's story

(Actual name withheld)

Jim had lived with his family his whole life, a large part of that was in a shed. Jim was referred by a family to attend the MASP community centre to have the opportunity to engage socially.

Jim indicated to staff that he was bullied constantly by his family at home and after several months of engaging with MASP he refused to return home and requested support to seek independent living arrangements.

Accommodation was provided by MASP homelessness services after being supported to complete an intake by MASP Home and Community Care (HACC) day centre staff.

Through the process of attaining independent living some of the challenges Jim faced included ongoing emotional trauma, no rental history and an Acquired Brain Injury.

Jim now lives independently with minimal in home support from Bendigo Health with his companion, Dixie, a Maltese Shitzu.

Dixie is a rescue dog from a local volunteer group Sunraysia Animal Rehousing Group (SARG). This group identified Jim's desire for a companion and took into consideration his specific needs when matching him with a dog. This adoption has been well supported by SARG, with regular visits to Jim & Dixie. This is outside of what normally occurs but SARG wanted success for both Jim & Dixie. The social benefits of being a dog owner have increased Jim's "community" greatly. He knows many of the SARG volunteers personally and the local Vet hospital staff. Dixie travels everywhere with him on his scooter - both have a much improved life. This is an example of another collaboration with a volunteer agency.

Jim maintains engagement at the community centre along with competing in carpet bowls twice per week at a local senior citizen club that he attends on a gopher that he purchased to increase his access to the community

Jim often talks to staff about how proud he feels to live independently and that making a stand was the best thing he has ever done. He often mentions how thankful he is that he was listened to by MASP staff and supported to make his own choices and live a life he chose.

● Pictured- The MASP Community Centre provides many opportunities to be involved in social activities

Client Services Reports cont'd

Housing Access

We are building a stronger and more resilient community to deal with homelessness and rough sleeping and to grow our capacity to deliver on Victoria's Homelessness and Rough Sleeping Action Plan.

Our organisation has adapted and changed over the past year, but what remains the same is our goal to support people experiencing homelessness or rough sleeping, responding to their needs and the changing needs of the communities we work with. We work collaboratively with other external local providers to achieve positive outcomes.

Inadequate housing stock or inappropriate dwelling conditions are the main reasons for clients presenting themselves to MASP and we have been successful in helping many people within the community.

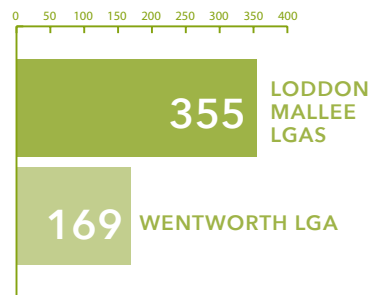
Family Reconciliation Program

The Family Reconciliation Program is designed to work with young people and their families to address issues of conflict and develop strategies for intervention, and restoring relationships with families, to remain living at home.



61 young people assisted
987 contacts with young
people to remain living at home.

HOMELESS PEOPLE SUPPORTED



SLEEPING ROUGH OR IN NON-CONVENTIONAL ACCOMMODATION IN LAST 12 MONTHS



Youth Housing Ready Program

The objectives of the Youth Housing Ready Program are to empower young people to gain and increase their skills and prepare them for independent living and gain the self-confidence to deal with the associated areas of maintaining a home.

The participants were assisted with budgeting, cooking and maintaining the home and property. When people have the support of family when they first move out of home, they are able to model behaviours and have the potential for support in times of need. For young people that do not have this family support knowing how to budget and prepare meals and have the confidence to make good decisions, can be the difference for achieving a positive outcome.

I would like to thank all Housing Access staff over the last 12 months for the enormous contribution made to reduce homelessness and rough sleeping in our area.

MASP Housing Access would like to thank all generous sponsors that have supported and donated to our program over the last 12 months; without your support we could not continue to provide the quality services our community desperately needs.



Client Services Reports cont'd



6,732 hours client participation at Just Redgum

Just Redgum

Just Redgum participants have engaged in various activities throughout the year, which have included learning new and varied skills related to the manufacture of timber products, attending displays at Mildura Central to help promote Just Redgum, attending the Mildura Field Days and also cooking the BBQ at the Sunraysia Daily / Nutrano Mildura Masters Charity Golf Day.

Just Redgum has continued to focus on implementing a more comprehensive and planned approach to Workplace Health and Safety, which has included safety meetings with participants on a daily basis.

Throughout the year 11 participants have attended Just Redgum on a regular basis with a total client participation of 6,732 hrs.



Dean Lascelles
Manager, Community and Social Inclusion



Pictured, students cooking up a storm in MASP's Living and Life Skills program.

Linh's story

(Actual name withheld)

Linh, a Vietnamese woman, was homeless with a four-year-old son and expecting her second child, when she attended MASP for an appointment. Linh was desperately seeking homelessness support services. Vietnamese being her mother tongue Linh had very limited English and could read or write in English. Interpreting assistance was provided for the initial appointment only and Linh advised that she was homeless and was residing in a refuge through the Mallee Domestic Violence Service (MDVS). Linh had been staying at the refuge at MDVS for many months. Linh advised that previously whilst living in Melbourne she and her husband were residing with family friends and she had never rented through private or public housing. She left her husband because of family violence and due to language barriers she was facing great difficulty in finding her own accommodation, as well as not having any rental history.

Linh was very vulnerable as she had no family supports in the local area and did not have a car or licence. Linh's goal was to find stable accommodation before her second child was born in September, which was less than two months away at the time. It was evident that Linh felt very deflated. Linh's worker at MASP reassured her that she would definitely receive the appropriate services she required. The MASP worker provided transport for Linh and her son for 18 house inspections. During inspections, Linh was rapidly losing confidence, as she was unsuccessful with all 18 applications. Linh's worker kept encouraging and reassuring her that they must remain patient, persistent and positive until they reach the goal.

In late August, Linh was advised that one of her rental applications had been successful. Her worker also applied for a bond loan through DHHS, which was accepted the following day.

Linh and her worker collected the bond loan, signed her rental contract and collected her keys for her forever home. Linh was bursting with happiness and excitement as she was previously living in a single room in a refuge home. It was surreal to her that she would now be living in a home where everything would belong to her. After attending 19 house inspections, Linh opened her front door for the first time with tears of joy. Finally her own home, her own space for herself and her children, it was the beginning of a new chapter in her life.

After a few days of settling into her home her worker assisted Linh with applying for Centrelink rental assistance and setting up an account with Centrepay.

Linh was extremely thankful for the continuous support from MASP and was grateful for the services she had received and is continuing to receive from MASP.



Rivers' story.

Rivers Watson is "100 per cent" grateful he grew up in foster care.

While initially the idea of going into foster care was daunting the 19-year-old knew it was the best option. Rivers openly admits that he did not come from the greatest upbringing, and the best way to describe his situation was that he was being neglected.

During his nine years in foster care, Rivers said his three foster families helped him grow into the person he is today.

Rivers still remains "very close" to his foster parents Judy Brinsmead and Dennis Berry, who he lived with for three years before transitioning to independent living.

He has a very close relationship with them, "I call them my grand-parents because they treated me as family, like I was a blood relation. A good foster carer is someone who is loving and welcoming, like they are."

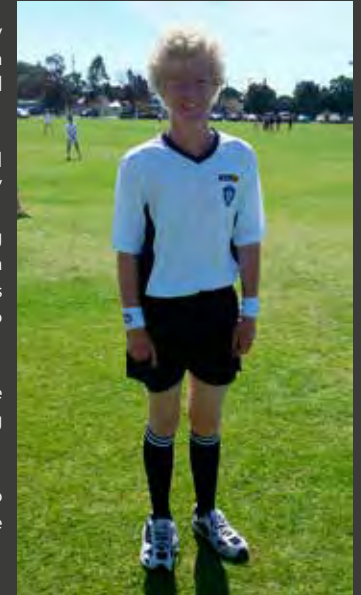
Rivers says he is as a result of his time in foster care an "all round better person, I am respectful and have learnt how to treat others."

Rivers is very proud of his achievements, as well as living independently, he was a participant in the 2015 MASP Kokoda Youth Mentoring Program. He now has a job at Glow Nutrition, is a boundary umpire and has even undertaken public speaking to talk about his life and time in foster care.

Whilst Rivers admitted foster care was not always easy, it can make a huge difference to the life of a young child and he is a strong advocate for encouraging more people to become foster carers.

"It's important that we have foster care so that kids don't end up on the street, don't do the wrong thing and so they have a more stable and secure future."

"I am 100 per cent grateful I went into foster care and for the ongoing support MASP provide."



Kokoda Youth Mentoring Program

The Kokoda Youth Mentoring Program continues to impact on the lives of many young people, their families and the community as a whole. The following is an anonymous letter from a parent of a young person who took part in the 2017 program.

2017 Participant - Anonymous Parent Testimonial

"Gone is the fear that behind the closed bedroom door is my dearly, beloved child dead. My child had become like a "prisoner" in the safe haven of our home, by their own choice, silently locked in their bedroom, burying themselves in the world provided by the internet.

Prior to commencing the MASP Kokoda Youth Mentoring Program, my beautiful and intelligent child seemed to have lost the desire to live and was a shell of their former self largely due to consequences of the behaviours of others. They were grieving, withdrawn, angry, depressed, anxious, very socially isolated, sleep deprived with suicidal thoughts and self-harming behaviours. Their self-esteem and confidence had plummeted. They suffered with chronic stomach pains, nausea and headaches to which no physical cause(s) were found. PTSD and obsessive compulsive behaviours featured. Nights were dreaded with bad memories plus visual and auditory hallucinations invading their "safe cocoon" reminding them of at least one of their human tormentors. Going to school then staying at school was a battle. Friends and the whole paternal family had been lost as a direct result of the paternal parent. Trust in people - family, friends, the law, child protection and health services - was shattered. They had gender identity issues, no longer wanting to be their former self, wanting hormone replacement therapy, surgery and to discard traces of who they used to be. They refused to exercise, had dieting issues and their degree of grooming dramatically declined. More and more piercings were requested. They did not like to be touched. They were sinking and despite my determination, years of medical knowledge, research and services sought, there seemed to be little that I could do to prevent what seemed like the inevitable.

My child also witnessed their sibling (my other child) self harm - trying to smash their head open on the floor and walls and punching themselves hard in the head. Their sibling struggled with anxiety, crawling around the house like a slug under a blanket, hiding in the car under a blanket in scorching summer heat to avoid having to see the other parent and being fearful to attend school due to the parent's stalking. The sibling would get angry, scared and abusive. This child also stopped socialising partly due to the shame of what their other parent had done. All of this put added pressure on my children and me.

Some service providers questioned my integrity and willingness to support my child - some telling me that I wasn't doing enough to help my child with others telling me I was doing too much, putting me down

for trying so desperately to help my child. I came to understand how people give up and lose hope, especially when being ridiculed by so called experts.

My child applied to be a mentee in the MASP Kokoda Youth Mentoring Program and got accepted. I saw the program as a lifeline thrown to my child. Initially my child was reluctant to attend training; they did not want me to leave so I trained with them. I then weaned them off by being in the vicinity but no longer training with them, progressing to driving away while they trained returning well before training finished at their request. I was leaving my angry child standing alone and not wanting to talk with anyone, to learn to cope and get support from others. Many training days my child would refuse to attend, be angry at me or the trainer. I gave them choice and control in whether or not they attended. My struggling child also hated camping. Slowly the protective walls my child had put up came down. The mentors and mentees accepted us as we were without judgement.

On weekend training days, my child willingly got up earlier than they did on school days. After a while, together we would have coffee with the mentees and mentors after training. Slowly I stopped arriving well before training finished, seeing my child become less anxious and start to socialise with the mentors and mentees. My child showed natural athletic ability and drive, motivating and encouraging others. Mentors offered to transport my child to training with my child slowly accepting. My child's anxiety lessened, depressed mood lifted, trust in others returned, they started talking, laughing and becoming healthier.

No longer do I lie awake during the night wondering if my precious child is silently carving up their beautiful skin during their sleepless night, The haunting vision of angry, hot, precisely cut lines adorning their limbs is fading. I am sleeping at night. My sense of job security has returned and I actually took leave for a holiday rather than as a carer. Our financial situation is improving.

My child slowly returned to their born gender with mentors and mentees helping them through this transition. Throughout the months of training, the other parent appealed their jail sentence and resumed living in the community prior to being incarcerated to finish their sentence. The support provided by the program helped my child and in turn, our family, during this difficult time.

Right up to departure, I was unsure if my child would actually go to Kokoda and complete the trek. Upon return, my child was so happy to see me - bursting out of the bus, running to embrace me. My child spoke fondly of the mentors, mentees and porters. My child was happy, healthy and thriving!

..... cont'd on next page

Kokoda Youth Mentoring Program cont'd

This program has largely driven my child's recovery journey and has been life changing - my child is starting to live, not just exist and has ceased talking of ending their life. As a result of involvement with the program, I have observed my child: is happy; confident; no longer depressed; their anxiety level seems normal; hallucinations are seldom reported; health is great; is exercising; dietary intake is now healthy; school attendance has significantly improved; they are socialising with program participants and regard them as family; is accepting help; trusting people; coping much better with life and the traumatic events of their past; relaxing; initiating and engaging in conversation; is positively motivated and determined; initiating and accommodating touch e.g. hugging; expresses their feelings towards others; future orientated; has returned to taking care and pride in how they dress; is helpful; now identifies as their original gender. Other people's comments support the aforementioned positive changes. This program has changed my child's life for the better, and in turn, changed mine and our small family. My child would like to become a MASP Kokoda Youth Mentoring Program mentor to help others. I cannot find words to adequately convey my eternal gratitude to MASP, the other sponsors of this program and all involved. The kindness, generosity and thoughtfulness of the program leader, mentors, sponsors and porters is to be commended. Anyone involved with the program benefits more than can be anticipated."

Participant quotes:

- "I have been able to gain confidence to talk to people and hold conversations"
- "I have improved my connection with my family, friends and other group members".
- "I appreciate everything I have a lot more so I'm concentrating more at school because I'm very lucky I get such good education".
- "I have almost 30 people that I know if I ever need someone to talk to are there"
- "Completely life-changing and eye opening. A huge developmental experience with incredible results".
- "It has just been amazing everyone was so welcoming so even though I started later than everyone I still felt like I'd known them for ages and I loved how everyone supported you and encouraged you when they could see you struggling".
- "Absolutely amazing, would definitely recommend this program to everyone and would love to do it again as a mentor".

Program Supporters

Engage!	Northern Mallee Leaders	Sunraysia Locksmiths	Merbein Mushrooms
Newsboys	Mildura Waves	Tekace	MCA
MRCC	Carinya CWA	Mildura Discount Carpets	Stefano's Cafe
Tankard Dental	The Athletes Foot	Mildura First Aid Services	Leon Power
Sunraysia Community Health Services	Mallee Family Care	Wally Green Hygiene Services	Sandbar
Telstra Business Centre	MDAS	Southern Cross Farms	Riverland Forklifts
Laser Signs and Print	Medina Legal	Secure Peace	The Meat Hub
Canoe Images	Davison Motor Group	Quality Grand	Andrew Peace Wines
Move with Mac	Sunnyland	Indulge Apartments	Sunraysia Bridgestone
Kokoda Spirit	Mildura Golf Club		Coca Cola Amitil
			Bunnings





MASP Mildura Women's Charity Lunch

Almost 200 guests attended the 2018 MASP Mildura Women's Charity Lunch, raising \$15,000 to support MASP in creating affordable housing options for women who are homeless, or at risk of becoming homeless.

Special thanks to our major and corporate sponsors Trentham Estate Wines, MDAS, Quality Hotel Mildura Grand, Party By Design, Banjo's, Prestige Staffing, King Construction Group, Haynes Design, Mildura Living, MC Simone Tierney, raffle sponsors, and guest speakers Don Carraza and Kylie Travers.



Proudly supported by:

- | | | |
|-------------------------|-----------------------------|-------------------------|
| Trentham Estate | Banjo's | Kylie Travers |
| Party by Design | Don Carazza Srstrikeforce | Simone Tierney MC |
| King Construction Group | TJM Mildura | All About Me Undergear |
| Mildura Waves | Helloworld Travel Mildura | ANZ Bank |
| Endota Spa | Hammerton Jewellers | Mildura City Heart |
| Chemist Warehouse | The Office | Mildura Workers |
| Doug Haynes | Iggy & Zee | Mildura Living Magazine |
| Visions | Surf Crew Langtree | Blume by Colin Straub |
| Indulge Apartments | eManaged | Princess for a Knight |
| Vast Interior | Royal Copenhagen | Just Redgum |
| Bunnings Mildura | Stefano's | TASCO |
| Spanish Grill | Walnut Convenience Store | Total Car Detailing |
| Valencia Food Store | Studio 73 Yoga | Hoggies Estate Wines |
| Mildura BBQ Chickens | Pernod Ricard Winemakers | LBA Beauty |
| Rose Harvest | Quality Grand Hotel Mildura | |
| MDAS | Prestige Staffing | |







"Tour De Medina" Cycling Team

Riders

Ross Huxtable

Spiro Melissovas

Kim Parker

Shane Wilmore

Annette Power

Jason White

Mark Ross

Gary Simpson

Stuart Lennon

Kate Bouchier

Support

Trevor Scholar

Tom Gardiner

Sponsors

Medina Legal

Davison Motor Group

Sunnyland Press

Mildura Golf Club

Sunraysia Locksmiths

Tekace

Mildura Discount Carpets

Mildura First Aid Services

LBA Beauty

Southern Cross Farms

Secure Peace

Quality Grand

Indulge Apartments

Merbein Mushrooms

MCA

Stefano's Cafe

Leon Power Chiropractic Centre

Sandbar

The Meat Hub

Andrew Peace Wines

Sunraysia Bridgestone

Coca Cola Amitil

Bunnings

Sunbeam

Coomella Memorial Sporting Club

Riding to support MASP and the Kokoda Youth Mentoring Program

Netherby / Kelso Station Social Enterprise

The Netherby / Kelso Station Social Enterprise continues to evolve with a number of major projects taking place during the last year. This has included the expansion of irrigation lines at Kelso to increase the water and fertiliser distribution across the block, the removal of 400 Castle Bright trees on Netherby that were non-producing and the planting of 400 new trees.

Both properties have been heavily impacted as a result of the drought, with kangaroos, emus and goats invading the orchards in search of food and water. To prevent further wildlife damage both properties have had new fencing erected.

These projects have also provided work opportunities (outside of harvest) for MASP clients to assist with irrigation, fencing, tree removal, soil preparation and the planting of new trees.

The Netherby enterprise provides many opportunities for MASP to develop a range of community programs, with discussions currently in progress to develop the site into a new exciting initiative.

Project Supporters / Sponsors

Terry & Janet Hill

Ormond McLeod

Nu-Edge Solutions Australia

Wakefields Transport (Charity Golf Day)

Nangiloc Colignan Farms (Charity Golf Day)

Mildura Fruit Company (Charity Golf Day)

Leda Ag

Pickering Transport

Riverland Forklifts



Godden Award

Established in 2007, the Godden Award recognises those who have made an outstanding contribution to the aims MASP and the community.

As a tribute to the significance of volunteerism, altruism and community mindedness in supporting the delivery of crucial community services, the award was named in honour of two long time MASP carers, Barb and the late Noel Godden.

The 2017 Godden Award was presented to local business woman Simone Tierney, in recognition of her commitment to the success of MASP’s Annual Women’s Charity Lunch. Every year the lunch raises funds to assist MASP in creating affordable housing options for women who are homeless or at risk of becoming homeless.

Working three days a week as CFO at Zilzie wines, running a small business (Endota Spa) as owner/ manager being a busy parent of three young children, it is commendable that Siomne has found the time to commit to such a busy event, but year after year Simone has volunteered her time to help make the lunch a success.

Simone has been involved since the inaugural lunch in 2012 and has been a very active committee member every year since and last year took on the additional role of MC.

Simone has made a huge contribution to our community. Simone is pictured with her husband Peter, and their children.

Past Recipients

2007	Barb & Noel Godden	2012	Not awarded in respect of the passing of Noel Godden
2007	Doug & Elaine Rowe	2013	Peter Davies
2007	Richard Vandenberg	2014	Annette Power
2008	Tim Robinson	2015	Wendy & Ed Rushforth
2009	Don Reid	2016	Not awarded
2010	Bronwyn Williams	2017	Simone Tierney
2011	Dot Phelan & Janet Decker		



Acknowledgements

The support MASP receives from our community plays a key role in the successful delivery of our many services. Whether it be a donation of beanies, swags, cash, Christmas presents for kids in care or an event such as a golf day to raise much needed funds, they all have a positive impact on the organisation and those in need that MASP supports. Listed on these pages are many of our supporters, who have all contributed to MASP during the past year. Throughout this annual report you will find pages for the MASP Mildura Women's Charity Lunch, the Tour De Medina Cycling Team and Kokoda Youth Mentoring Program all acknowledging our many supporters of these programs, events and fundraising activities.



Mark Ross
Manager, Strategy and Innovation

MASP Sponsors, Donors and Supporters

Terry and Janet Hill	Sunraysia Chickens
Wakefields Transport (Charity Golf Day)	Carinya CWA Branch
Nangiloc Colignan Farms (Charity Golf Day)	Tankard Dental
Mildura Fruit Company (Charity Golf Day)	Google Inc.
Davison Motor Group- Garry Davison	Joan Rodgers
Sunnyland	Joan Lewin
Jenny Caldwell	Riverland Forklifts
Joan Hill	David and Joan Buck
Clarke's Mallee Food Distributors	Sunraysia Daily

Sunraysia Daily and Seven Fields Mildura
Masters Charity Golf Day

CWA Mildura Millewa

Mildura Rural City Council

Mildura City Heart

Jennifer Fisher

Nu-Edge Solutions Australia

Darling Junction CWA

Ray White Real Estate Mildura (Craig Kerr)

WDEA (Charitable Fund)

Newsboys Foundation

The Jack Brockhoff Foundation

The Flora & Frank Leith Charitable Trust

Mildura WAVES

Share the Dignity

Cafe 94

Mildura Weekly

Chaffey Women's Probus Club

Coca Cola Amatil

Oasis Auto

Mildura Gateway Tavern

Woolworths

Commonwealth Bank

The Lake Primary School

Hudsons Circus

Renee Ficarra

Sunraysia Residential Services

Chris Casey

Emanagaed

Thelma Moore

Dr Alan Soward

WebDivision

The Nappy Collective

Mr Mina Nessin

Aaron Berger

Bunnings Mildura

Catherine Smith

New Life Christian Church

Banjo's

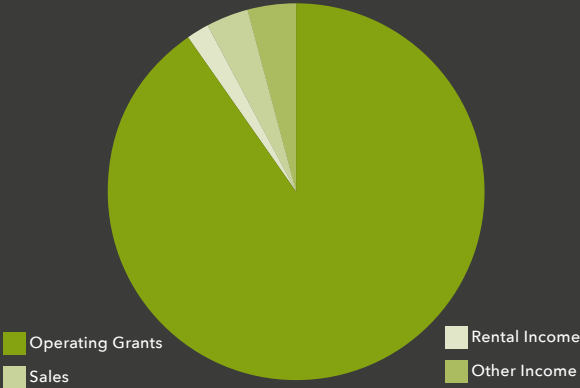


Community Support

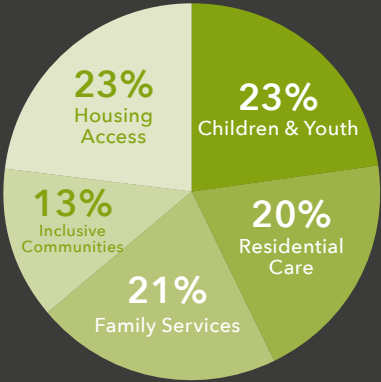


Financials

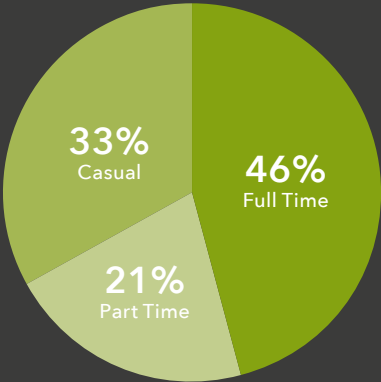
Revenue 2017 / 18



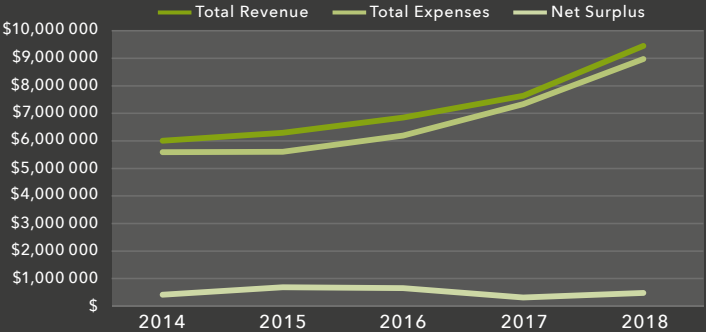
Funding Areas 2017 / 18



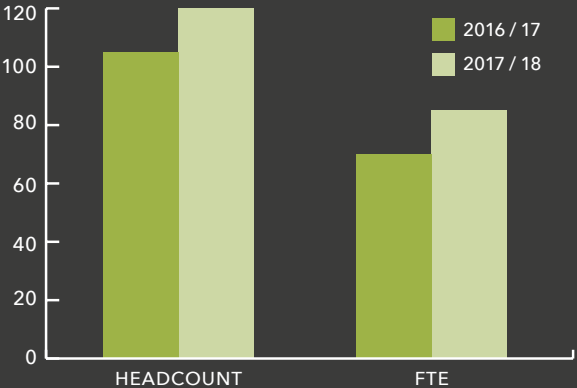
Employee Category 2017 / 18



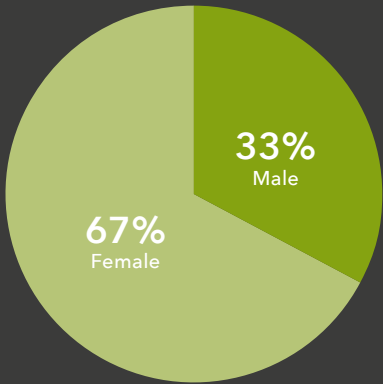
Revenue, Expenses, Net Surplus



Human Resources 2017 / 18



Gender 2017 / 18



Mallee Accommodation and Support Program Limited
(A Company Limited by Guarantee, Not having a Share Capital)
ACN : 606 779 873

CONCISE FINANCIAL REPORT

This concise financial report was extracted from the statutory financial statements of Mallee Accommodation and Support Program Ltd ("MASP") for the year ended 30th June 2018. It is consistent, in substance, with these statements notwithstanding the less technical language and content. The statutory financial statements were audited and are available on MASP's website www.masp.org.au.

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Mallee Accommodation and Support Program Limited
(A Company Limited by Guarantee, Not having a Share Capital)
ACN : 606 779 873

Directors' Report for the year ended 30 June 2018

Your directors present this report on the company for the financial year ended 30 June 2018.

Director Details

The names of each person who has been a director during the year and to the date of this report are:

Gregory James Leslie (Chair)

Director since 2009
Expertise: Business and Management
Board Committee(s): Finance, Capital Assets Planning, Clinical Governance and Building Project Control Group

Katherine Crouch

Director since 2013
Expertise: Child Youth and Family Service
Board Committee(s): Capital Assets Planning and Clinical Governance

Glenn Stuart Milne

Director since 2012
Expertise: Local Government and Community Service
Board Committee(s): Capital Assets Planning, Building Project Control Group

Caroline Margaret Smith (Finance Chair)

Director since 2014
Expertise: Finance and Accounting
Board Committee(s): Finance and Building Projects

Cheree Jukes

Director since 2016
Expertise: Public Health and Collaborative Partnerships
Board Committee(s): Clinical Governance

Mark Haynes - appointed

Director since November 2017
Expertise: Marketing
Board Committee(s): Capital Assets Planning and Building Project

Gregory Noel Schultz

Director since 2012
Expertise: Business and Management
Board Committee(s): Finance
Capital Assets Planning and Building Project Control Group

Frances Margaret Medina - resigned 19/9/2017

Director since 2013
Expertise: Legal and Community Service
Board Committee(s): Clinical Governance

Susan Ruth Watson - resigned 16/11/17

Director since 2011
Expertise: Social Work
Board Committee(s): Clinical Governance

James Thomas Price - resigned 25/07/2018

Director since November 2016
Expertise: Social Work and Justice
Board Committee(s): Capital Assets Planning

Chris Casey - appointed 16th November 2017

Director since November 2017
Expertise: Legal
Board Committee(s): Clinical Governance

Mallee Accommodation and Support Program Limited
(A Company Limited by Guarantee, Not having a Share Capital)

ACN : 606 779 873

Directors' Report for the year ended 30 June 2018

Principal Activities

The principal activity of the organisation during the financial year was the provision of assistance and support to young people, adults, and families in need through a wide range of related support services.

Short-term objectives

The organisation's short-term objectives are:

- to facilitate the availability of appropriate and affordable accommodation options for people experiencing homelessness or housing related crisis
- to provide affordable rental housing to people on low incomes
- to address the direct relief of such poverty, sickness, suffering, distress, misfortune, disability destitution, or helplessness as arouses compassion in the local community of Mildura and the surrounding catchment area
- to achieve the goals outlined in the MASP Strategic Plan 2016 - 2018.

Long-term objectives

The organisation's long-term objectives are:

- develop and deliver innovative solutions for communities to access safe secure housing and aligned services
- empower our community to be free from homelessness, abuse, poverty and disadvantage to lead safe, secure, healthy and fulfilling lives
- establish relationships with appropriate persons to ensure MASP is considered at a policy and decision making level
- to monitor and endeavour to meet deficiencies in the welfare services of the Community.

Strategy for achieving short and long-term objectives

The MASP Strategic Plan outlines a comprehensive strategic framework which guides the organisation's core objectives, principles and priorities and underpins all other business and program planning processes.

To achieve its objectives, MASP has adopted the following strategies

- Sustainability - create an appropriate organisational and service model to ensure a sustainable future for the organisation and our clients.
- Innovation - develop innovative practices to ensure future planning is representative of our clients' needs.
- Professionalism - foster a professional approach within the organisation and with those with whom we work.
- Excellence - create a culture of excellence at an organisation, local, state and federal level.

Mallee Accommodation and Support Program Limited
(A Company Limited by Guarantee, Not having a Share Capital)

ACN : 606 779 873

Directors' Report for the year ended 30 June 2018

Meetings of Directors

During the financial year, eleven formal meetings of directors were held. Attendance by each director were as follows:

	Eligible to attend	Attended
Gregory Leslie	11	10
Gregory Schultz	11	9
Katherine Crouch	11	8
Glenn Milne	11	7
Caroline Smith	11	8
Cheree Jukes	11	8
James Price	9	8
Mark Haynes	7	6
Chris Casey	7	5
Susan Watson	4	3
Frances Medina	2	2

Contribution in Winding Up


The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee.

If the company is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the entity. At 30 June 2018, the total amount that members of the company are liable to contribute if the company is wound up is \$32.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and can be found on page 4 of the financial report.

Signed in accordance with a resolution of the Board of Directors.


Greg Leslie
Director
Dated at Mildura 12. October 2018

**Statement of Profit and Loss and Other Comprehensive Income
for the year ended 30 June 2018**

	2018 \$	2017 \$
Operating grants	8,540,592	6,947,934
Sales	280,254	228,550
Service Income	164,099	16,466
Rental income	233,752	155,444
Donations	38,805	38,106
Fundraising	46,163	13,133
Revenue from operating activities	9,303,665	7,399,633
Interest income	22,328	22,208
Other income	113,053	135,454
Profit on disposal of plant and equipment	9,099	83,277
Total other income	144,480	240,939
TOTAL REVENUE	9,448,145	7,640,572
Wages, salaries	(5,555,512)	(4,592,557)
Superannuation	(522,551)	(436,559)
Employee benefit provisions	(518,757)	(442,394)
Workers compensation insurance	(185,451)	(125,732)
Other	(152,041)	(107,803)
Total Employee benefits expense	(6,934,312)	(5,705,045)
Depreciation & Amortisation Expense	(239,670)	(193,742)
Administration expense	(858,076)	(726,216)
Service delivery expense	(868,581)	(628,392)
Consulting Fees	(32,715)	(44,229)
Loss on sale of property, plant and equipment	(6,775)	(14,550)
Other expenses	(32,016)	(17,015)
TOTAL EXPENSES	(8,972,145)	(7,329,189)
Capital Grants	63,300	-
Surplus for the year	539,300	311,383
Revaluation of land and buildings, net of income tax	360,355	-
Total comprehensive income for the year	899,655	311,383

Discussion and Analysis of the Statement of Profit and Loss and Other Comprehensive Income

The organisation received the majority of its funding for program delivery on behalf of the Victorian Department of Health and Human Services and the NSW Department of Family and Community Services. Operating grants increased 22% on prior year to \$8.5 million. Areas of increased funding were in Child First (with MASP's involvement in the roll out of Safety Hubs in Mildura in May 2018) Foster Care, Leaving Care, Residential Care and Individual Support Programs.

Costs of the organisation were up 22% on prior year, particularly in total employee benefits expense, with increased employee numbers to deliver the supports funded.

Capital grants of \$63k were received from the Australian Commonwealth Government - Department of Infrastructure, Regional Development & Cities as part of Building Better Regions Funding to build MASP's Service and Community Hub.

Land and buildings with a book value of \$4,414,645 were valued at 31st October 2017 by independent valuers Herron Todd White (Mildura) at \$4,775,000. The revaluation of \$360,355 was booked to the revaluation reserve.

Statement of Financial Position as at 30 June 2018

	2018 \$	2017 \$
Cash and cash equivalents	3,685,611	3,440,244
Trade and other receivables	93,866	43,294
Other current assets	90,119	98,781
Total Current Assets	3,869,596	3,582,319
Property, plant and equipment	6,206,563	5,286,521
Total Non-Current Assets	6,206,563	5,286,521
Total Assets	10,076,159	8,868,840
Trade and other payables	712,422	458,477
Employee benefit liabilities	703,736	620,698
Deferred income	819,152	843,930
Total Current Liabilities	2,235,310	1,923,105
Employee benefit liabilities	193,135	197,676
Total Non-Current Liabilities	193,135	197,676
Total Liabilities	2,428,445	2,120,781
Net Assets	7,647,714	6,748,059
Reserves	1,193,840	833,485
Retained surplus	6,453,874	5,914,574
Total Equity	7,647,714	6,748,059

Discussion and Analysis of the Statement of Financial Position

MASP's financial position continues to remain strong with cash balances increasing by 8% to \$3.6 million and net assets at \$7.6 million.

Plant and equipment increased by \$1 million on last year with \$360k for revaluation of land and buildings by independent valuers Herron Todd and White, and \$537k for the build of the MASP Service and Community Hub, which commenced in April 2018.

Capital Works in Progress - Build of a Service and Community Hub

The Company has a contractual commitment dated 26th March 2018 to construct a Service and Community Hub building of \$4,424,540 (GST exclusive) with a practical completion date of 24th April 2019. At 30th June 2018 the company had been billed for \$378,277, with the balance of \$4,046,263 to be paid in the next financial year. In addition, \$260,000 has been set aside for loose furniture for the building, exclusive of the project cost, but included in MASP's 2018-19 Capex Budget.

The building of the Service and Community Hub was made possible through a successful submission with Building Better Regions Funding (BBRF). Funding awarded under the submission was \$2.45 million which is to be matched 1 : 1 by the Company. At 30th June 2018 \$63k in capital grants had been received with the balance scheduled to be received over the next financial year as milestones in the build are achieved.

Relationship between debt and equity: MASP presently has no long term debt, but will enter into a loan facility of \$1.9 million in the coming year. Liabilities are limited primarily to employee benefits and trade payables incurred in the ordinary course of operations.

Trade and other payables are higher than the previous year, largely due to \$221k in invoices relating to the building project (all current).

Employee benefits of current \$703k and non current \$193k are for provisions set aside for employee leave entitlements (annual leave, long service leave etc.) and have increased with increasing rates and numbers of employees.

Deferred income of \$819k is similar to prior year and relates to funding monies received in advance for services to be provided in the 2018/19 financial year.

Statement of Changes in Equity for the year ended 30 June 2018			
	Accumulated	Asset Revaluation	
	Surplus \$	Reserve \$	Total \$
Balance at Beginning of the Year	5,914,574	833,485	6,748,059
Surplus for the year	539,300	-	539,300
Revaluation Land and Buildings	-	360,355	360,355
Balance at End of the Year	6,453,874	1,193,840	7,647,714

Changes in the composition of the components in equity: Total equity increased by \$899k (\$539k was operating surplus for FY 2018/19 plus \$360k revaluation of land and buildings). The overall result was strengthened by increases in government funding and continued, disciplined approach to controlling expenditure.

Statement of Cashflows for the year ended 30 June 2018		
	2018 \$	2017 \$
Receipts from government grants		
• Government Grants	9,394,651	7,642,727
• Sales	308,279	228,550
• Rental Income	257,127	170,988
• Service Income	180,509	18,113
• Donations	42,686	41,917
• Fundraising	50,779	14,446
• Interest received	22,328	22,208
• Other income	49,008	110,354
Payments to clients, suppliers and employees	(9,264,058)	(7,850,587)
Net Cash provided by operating activities	1,041,309	398,716
Proceeds from sale of plant and equipment	82,500	506,723
Acquisition of property, plant and equipment	(878,442)	(656,179)
Net Cash used in investing activities	(795,942)	(149,456)
Net Increase in Cash held	245,367	249,260
Cash at the beginning of the year	3,440,244	3,190,984
Cash at the end of the year	3,685,611	3,440,244

Changes in cash flows from operations: Cash inflows were significantly up on prior year with a 22% increase in government program funding (both VIC and NSW) to \$9.4 million. This was offset by an 18% increase in payments to clients, suppliers and employees to \$9.2 million. Resulting in an increase in net cash from operations of \$1 million.

Cash flows from investing activities: Proceeds from sale of \$82k relate to trade-ins on scheduled changeover of motor vehicles in the fleet. Purchase of replacement vehicles during the year of \$233k are included in the \$878k in acquisition of property plant and equipment. The majority of the balance of acquisition is \$537k in costs incurred during the year in relation to the build of the Service and Community Hub, which commenced in April 2018.

Cash Balances: The net result is a an increase in cash balances of \$245k, bringing cash balances to \$3.6 million at the end of the year.

**AUDITOR'S INDEPENDENCE DECLARATION
TO THE DIRECTORS OF MALLEE ACCOMMODATION & SUPPORT PROGRAM LIMITED**

In accordance with the requirements of section 307C of the Corporations Act 2001, as auditor of Mallee Accommodation & Support Program Limited for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

- (i) no contraventions of the auditor independence requirements of the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Southern Audit Pty Ltd
Registered Company Auditor

Philip Shugg
Principal

Dated 13th of October 2018
120 Lime Ave., Mildura, Vic. 3500

Southern Audit Pty Ltd
A.B.N. 62 104 361 919
120 Lime Ave., Mildura, Vic. 3500

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
MALLEE ACCOMMODATION & SUPPORT PROGRAM LIMITED**

Report on the Concise Financial Report

Opinion

We have audited the accompanying concise financial report of Mallee Accommodation & Support Program Limited (the Company), which comprises the statement of financial position as at 30 June 2018, the statement of operations and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and other explanatory information derived from the audited financial report of the company for the year ended 30th June, 2018. The concise financial report does not contain all the disclosures required by Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

In our opinion, the concise financial report of Mallee Accommodation & Support Program Limited is in accordance with the Corporations Act, 2001, and Australian Accounting Standard AASB 1039 Concise Financial Reports.

Responsibility of Directors for the Concise Financial Report

The Directors of the Company are responsible for the preparation of the concise financial report in accordance with Australian Accounting Standard AASB 1039 Concise Financial Reports and the Corporations Act 2001, and for such internal control as the Directors determine is necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures which were conducted in accordance with Australian Auditing Standards. We have conducted an independent audit of the financial report of Mallee Accommodation Support Program Limited for the year ended 30th June, 2018 and expressed an unmodified audit opinion on that report in our audit report dated 28th September, 2018.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

In conducting our audit we have complied with the independence requirements of the Corporations Act 2001.

Southern Audit Pty Ltd
Registered Company Auditor

Philip Shugg
Principal

Dated 13th of October 2018
120 Lime Ave., Mildura, Vic. 3500

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