



# 2011 Annual Report



MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.  
140 Langtree Avenue, Mildura, Victoria 3500  
Incorporation # A003055R



MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.



## Who We Are

### Our Vision

The alleviation of homelessness, abuse, suffering and disadvantage in our community.

### Our Mission

To assist our community, through the provision of an integrated range of support services, which best delivers the most timely and appropriate response.

This shall be achieved through a continuing focus on:

- Service enhancement
- Practice improvement
- Measurable client outcomes
- Resource development

### Our Core Agency Values

#### Client Focus

We work towards improving the health and wellbeing of our clients and community. Our work is tailored to meet individual client needs and goals.

#### Confidentiality

We respect the rights of clients to privacy and confidentiality of their information. We must obtain informed client written consent to transfer information to third parties. We are bound by relevant privacy legislation and all employees must abide by the requirements of these laws.

#### Respect

We treat all clients with dignity and respect. We share information and we involve clients in all decisions affecting their lives.

#### Quality

We are committed to providing quality services and continually look for opportunities to improve our practice based on best practice guidelines and evidence of the efficacy of the services we deliver.

## MASP Life Members

Les Airs  
Bill Brown  
Alan Chalkley  
Janet Decker  
Linda Hurley  
Betty Krake, OAM  
Mary LePoidevin  
Glenn Milne  
Dot Phelan  
Jack Rust  
Ray Smith  
Joan Stewart (Deceased)  
Colin Thomson  
Doug & Elaine Rowe

#### Collaborative Relationship

We work together with other agencies in the community in partnership with our clients to achieve optimum results.

#### Responsibility

We take due care in our work with clients and recognize our responsibility to provide a high standard of practice consistent with industry best practice.

#### Accountability

We hold staff accountable for working within our endorsed guidelines for best client practice. We review our processes, policies and procedures and evaluate our outcomes and adjust practice accordingly. We learn from our experiences.

#### Feedback

In the interests of continuous quality service improvement, we value the opinions of people accessing our service and welcome input from other service providers.



## MASP Origins & History

Mallee Accommodation & Support Program (MASP) evolved through the amalgamation of two former local agencies in 1994. These agencies were the Sunraysia Youth Accommodation Project (SYAP) and the Sunraysia Emergency Accommodation Centre (SEAC) – Emmaus House.

The bringing together of both organisations was recommended as a result of a service system review conducted by the Department of Human Services. In addition, the amalgamation also saw the absorption of another supported accommodation service targeting families, at the time being delivered by the Christian Outreach Centre.

The establishment of SYAP and SEAC in the early 80's were the direct result of the voluntary efforts of caring community members in response to a pressing need for services to the homeless and disadvantaged. Initially, each group worked toward addressing the need to accommodate homeless people on an unfunded basis. In the mid eighties both agencies received funding to establish their respective services with paid staff.

The amalgamation in 1994 brought the combined staffing complement to 8 and provided funding for a designated manager. It established MASP as a cross-target service to the homeless and those at risk of homelessness including youth, families and single adults.

Programmatically, however, operations remained separate - the youth element operated from the Vineleaf Rural Student Hostel, the family element from Deakin House and the adult component from Emmaus House.

Eventually, management of all programs was delivered from the one location, with the acquisition of office

premises at 140 Langtree Ave in late 1998. These offices were shared at the time with St Lukes Family Care.

In January 1999, the agency experienced further growth with the outsourcing of the Adolescent Community Placement program from the Department of Human Services.

The adjacent building at 138 Langtree Ave was acquired in 2001 to accommodate additional staff as a result of growth in the Disability Support area. At this time MASP commenced working with young people with a disability on the manufacture and sale of redgum picnic tables and homewares – a program which was to eventually become 'Just Redgum'.

A further acquisition of 142 Langtree Ave in 2007 was achieved to accommodate the newly funded Family Services program.

The Family Services program was further enhanced in 2008 when MASP was selected as the provider of ChildFIRST across the Mallee catchment which commenced in February 2009.

Since this time, MASP has been successful in attracting additional funding and a number of new positions to the agency – a testament to MASP's capacity for good management and governance and long history of quality service delivery.

In 2011, MASP entered into a share farming agreement with Terry & Janet Hill at Netherby Station via Wentworth. The property consists of 12 acres of apricots that MASP will manage and at the same time creating opportunities for young people and other MASP clients to undertake a range of duties including pruning, thinning, picking and other jobs



*Pictured, Netherby Station will provide a range of opportunities for both MASP and our clients.*



## MASP Services

### Housing Services

Supported Accommodation & Assistance Program (SAAP)	Cross-target support and referral program for homeless and those at risk of homelessness - youth, families and adults.
Assistance with Care & Housing for Aged (ACHA)	ACHA is designed to assist frail, low income older people who are renting, in insecure housing or who are homeless, to remain in the community through accessing appropriate housing linked to community care.
Creating Connections	A partnership between MASP and Loddon Mallee Housing Services providing case management and social inclusion support for young people in managing their accommodation needs.
Supporting Young Parents Program	A partnership between MASP, Centacare and Mallee Domestic Violence Services. The program provides support and referral to homeless young parents and assistance to manage their parenting needs.
Intensive Case Management for Indigenous Tenancies	Intensive case management support to indigenous tenants in public housing that are at risk with the aim to provide support to sustain their tenancy.
Emergency Financial and Material Relief	Distribution of emergency financial and material assistance to people in crisis via assessment of need by MASP staff.
Family Reconciliation Worker	Provision of family reconciliation and mediation interventions to young people who are homeless or at risk of homelessness aged 16 to 18 years.
Dual Diagnosis Worker	A partnership with mental health services providing specialist support to homeless young people with a substance dependency & diagnosed or emerging mental health issue.



*Pictured MASP Senior Manager Gavin Krake and MASP Patron and founder of Kids Under Cover Ken Morgan inspecting new units at Herston Drive.  
(Picture courtesy of Sunraysia Daily)*

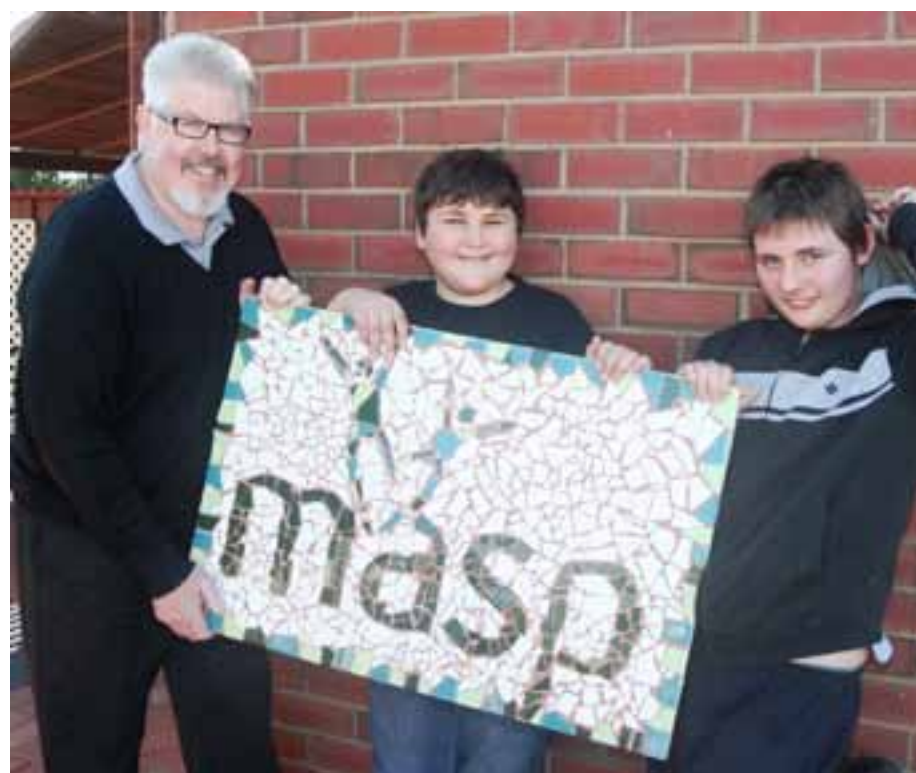


*Above, Herston Units*



## Family Services

Family Services	A range of service interventions to vulnerable families and children to strengthen parental capacity to provide basic care, ensure safety and promote child development.
Finding Solutions	Supports young people and their families who are experiencing conflict and disconnection and provides an earlier intervention response to young people aged under 15 years who are risk of entering the out of home care placement system.
ChildFIRST	Established in February 2009 providing information and referral for vulnerable children and families on behalf of a consortium of eight integrated family services providers across the four LGA's in the Mallee region. The entry point into all "Family Services" across the region.
Early Childhood Development Co-ordinator	Responsible for strengthening the integration, linkages and partnerships between early years service providers and ChildFIRST/Family Services providers across the Mallee region to maximize the access and ongoing engagement of vulnerable children and families with universal and secondary early years services.
Youth Support Service	A diversionary case management service aimed at young people aged between 10 & 17 who are at risk of entering, or in the early stages of involvement with the Youth Justice System.



*Participants from the Youth Day Program presenting MASP CEO Doug Tonge with a tile mosaic of MASP's logo.*

## Out of Home Care & Placement Support

Residential Care	Placement options for those young people requiring an out of home placement but not being suitable for a family placement or independent living.
Adolescent & General Foster Care	Home-based accommodation and support for children and young people who require an out of home care placement. Placements are made with trained caregivers in their own households within the community.
Carer Recruitment, Training & Support	An important aspect of the placement of children and young people within the community is the ongoing recruitment, training and support of the carer pool.
Intensive Case Management Support	Supports high-risk adolescent clients who are vulnerable to self-harm and negative external influences. ICMS clients are subject to Children's Court Protective Orders.
Leaving Care/After Care Program	Ongoing support to young people leaving the Placement & Support program by assisting with the transition from care to independent living.
Youth Mentoring Program	This program recruits community mentors and matches them with young people requiring additional support. Part of this program in the past has involved the completion of the Kokoda Trek in Papua New Guinea.
Youth Justice Community Support Service	Delivered in partnership with Mallee Family Care, Loddon Mallee Housing Services and DHS, the service is an integrated approach to the provision of intensive support and services to Youth Justice clients who complement the statutory case management undertaken by DHS.
Reunification Project	A 12 month project involving MASP, Mallee Family Care and DHS attempting to increase the numbers of children and young people in out of home care successfully returned home to family.
Day Program Support	Provision of individual and group day programs to those young people in out of home care who are unable to attend mainstream or alternative education settings.



*Pictured MASP staff day at Netherby Station raking out prunings to help prepare orchard for upcoming harvest.*



## Disability Services

Adult Day Activity Support Centre (HACC Program)	Planned day activities and social support for frail aged and disabled clients, seven days per week. Service includes a daily meal, outreach community support and some personal care within the home/community environment.
Just Redgum, Social Enterprise	An innovative program providing work experience and training for young people with disabilities. The program focuses on personal development, work skills, workplace safety and customer relations.
Adolescent Disability Program	Caters for young people with a disability and their families by providing social group activities, one-to-one behavior modification, family support, parenting skills and school holiday programs.
Peer Relationship & problem Solving Program (PRSP)	Supports people with a disability to learn independent living skills required to become confident and capable in moving out of home with minimal supports - includes developing peer networks, decision making skills and inclusion in community activities.
Aging Carers Initiative	Targets carers aged 65 years and over of people with a disability and provides immediate and long term planning for future supports and services.
Individual Support Packages (ISP's)	Provides funds towards supporting a person with a disability in meeting their individual needs. These needs are identified through the development of their life plans and aims to support a person in reaching their goals.

## MASP Properties

Emmaus House - Adult Homelessness Support	Offers short to medium term accommodation for up to eight homeless men. The model provides the greatest opportunity for effective engagement of clients in case-managed support and the breaking of the cycle of homelessness.
Short to Medium Accommodation	A three bedroom house available for lease to homeless young people or those transitioning into independent living from Foster or Resi care.
Kids Under Cover Program	Re-locatable units utilised for long term community placements and are usually placed in a Foster or Carer's backyard.
Vineleaf Rural Student Hostel	Supported housing for up to eight secondary school or TAFE students. The hostel's operation is supported by live-in volunteer supervisors.
Residential Care Unit	Property owned by DHS and managed by MASP for adolescents unable to be placed in care or independent living. The resi care facility can cater for up to 3 young people and is staffed 24 hours per day.
Davison Family Units	Four residential options tailored to the individual needs of young people requiring accommodation.
Morgan House	An award winning innovative housing option for young homeless people. Accommodates up to 3 young people in self contained accommodation whilst being supported onsite by live-in supervisors.
Long Term Units	Three two bedroom units targeting homeless young people. Available for long term tenancy.



MASP School Holiday Program at Canoe Images Hattah, program funded by Newsboys Foundation.



After school social group activities



## Board of Management



### Anne Webster – President

Anne joined the MASP Board in 2005 and is currently studying Social Work Honours final year, full time at LaTrobe University. Anne brings her passion for social justice and enquiring mind to the Board at MASP. Her community involvement includes her local church and the forming of a local pregnancy support service. Anne is passionate about her family, friends, music, both ballroom and Latin dancing, walking, eating out and travelling.



### Jo Edgcumbe – Vice President

Jo became a MASP Board member in 2008 and currently works for BankWest as an assistant Relationship Manager. Her interests include cooking, reading and supporting in an avid way the Collingwood Football Club.

Jo has been a welcome addition to MASP bringing her many years of experience and financial skills to the Board.



### Greg Leslie – Vice President

Greg joined the MASP board in November 2009. Greg's experience is in hospitality, tourism and event management and he brings to the board significant experience of boards and community organisations. Greg is married to Robyn and they have two children, Conor & Sascha and he lists participating in the Kokoda Youth Mentoring Program as a lifetime highlight.



### Peter O'Donnell

Peter acts as the Chairperson of the Board Finance Committee and is a Director of Southern Cross Business Advisers bringing his strategic planning and finance skills to the MASP Board which he joined in 2006.

Peter is also on the finance committee of the Mildura Specialist School, a Director of Mildura Airport P/L and was the co-founder of the MASP Kokoda Youth Leadership Program. Peter enjoys his sport especially watching & coaching his three kids as well as coaching the Imperials Football Club Reserves team. He loves spending time with his family, relaxing with friends and reading.



### Bert Hilton-Wood

Bert joined the MASP Board in 2010; Bert is a solicitor with a practice in Deakin Avenue and brings valuable legal experience to the agency. Bert was brought up in Mildura and now lives in Irymple with his wife Fiona, and two teenage children. Bert is also well known for his musical talent in local band "King Brown".



### Greg Herrick

Greg is the Advertising Manager at Sunraysia Daily. He first joined the MASP Board in 2002. Greg is involved in a number of other committees in the community including hospitality, business and sporting clubs and brings this experience, knowledge and skills to the MASP Board. Greg enjoys most sports, socializing and spending time with his family.



### Dot Phelan

Dot has been a MASP Board member for over 20 years and continues to bring expertise around income support, unemployment and related services to the Board. Dot is the Senior Social Worker at Centrelink Mildura and is involved in many interagency partnerships with local services that have similar client groups to MASP, and for that reason her knowledge and experience is invaluable. Dot's interests include reading, watching movies and spending time with her family.



### Janet Decker

Janet has been on the MASP Board for over 20 years. She brings a wealth of experience and knowledge of the issues involving homeless people, the unemployed, disadvantaged, and local support agencies. Janet currently works with Centacare Employment Mildura as a Case Manager and in her personal time enjoys gardening, walking, reading, spending time with her grandchildren and dog training and has an avid interest in animal welfare issues.



### Paul Hicks

Paul is Managing Director of First Aid Works Pty Ltd and joined the MASP Board in 2009. Paul has vast experience working in healthcare and private business and brings to the MASP Board a wealth of knowledge and skill from these arenas. Paul is married with two children and enjoys spending time with his family and participating in sports such as cricket and cycling. Paul is also currently the President of the Mildura West Cricket Club.



*Daniel at work building Redgum furniture*



*Dom and Luke at the Mildura Field Days,  
(photo courtesy Sunraysia Daily)*

## Message from the Board Chair



It has been my honour to serve as the MASP Chairperson for 2011. In this time, we have seen much change in the Board and in particular of recent date. We have welcomed Bert Hilton-Wood onto the Board in December and sadly have accepted the resignation of Paul Hicks. Paul has played an invaluable role on the

Board, bringing an integrity and commitment, which has been very much appreciated. It is also my sad duty to farewell but also sincerely thank two wonderful Board members who are both Life Members and have served faithfully on the Board for over 20 years: Dot Phelan and Janet Decker. It is therefore with great anticipation that the Board seeks three persons to fill these vacancies.

I would like to thank both Greg Leslie and Jo Edgcumbe for their leadership as Vice Chairpersons of the Board whilst I have been on leave in Canberra for the past three months.

With both Doug and myself absent for 6 months (between us) over the last 12 months (albeit at different times), there have been challenges which the Board and staff have managed with equanimity. However, growth, commitment to continuous development by both the Board and staff throughout this time exhibits the quality and foundational strength of the organisation. I would like to commend Gavin Krake, who took on the role of acting CEO in Doug's absence in October last year, and also this year with Doug's surgery and rehabilitation. I would like to congratulate both men on their flexibility and dedication to the organisation through these challenges.

The role of the Board is to set the Strategic Direction of the organisation and to ensure that good governance is maintained in order for the agreed strategies to be achieved. As members, supporters, sponsors and staff you will be aware of the strategic goals set in 2009 for the current three year period. Minor modifications have been approved by the Board to more succinctly communicate the strategic plan. The Key Result Areas (KRA's) are set to improve the effectiveness and efficiency of programs and their delivery, quality of staff management, fiduciary responsibility of the Board to ensure good financial management and systems of practice. Part of this has been achieved through the establishment of a Risk Management Committee. Gavin's program performance reporting gives the Board excellent feedback on contract

compliance and an overview of the operations and trends of service delivery.

Another committee developed by the Board in 2010 was the Capital Assets Planning Committee. This team worked diligently to review existing assets and accommodation of both staff and clients and made several recommendations to the Board. The Board agreed a Needs Assessment for staff and clients was necessary so that recommendations could be made to either develop or release sites owned or leased by MASP. The Board has taken seriously the need for improved staff work spaces and a more appropriate reception area, also the need to remain in the central business district



*Pictured -In 2010 MASP paid tribute to long serving Board Members Janet Decker and Dot Phelan. Janet and Dot have both volunteered their time and worked tirelessly on the MASP Board for over 20 years*

for the purpose of client access to other services. My hope is that in the next 12 months we will be moving toward significant staff accommodation changes in order to improve communications, team building and client outcomes.

Issues raised in the needs assessment challenged the Board to develop progressive policy documents to provide better governance and frame greater transparency and accountability in tendering for any building projects. An essential ingredient to future growth is in greater clarity and responsiveness to the Board's fiduciary responsibility.

Though MASP does not promote the purchase of property as a key goal for accumulating assets, nonetheless, purposeful acquisition sits within the strategic plan. And so, recent purchases of 118 Pine Ave and 52 Thirteenth St both hold many possibilities for the development of services and provisions to various groups in need in the Sunraysia community.

The Netherby property and service development is evidence of MASP's continuing commitment to partnerships and the good standing of MASP in the community. The addition of the Housing Provider Registration to MASP's list of accreditations continues to advance the future development of social housing projects to the benefit of people in need of affordable housing.

I am pleased to report that MASP is financially solvent on the basis of its current financial position reported at the July 21st Board of Management meeting.

Finally, I wish to thank Doug for his continued dynamic leadership of MASP as CEO throughout 2011. He consistently looks to possibility and opportunity; his diplomacy and thoughtful consideration to issues continues to shape the organisation toward its dynamic future in order to better meet the needs of the Sunraysia community. On a personal note, I would like to thank him for his gracious accommodation in the transition of this new Chair. My increased focus on governance, I acknowledge has provided challenges hitherto not experienced!

I look forward to continued growth and exciting developments in 2012, with a vibrant Board and energetic team.

In the meantime, take care and may your Christmas season be joy filled,

**Anne Webster**  
Board Chairperson



## Message from the CEO



Another busy year at MASP with much achieved and plenty of challenges ahead. Significantly, MASP has now achieved Housing Provider accreditation with the Victorian Housing Registrar. As well as providing a greater scrutiny of MASP's continuing viability, this shall also enable new housing developments to be undertaken

in collaboration with the Victorian Government. The three 2 bedroom units completed recently and now fully occupied, funded as a Nation Building Initiative, are great examples of what can be achieved through our relationship with the Housing Registrar and Office of Housing.

Accreditation in the areas of Disability and HACC remain major focuses at present, along with re-accreditation under the second assessment round of CSO – Child Youth and Family services. 'Continuous Improvement' across the whole of MASP remains at the fore and continues to bring about service enhancement and high standards and efficiency in service delivery.

MASP's Social Enterprises continue to foster great opportunities for young people to participate in a real work environment advancing their prospect of gaining meaningful employment. I am pleased to report the recent commencement of our newest venture at 'Netherby Station'. Through the kind benevolence of Terry and Janet Hill, MASP has taken over operations of 12 acres of apricot trees this growing season. The venture has already provided paid work for a number of young people and the prospect of horticultural certificate training in the future. Our established social enterprise, Just Redgum, continues to grow production to meet a rising demand for products. The standard of workmanship has advanced considerably and now meeting orders for high grade furniture.

MASP has now completed the 5th trek on the Kokoda Trail, as the culmination of this year's Youth Mentoring Program. The merits of the program in building the self-esteem and achievement of young mentees is outstanding. The forming of strong relationships with mentors and community provides wonderful opportunities for young people to advance their lives.

MASP continues to expand through new program growth and we look forward to further opportunities in the year ahead as the Baillieu/Ryan Coalition Government implement new policy initiatives. Managing client demand with available staff and resources remains a major challenge for the organisation, particularly in the area of housing and homelessness. I congratulate staff across all programs for the

high standards they maintain and their strong commitment toward positive client outcomes. Well done.

Considerable progress has been made in meeting the goals of MASP's 2009-2013 Strategic Plan. Under the banner of our Continuous Improvement Action Plan, many enhancements have been implemented across the key areas of Business Directions, Governance, Management Systems, Monitoring and Audit, Property and Assets, Communication Partnership and Collaboration and Quality Client Service.



*Pictured- Doug on air with Chemist Warehouse's Eric Oguzkaya and Star FM's Pat "Silco" Silcox. Chemist Warehouse were holding an outside broadcast where for all sales over \$100 they donated \$5 to MASP*

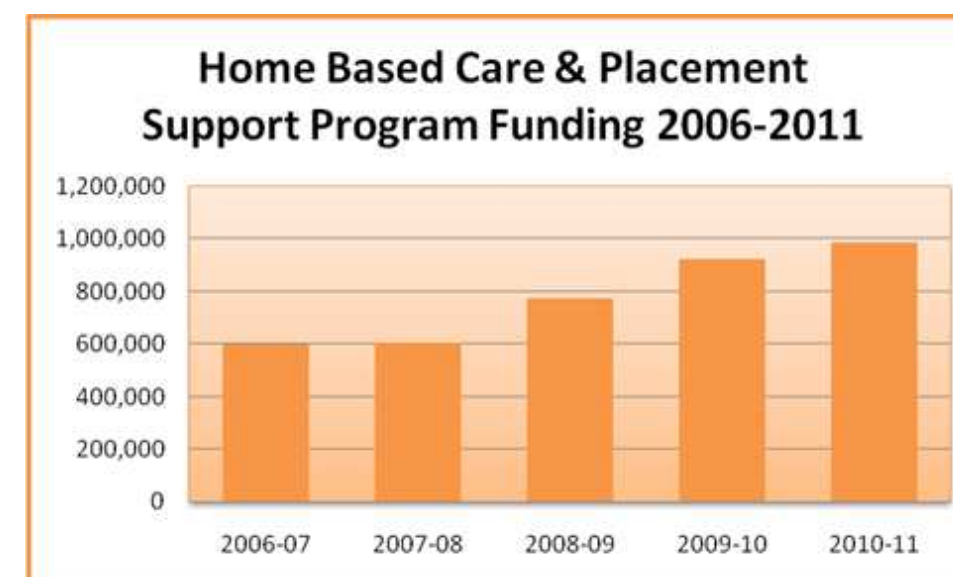
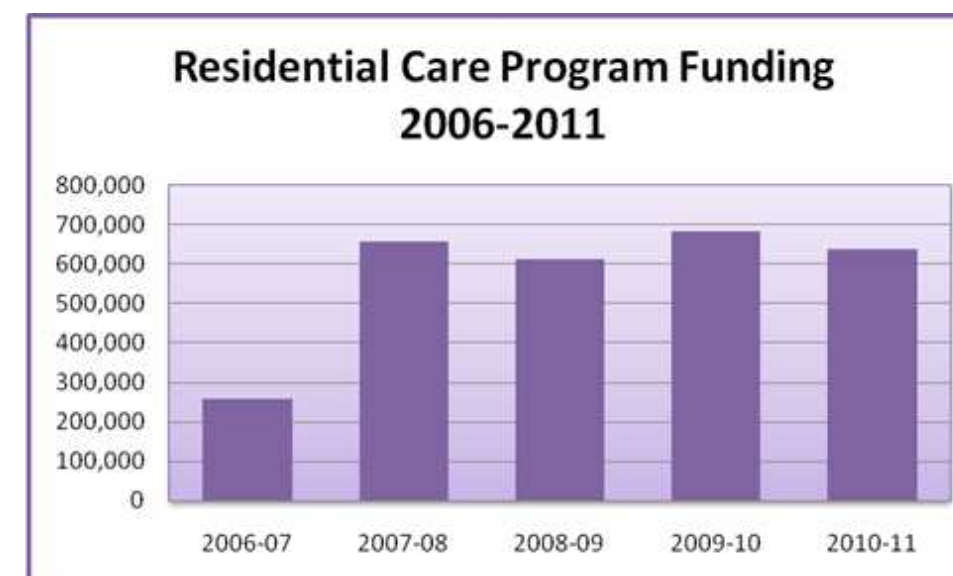
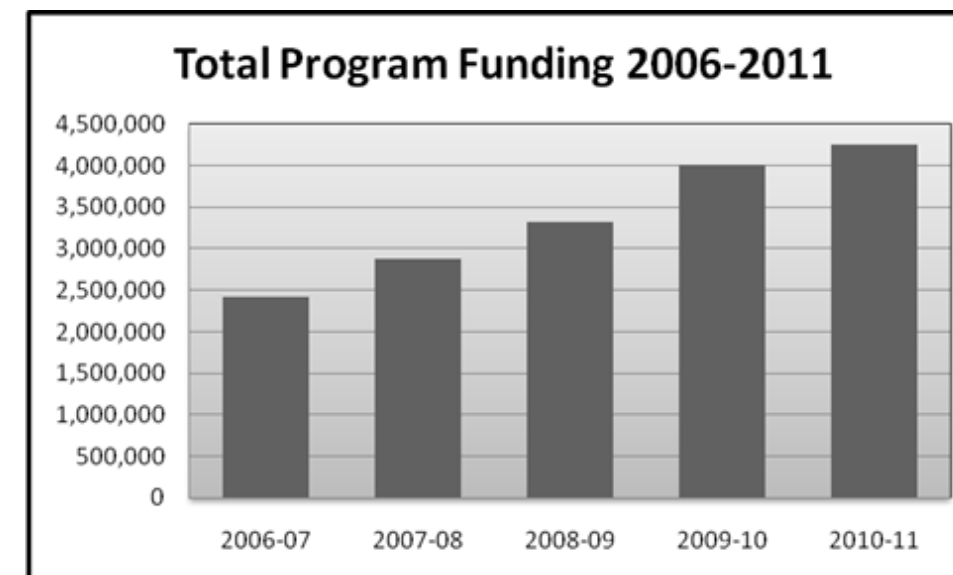
MASP continues to receive great support from our community by way of donations and fundraising. Examples include the Sunraysia Daily Golf Day, Hydrosol Heat Cycling team, Peter & Fiona Devilee, Coomealla Memorial Sporting Club Community Grants Program, Netherby Horticultural Social Enterprise and the Spirit of the Motorcycle. A few among many, I thank you all and look forward to the successes of our ongoing partnerships. MASP would not be able to achieve so much without this valuable support, and I would encourage where possible we support those that support MASP.

Sadly I acknowledge the passing of a valued and well-respected colleague, Carey Cramp, earlier this year. Carey had become an integral member of our Family Service Team and is sadly missed.

To our Board, Management Team, Staff Members, Carers, Volunteers and Supporters, thank you for your support, and in particular the commitment you have displayed toward those disadvantaged members of our community in need of our assistance. I congratulate you all for your dedication and endeavour and look forward to another great year ahead.

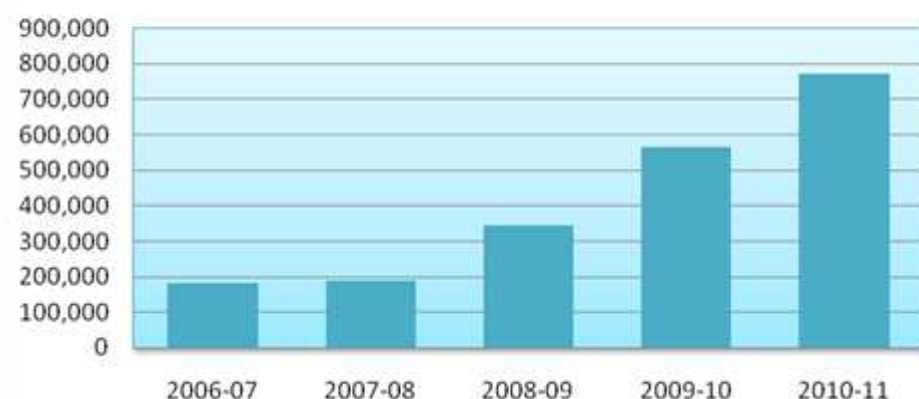
**Doug Tonge**  
Chief Executive Officer

## Agency Overview - Funding

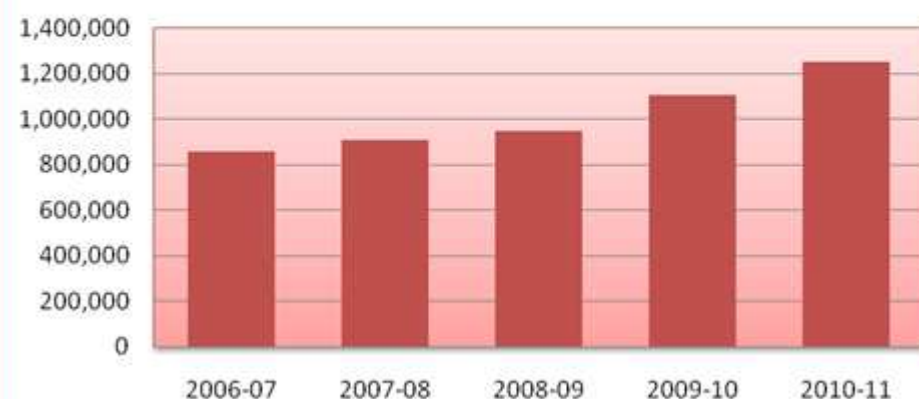




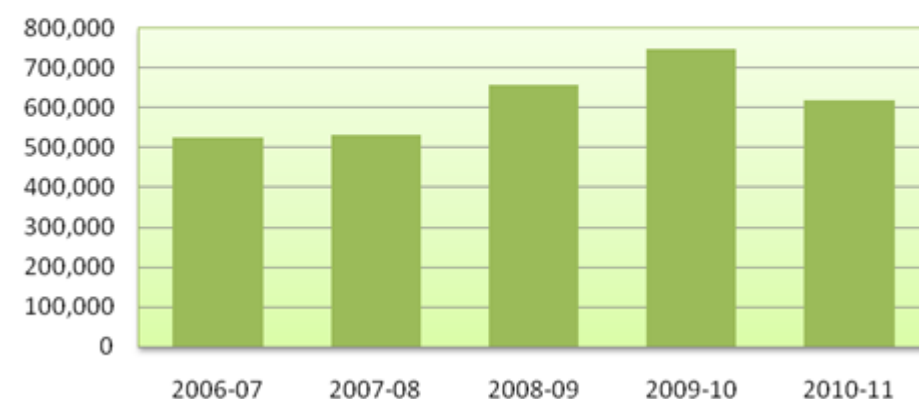
## Family Services Program Funding 2006-2011



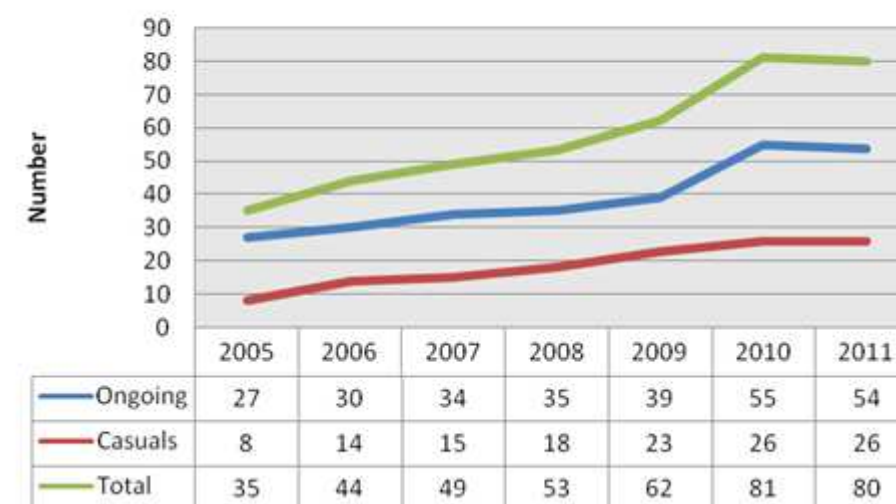
## Housing Services Program Funding 2006-2011



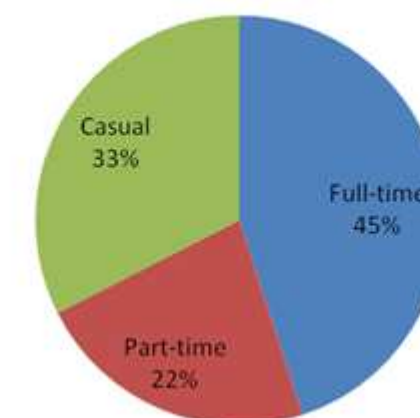
## Disability Services Program Funding 2006-2011



## MASP Staffing Numbers 2005-10



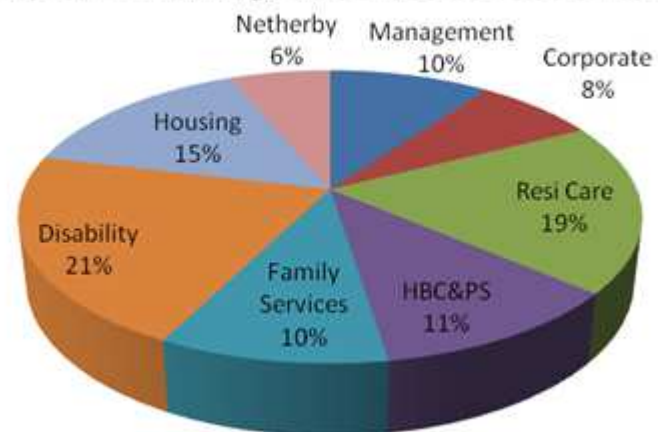
## MASP Staffing 2011 X Status



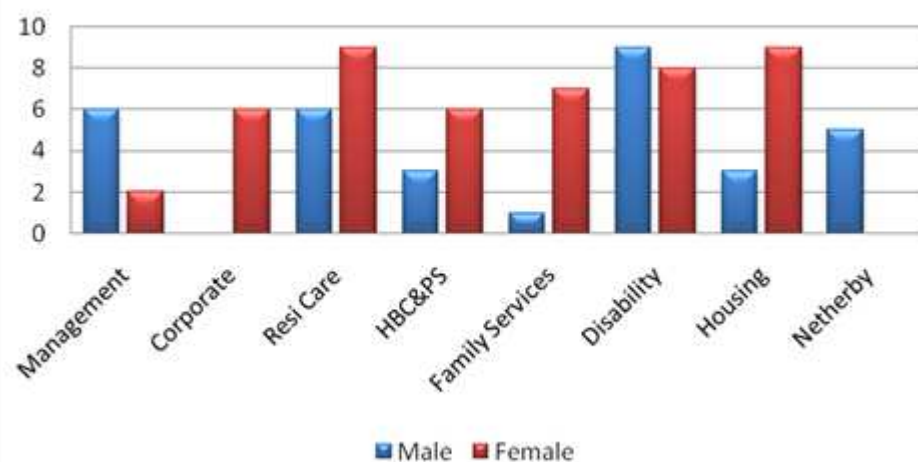
*Pictured, Doug presenting Chinese Exchange student Li Fang Xiou (Jenni) at her farewell with an Australian cookbook.*



**MASP Staffing 2011 X Service Area**



**MASP Staffing Profile 2011**



*Pictured - 2011  
Apricot harvest at  
Netherby*

## Ryan's Story

15-year-old Ryan is a senior student at the Mildura Specialist School. Early in 2011 his support worker at the specialist school who just happened to be a past mentor from the Kokoda program referred Ryan to the Kokoda Youth Mentoring Program. She identified that the program would be a great benefit for Ryan not only to build his skills but also to help him with his personal journey in life.

As part of their development and researching the historical relevance of Kokoda all participants are asked to write and present a short essay on what they have found out and how they feel about experiencing the trail. When read out Ryan's essay was moving to the whole team and painted a picture of the effect that the journey of a lifetime was going to have on this young man's life. Below is a copy of Ryan's essay.

"Um the Kokoda track... I think it would be awesome to go overseas and do the Kokoda track. In my head it looks like a jungle with amazing places and the sky is just blue and hot. I've done a bit of researching on the net to see what the track looks like and to see what I am up against. It is 96 kilometers and the highest of some of the mountains 2,190 meters (7,185 ft). Um I reckon it would be pretty cool to talk to the fuzzy wuzzy people and see how they live their life's in a place with no power or really anything. And to learn more about the World War 2 history and a bit of World War 1. Just to think of the World War is pretty crazy if you think about it. Just to do the track and see what our Australian heroes had to go through but they had it tough and we are getting it pretty easy that knowing a bullet is not going to go over our heads ha-ha. Doing the training for Kokoda track has been awesome too. Just to see people enjoying the training and talking to each other. I think I've made some pretty good friends just by doing this training program. Having a mentor in my life makes me feel a lot better about things. Just that u know there is someone always to talk to but also everyone is there to be there for u. the teamwork of this group is so amazing like things just work better and if we do that great team work on the track I reckon we will smash it. But yeah the track is going to be hard and a bit like hell at time but yeah just have to do it and put up with the heat and anything that stands in your way. The thing that worries me is the heat over there. Just don't know what the heat will be like. Mildura has got up to 48 degrees as I remember so yeah just what hotness is like over there. Just 8 weeks to go now. Can't wait. So pumped for this".

Ryan successfully participated in the training and the trek to Kokoda in October this year. He was an inspiration to all with his involvement in the program and his determination to succeed. Because of his participation, Ryan has developed lifelong relationships with his mentor and other mentors and mentees. He has proven to himself that nothing is impossible if you really want it.



*Pictured- Ryan on the Kokoda Trail  
and with a "Fuzzy Wuzzy" legend.*



## Program Reports

### Corporate Services



*Pictured – Shirley Daniel, Joy Sullivan, Nicole Bull, Garry Keller, Samantha Manning, Rae Baker*



*Admin assistant  
Nessie Sievwright*

The workloads for the Corporate Services team over the 2010/2011 year have steadily increased which in turn has increased the demand on their time and resources.

Bookings for appointments with caseworkers have steadily increased and appointments for the accommodation services are now usually made up to a week in advance.

The introduction of the new “Tenancy and Property Manager” position as reported in last year’s annual report has vastly improved the overall management of the Tenancy and Property operations within MASP. As a result of this new position outstanding rents in arrears have declined. Repairs and maintenance of all of the MASP properties are now controlled by this new position and this has resulted in all properties being maintained to a high standard at the lowest possible cost to the organisation.

With the retirement of Carol Roberts in the last financial year, there was an opportunity to reassess workloads within the Corporate Services area. As a result of this review and after a reallocation of duties, we have seen the number of staff within the Corporate Services area decrease by one part time position. There are now six full time staff and one part time staff members within the department.

During the year an electronic booking system was introduced within MASP. This system handles all of the organisation’s vehicle movements, meeting room reservations and equipment bookings. This makes the organisation of client visits and the booking of meetings quick and easy as it can be done from each staff member’s computer desktop.

Currently we are investigating various options to replace the organisation’s current General Ledger package. The organisation has now outgrown its current system and the move to a larger more sophisticated package is envisaged. This move will enable more detailed reports and the ability to monitor program finances in far more detail. Overall, the introduction of a new General Ledger package will give the organisation a far better management tool to monitor and manage all of our program’s finances.

On closing I must thank all of the Corporate Services team which has worked tirelessly throughout the year with exceptional dedication to the MASP organisation and also to their job. As the face and the front line people of MASP, their work is invaluable.

**Garry Keller**  
*Manager Corporate Services*

### Disability Services

Disability Services have had another busy year, with accreditation preparations underway, and the implementation of the Active Services Model into our HACCC day program. We have also become involved with MACNI (multiple and complex needs initiative) which has assisted us in increasing our skills, knowledge and services to a more complex client base.

Our Social Group and Respite program continues to deliver services to 24 young children with disabilities and has seen positive outcomes in the participants. Their confidence and socialisation skills have developed over time, and the exciting program of activities continues to keep everyone busy.

This year we have accessed the local council resource of the Youth Centre, which has provided us with a great venue to deliver cooking and craft activities. We have also held a Car Rally, which saw the participants venture around Sunraysia. Other activities have included metal detecting, swimming, putt putt, tenpin bowling, Lazerforce and out for dinner – to name a few.

We thank our casual staff Kira, Loretta, Simon, Kylie and Robert for their efforts throughout the year.

As mentioned, the HACCC day centre is experiencing exciting changes, with an increased focus on supporting people to meet their individual goals. This means that along with providing a planned activity service, social support and meals to clients, we can also support them in linking into family supports, community services, or revisiting interests or hobbies.

This year we have provided 6104 centre based/ delivered meals to 60 clients who regularly accessed the service.

The Just Redgum pathway to employment program has seen a busy year. The participants have shown great dedication to the program and in developing their woodworking, PR and social skills.

This year we have introduced new products, which have allowed for some finer woodworking skills to be developed. We have also managed to fit in a trip to Melbourne to watch an AFL game between Essendon and Richmond, a visit to Chapel St Markets and Birrarung Marr Park. We also took the opportunity to have a BBQ at Mungo National Park when we delivered our redgum tables, stools and three unique looking lecterns.

As a new venture, we spent a week in Centro displaying our range of products. This generated great interest in the community and provided an opportunity for the team to let people know about the work they have been

doing. Thanks to the Just Redgum team and MASP staff for their help during this time. We also showed displays at the ADFA field days in Mildura and The Riverland.



*Pictured, Just Redgum crew, staff member Dennis Berry, clients Daniel, Daniel and Luke, Just Redgum Supervisor Steve Reid, Program Manager Rebecca Hemming and clients, Dom, Luke and Cam.*

We would like to thank Doug and Elaine Rowe from the Merbein Sawmills for their support over the past 10 years. Their generosity has seen them donate approximately \$100,000 in timber supplies. Not only are we grateful for their generosity, but also for the valuable friends they have become to the Just Redgum team.

Finally, a big Thank you to the Disability Team for their great work in supporting people in becoming more independent, building confidence and in meeting their individual goals.

Remember, it’s the ABILITY that matters, not the disability.

**Rebecca Hemming**  
*Program Manager*



*Pictured Disability Services staff – John Burfitt, Trevor Scholar, Rebecca Hemming, Dennis Berry, Mandy McCole, Sandy Diaper and Steve Reid*



## Housing Services

The Housing Services program has continued to face challenges over the year. My personal thanks is extended to all team members and volunteers for meeting these challenges with professionalism and commitment.

The Housing team all strive to provide a quality and holistic approach to case management to all people in need of housing assistance from youth, families and adults to achieve positive outcomes. Housing workers participate in an intake system as well as provide ongoing case management of homeless people. Our program has provided case management to 714 people in need of housing assistance.

The Housing team has experienced several staff changes over the past twelve months and I would like to thank past staff for their contributions to the program and welcome all new staff to our team and look forward to working together in the future.

The homelessness sector across Victoria has gone through some changes over the last 12 months with the development and implementation of the 'Opening Doors' initiative in August 2010. The opening doors initiative is a state-wide framework of principles and practices developed by the Department of Human Services. Its intent is to guide and improve client assessment, referral and resource allocation across the Victorian homelessness service system. Homeless services in the Mallee region formed a local service network which become the key bodies responsible for the development and oversight of common

assessment processes and resource allocation within their own catchments.

Incorporating the 'Opening Doors' state-wide framework into our daily work has created challenges for the housing team. The changes have included utilising new state-wide tools in the form of new intake and assessment forms, consent and referral forms and accessing a web based resource register which lists all homelessness funded resources and vacancies in our part of the region. Housing workers have incorporated these new initiatives into their work practices and should be commended for their ability to undertake the new initiative and incorporate these changes into their daily work whilst still providing quality services to homeless people in our community.

The Emergency Relief Program has provided assistance to 1035 people in our local community. In June 2010 we received Vulnerable Groups funding which provides intake assessment to people seeking Emergency Relief as well as case management to a small number of people seeking multiple financial assistance and experience ongoing financial crisis. This program has now been re-funded for a further 3 years.

The Intensive Case Management of Indigenous Tenancies Pilot Project came to completion in June this year. An evaluation report assessed the pilot as being successful with positive outcomes for indigenous people residing in government housing whose tenancy was deemed at risk. I am pleased to report that members of the reference group including MASP attempted to secure ongoing funding for this valuable

program and have recently received a commitment of further funding.

The Family Reconciliation and Mediation initiative and Youth Dual Diagnosis programs continue to provide specialist support to young homeless people and to the youth housing workers. Both these early intervention programs have been in operation for the twelve months now and we are seeing great outcomes for these young people receiving intensive support.

The Vineleaf Student Hostel continues to provide accommodation and live in support to young people that are homeless and completing secondary education. Sam Percy and Kevin Overton have continued to provide this live in support for these students on site and without their commitment and devotion to this group of vulnerable young people the Hostel would not be the success it is.

Morgan House provides accommodation and support to young homeless people and assists in the transitional

to independent long term housing. I would like to extend my thanks to Leanne and Craig for this live-in support over the past three years. I would like to welcome Celeste Smith as the new Morgan House Supervisor and look forward to working together over the next year.

Emmaus House continues to provide medium term accommodation to adult men over the age of 25 in a communal setting and supported by the housing team. This setting is more independent and operates without live in support.

Once again, I would like to thank all housing staff and volunteers for their ongoing commitment, professionalism and enthusiasm towards assisting homeless people in need and look forward to the next twelve months together.

**Nellie Minter.**  
*Manager, Housing Services.*



*Pictured, MASP Housing Services clients participated in the living and life skills program, which included skills in food preparation.*



*Pictured -Living and life skills clients prepared and joined in for a Christmas luncheon celebration.*



*Pictured- Housing Services Team, Sally MacKay, Lyn Walder, Nellie Minter, Louise Peterson, Lisa Borrie, Jenny Richardson, Paul Vanek, June Dowdy, Merrin Hudson, Rudley Johnson, Rob Crouch, Lisa McNabb, Tiffany Lynch*



## Placement & Family Services

During the 2010-2011 year the Placement & Support Program has seen a bit of everything; Growth, Improvement, Consolidation, the welcoming of new staff and the farewelling of those leaving their employment with MASP.

Staff welcomed to the program during the year included Jo Finlayson in the Early Childhood Development Pilot, Deb McManus, Simon Davitt and Michelle Knights in the ChildFIRST team, Alice Cramp in Youth Justice Community Support, Mick Ferry Youth Support Services, Glenn Watson Out of Home Care and Alan Fox Team Leader of the Home Based Care & Placement Support Program.

In addition, those thanked for their effort and farewelled were Kate Jenner, Lindsey Lynch, Kane Hudson, Raelene Halls and Sam Rogers (maternity leave) and on very sad note we lost our very respected and loved friend and colleague Carey Cramp who passed away earlier in the year. Carey was an original member of the ChildFIRST team (February 2009) her efforts and contribution will be remembered fondly.

New programs, Early Childhood Development Pilot and Youth Support Service commenced during the year continue to complement the suite of services already provided to the community.

I would like to take this opportunity to personally thank the Foster Caregivers and the Volunteer Mentors in our Youth Mentoring Program, both groups of people have given so much of the time and of themselves to support “in need” “at risk” and “vulnerable” young people in our community.

This year I have had the pleasure of participating in the Youth Mentoring Program and the trip to PNG to walk the Kokoda Track. The commitment of all involved is a true testimony to both the program and MASP as a whole.



*Pictured MASP staff members Greg Robinson, Belinda McShane and Ken Innes in Kokoda after completing the 96-Kilometre trek along the Kokoda Trail with fellow mentors and mentees.*

2011-2012 we look forward to another year in our journey towards Quality Improvement, the birth of staff member's children and the opportunity to continue our work in the community.

In closing, I would also like to acknowledge the work of Stacey Kontogianis, her team in ChildFIRST/Family Services, Alan Fox, (Kate Jenner) Home Based Care & Placement Support Team and Fiona Williams, her team in Residential Care. The teamwork and endeavour shown over the past 12 months is a shining light and fills me with confidence for the future of the Placement & Family Services Program

**Greg Robinson**

*Program Manager*

*Placement & Support Program*

*Mallee Accommodation & Support Program*

## Residential Care

In the last year the Resi Care team had had little change in structure allowing the group to consolidate. We have a core group of experienced and committed workers who have proven themselves to be more than capable of dealing with any situations that arise.

We were all sorry, if a little envious, of Jenny Carver from Take Two who retired from the workforce at the end of June. Jenny has however, made way for Sue Hermans, also from Take Two, who is currently providing us with fortnightly reflective space.

We have had further training specific to our particular workplace, in 'With Care' and 'Youth Mental Health First Aid'. All of which support best practice in the provision of care to the young people we encounter.

Kerry Adams and the Home Based Care & Placement Support team have provided one of our young people with some brilliant learning experiences which have had the positive effect of improved behaviour. This young person enjoys his time at the day program, sleeps better and appears to 'problem solve' at the unit in a more mature way.

We have seen one young person exit to her own property and another two have left the region. The unit is currently at capacity with three young people living there on a relatively long term basis.

**Fiona Williams**

*Team Leader Residential Care*



*Pictured, Family & Placement Services Team, Alan Fox, Simon Davitt, Louise Smith, Kerry Adams, Jo Finlayson, Ken Innes, Alice Cramp, Lara McCarron, Donna Strong, Deb McManus, Stacey Kontogianis, Greg Robinson, Annie Villiva*

## Home Based Care & Placement Support

The past twelve months has seen significant transition through Home Based Care & Placement Support at MASP. The demands remain constant due to the ongoing challenges that face the young people receiving assistance within our service provision, however new additions to staff and some exciting developments on the horizon within the Program have seen continued growth in the team.



*Pictured- Glenn Watson with Chinese Exchange Student Li Fang Xiou (Jenni) on a day out Ten Pin Bowling with young people in care.*

Change within Home Based Care saw Glenn Watson come onboard in early 2011, while we bid farewell to Raelene Halls in late 2010. Over the course of the year the team of Mel, Kat & Glenn provided quality service for both young people & caregivers despite the ongoing challenges that present.

Donna Strong has continued in her role providing our current group of Caregivers with wholehearted support & training while identifying further opportunities for potential carer recruitment. Carer Resources in the past

year included participation in the Foster Care Association Victoria (FCAV) Seminar held at Mildura in collaboration with Mallee Family Care which proved to be a great success.

Recognition of the caregivers who provide support for our young people is deserving of the highest praise. The compassion and 'above & beyond' approach MASP carers display towards our young people and the complex issues they face is amazing and of immense value to the program.

In March of this year Alice Cramp moved into the Youth Justice Community Support Worker role vacated by Lindsay Lynch. The YJCSS position is now into its second year through MASP and in collaboration with the Department of Human Services, and we are seeing good levels of engagement & steady flow of positive outcomes for those young people referred to the program.

The Leaving Care & Intensive Case Management Program components remain successful & integral parts of MASP Home Based Care & Placement Support. Intensive Case Management assisting vulnerable young people who are 'at risk' while Leaving Care is designed to provide support clients making that transition through to young adulthood. Thanks go to Kerry Adams, Ken Innes & Louise Smith in these respective roles and their ongoing dedication to providing positive role modeling and appropriate intensive support for those in need of responsive assistance.

The incorporation of a new Day Program Pilot in 2011 has been eagerly anticipated by many within the program. In her part time role as Day Program co-ordinator Kerry Adams has spent considerable time, energy & skill preparing quality learning outcomes for young people in care. Kerry's unwavering commitment to ensuring a unique responsive youth service provision and educational opportunity has been developed for our young people is something all MASP staff can feel proud of.





*Pictured Kerry and Glenn giving a electronic music demonstration at the Day Program*

In September 2011 the indefatigable Ken Innes once again led the trek to Papua New Guinea as part of the Kokoda Youth Mentoring Program. This is the 5th trip in 6 years and much of the reason that it has proven such a rewarding & viable experience for both young & old alike is identified in the preparation, passion & mentoring skills Ken is able to provide over a period that stretches more than six months.

To conclude Home Based Care & Placement Support have experienced a very successful and highly rewarding 12 months with the promise of further progress and challenges in 2011-12.

Many thanks again to all staff, caregivers and volunteers for your efforts.

**Alan Fox**  
Team Leader  
Home Based Care & Placement Support

## Family Services

The MASP Family Services has steamrolled ahead in 2010-2011 which is a testament to the passion and dedication each person brings to their individual work but also to that of the team.

MASP Family Services consists of 5 programs: ChildFIRST, Family Services, Finding Solutions, Youth Support Service and the Early Childhood Development Pilot Project.

At present, our ChildFIRST team consists of Sam Rogers, Deb McManus (commenced March) and Michelle Knights (commenced June) with our newest recruit, Simon Davitt covering Sam's maternity leave. During the year, we farewelled Kane Hudson from the team who relocated to South Australia after 11 months of employment, Michael Ferry who backfilled Carey while she was on leave moved into a substantial position within a new program – Youth Support Service – at MASP. Sadly, in May this year the ChildFIRST team celebrated the life of Carey Cramp who was one of the original ChildFIRST team members (February 2009). The team has definitely felt the loss of a highly valued and well respected member. Carey's love for Free Trade chocolate, mini mud cakes and Anzac Biscuits (with a glass of milk of course!) marches on within the team from time to time and often reminds us of the many quirky and usually very humorous moments the team shared with Carey during her employment at MASP.

ChildFIRST completed 578 assessments (total of 3674 hours of service) with families where approximately 40% of these cases were referred to Family Services providers within the Mallee Child Youth & Family Services Alliance (MCYFSA). Families not referred to Family Services were connected with other universal and secondary services that could support and assist parents to meet the needs of the children and/or young people within their families.

The MCYFSA partner agencies include Department of Human Services (DHS), MASP, Centacare, Mallee Family Care, Mildura Aboriginal Corporation, Murray Valley Aboriginal Cooperative, St. Lukes, Mallee Track Health and Community Service (formerly known as Sea Lake & District Health Service) and Swan Hill Aboriginal Services across the Mildura, Swan Hill, Gannawarra and Buloke Local Government Areas.

Annie Villiva and Belinda McShane have made their mark in our Family Services team as two extremely dedicated and passionate workers. In 2010-2011, the service received 26 referrals which led to 1953 hours of support being provided to vulnerable child, young people and their families. Annie and Belinda have worked persistently with some of our community's most vulnerable and complex families to strengthen parent capability to provide basic care, ensure safety and promote their child's (or children's) development.

Annie, too, in this financial period, within the Finding Solutions program, has provided support to a total of 9 families. Finding Solutions is an adolescent mediation and diversion service that works with young people and their families to identify and resolve behaviours and issues that place their relationship at risk of breakdown, usually leading the need for (further) involvement for these families in the child protection system.

In February this year Family Services were very happy to see Michael (aka Mick) Ferry take up a substantive position within a new MASP Youth Support Service (YSS). This service has rolled out across the metropolitan area and major regional centres as a diversion for young people aged 10 to 17 years who are at risk of becoming involved in, or are in the early stages of involvement with, Youth Justice (that is, those young people not subject to a statutory court order). During the Feb-June period, Mick was lucky he had his running shoes on, as YSS received a whopping 19 referrals. With an annual target in 2011-2012 of 30 referrals, I'm certain YSS will experience many great outcomes for young people who may otherwise progress through the Youth Justice system. Mick has taken YSS 'by the horns' and I look forward to seeing Mick and the service develop over the coming 12 months.

The Early Childhood Development Pilot Project (ECDPP) commenced 1 July 2010. With Jo Finlayson in the driving seat, the primary aim of the pilot is to build stronger operational links between ChildFIRST/Family Services and Early Years Services. The links are designed to facilitate, support and enable improved opportunities for vulnerable children (0-5) and their families in accessing, engaging and sustaining ongoing participation on Early Years' Services (Universal and Secondary). Jo has been very busy successfully coordinating targeted professional education sessions for Early Years Services across the Mallee with several more in the pipeline. She has engaged

in many constructive cross sector conversations to create opportunities to enhance collaborative work to support vulnerable children and families and has provided a number of ChildFIRST/Family Services practitioners with Secondary Consultations regarding Early Years Services to meet the needs of vulnerable children and families.

With a second round of maternity leave in the pipeline for Jo, while we wish her all the very best in the next chapter of her life, we look forward to seeing her return to MASP. In the meantime, the ECDPP will continue until June 30, 2011 thus a new face and name will be recruited to this position in the very near future.

I would also like to acknowledge the work of the students our team has had the pleasure of meeting, supporting, teaching and learning from over the past 12 months: Michael Ferry (TAFE); Kathleen Buchecker (Flinders University) and Laura Reberger (TAFE). They have demonstrated a high level of enthusiasm, passion and thirst for knowledge over the course of their placements, and I (on behalf of the team) congratulate them on their efforts and look forward to working with them all in the coming months and years.

In sitting back and reflecting back on the year that has passed, I am amazed by the team's ability to adapt and "kick on" through so many changes (including growth) that have occurred in what feels like such a short space of time. In saying that, I can't thank the team enough for their commitment, drive and passion that shines through in their work every single day – they are truly an inspirational bunch.

So, all I have left to say is...WATCH OUT 2011-2012, FAMILY SERVICES ARE HERE – GO TEAM!!

**Stacey Kontogianis**  
Team Leader Family Services



## Cam's Story

Most days you can walk into MASP's Just Redgum social enterprise and find Cam working away to put the final touches to an item of furniture, he will greet you with a big smile and ask how you are.

As an infant Cam was diagnosed with Cerebral Palsy and his family was advised that he would never walk, fast forward 20+ years and you will now see a young man who has not wavered in his determination to live an independent life.

With the support of his family and friends Cam has worked tirelessly over the years to achieve some incredible milestones and goals. He now walks unassisted and only uses his "stick" on more challenging uneven surfaces, an exercise program in the gym that targets' strengthening his legs and core muscles has greatly assisted his progress. Cam will very proudly tell you that he can now leg press 90kg, an even prouder moment when he realizes that he is now actually pressing more than his body weight, the gym has even helped him hit harder on the golf course.

Sit down and have a chat with Cam and the long list of achievements he has made will soon be highlighted. Cam completed a MASP Independent Living program that taught him everyday living skills, such as laundry, cooking, cleaning and shopping. It is now twelve months this Christmas since he moved into his own town house (the bachelor pad), he will tell you how "Mum and Nanna

help me out with some meals, but they have also taught me how to cook. Some days I will cook steak or lamb chops or even put some shanks or curried sausages in the slow cooker for when I get home from work".

In three months Cam will complete yet another milestone in his life, he will gain his full drivers licence, "can't wait to take my P-Plates off he says with a very deserving smile". Cam drives himself in his Toyota Camry most places, work, the shops and to visit his parents, grandparents and friends.

Cam has expressed that he wants to challenge himself further and try other types of work; MASP's new enterprise in Apricot growing at Netherby Station has provided this for him. Recently Cam was employed as a casual tractor driver on the property, working during harvest periods he drives the tractor that pulls a three tier-picking platform. Cam's confidence has increased so much that within two days he was able to pull out from one row, turn around and reverse the whole unit into position for the next row.

Cam is in his element on the farm; he has made new friends and excited that he can now save up for his next goal. "I want to buy a Harley Davison trike, then I can join in on rides with the local Harley club, not sure what mum and dad will think though," he says with a cheeky grin.

## Continuous Improvement

"Continuous Improvement" had a high profile in the agency during 2010/2011 with a number of key features now built into the MASP operational framework to facilitate quality practice.

- Management has developed a **Continuous Improvement (CI) Plan** based on the framework developed for the MASP Strategy Plan. The CI Plan brings together the detailed action items for all MASP Plans into one document for ease of focus, workload management and review. The Plan is monitored and reviewed quarterly by the Management Team.
- A fortnightly meeting of the **MASP Management Team** is now devoted to a review of MASP policy and procedure and the consideration and development of new policy and quality systems in those areas of practice where there are gaps and omissions.
- The MASP **Continuous Improvement Committee**, consisting of representatives of all Program areas, meets monthly to advance specific improvement activity prioritised by staff. Currently there are 6 major projects being considered including Consumer Participation, Client Information, the client reception function, Cultural and linguistic diversity and the (default) MASP case Management system.
- Every three months a **Continuous Improvement Bulletin** is distributed to all staff summarising changes to existing policies forms and tools and highlighting new developments and requirements.
- Continuous Improvement is now a formal requirement of all staff and an appropriate facilitating clause has been built into the new **Position Description Template**. In future all staff will be required to be actively involved in seeking improvement in all of their work and this will be reviewed at their annual performance assessment together with all other factors.

The **MASP Intranet** continues to be the major focus for staff information and procedural instruction and there are current efforts to improve this as a key resource for MASP staff by developing a more intuitive Index to all of the material on it. This might make easier the navigation of the myriads of forms, tools and procedural instruction and the extensive library of external information and documentation currently on it.

The agency continues to work towards **accreditation and re-accreditation**. During the year, we were successful in obtaining our accreditation to become a registered Housing Provider and successfully satisfied the accreditation requirements for the Disability based "Active Service Model" of practice. Currently we are engaging in self-assessment for the main Disability accreditation due late next year.

Despite the structural developments and achievements set out above, continuous improvement relies on the genuine interest, enthusiasm and commitment of staff at grass roots. This is the challenge for the future at MASP. We have embarked on the quality improvement journey and have set up the infrastructure to facilitate it: now we need to make it easier for staff to commit to and sustain this philosophy.

**Michael Jobe**  
Continuous Improvement & Training Coordinator



Pictured-above Cam at Just Redgum and right "Farmer Cam" at work at Netherby Station.



## Godden Award

### Past recipients

2007 Barb & Noel Godden

2007 Doug & Elaine Rowe

2007 Richard Vandenberg

2008 Tim Robinson

2009 Don Reid

The Godden Award was established in 2007 in recognition of those who have made an outstanding contribution to the aims of MASP and the community we serve.

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 Noel Godden.

#### 2010 Recipient Bronwyn Williams

Bronwyn has been caring for children and young people for over a decade. During this time Bronwyn has had over 45 young people in her care, some of these for up to four years, Bronwyn has always been up to the challenge caring for babies, toddlers, young children and adolescents from various cultural backgrounds.

Bronwyn is one of MASP's most passionate, reliable and flexible foster carers who has never said no to a placement request, whether that be an organised placement or a call for help at 3.00am. Bronwyn has and continues to take young people in, caring for them as if they were her own and committing her heart and soul to each and every one of them.

Bronwyn is passionate about the health, wellbeing and safety of those who are less fortunate than herself and never expects anything in return.

Bronwyn is a glowing example of the many volunteers we have in our community. Her contribution is not only recognised for what she had done for MASP, but what she has contributed to the community as a whole and to the many young people's lives that she has changed for the better.



*Pictured MASP Senior Manager Gavin Krake and Board Member Greg Herrick presenting Bronwyn with her Godden award.*

## Mallee Accommodation and Support Program Incorporated

### Statement of Comprehensive Income For the Year Ended 30 June 2011

	2011 \$	2010 \$
Revenue	4,416,651	4,351,960
Employee Benefits Expense	(3,220,349)	(3,179,311)
Depreciation & Amortisation Expense	(244,619)	(222,530)
Administration Expense	(482,622)	(585,876)
Service Delivery Expense	(147,080)	(115,110)
Other Expenses	(354,303)	(353,924)
<b>Operating income (loss) before income taxes</b>	<b>(32,322)</b>	<b>(104,791)</b>
Income tax expense	-	-
<b>Other non-operating income</b>		
Capital grant received	508,790	-
<b>Operating and non-operating income attributable to members</b>	<b>476,468</b>	<b>(104,791)</b>



## Mallee Accommodation and Support Program Incorporated

### Statement of Financial Position For the Year Ended 30 June 2011

	2011 \$	2010 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	283,157	166,547
Trade and other receivables	138,203	76,595
<b>Total current assets</b>	<b>421,360</b>	<b>243,142</b>
<b>Non-current assets</b>		
Property, plant and equipment	5,079,688	4,775,048
<b>Total non-current assets</b>	<b>5,079,688</b>	<b>4,775,048</b>
<b>TOTAL ASSETS</b>	<b>5,501,048</b>	<b>5,018,190</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	96,998	173,137
Borrowings	216	49,480
Short-term provisions	298,903	265,240
Income received in advance	232,714	142,452
<b>Total current liabilities</b>	<b>628,831</b>	<b>630,309</b>
<b>Non-current liabilities</b>		
Long-term provisions	84,641	76,773
<b>Total non-current liabilities</b>	<b>84,641</b>	<b>76,773</b>
<b>TOTAL LIABILITIES</b>	<b>713,472</b>	<b>707,082</b>
<b>NET ASSETS</b>	<b>4,787,576</b>	<b>4,311,108</b>
<b>EQUITY</b>		
Reserves	1,704,099	1,704,099
Retained earnings	3,083,477	2,607,009
<b>TOTAL EQUITY</b>	<b>4,787,576</b>	<b>4,311,108</b>

## Mallee Accommodation and Support Program Incorporated

### Statement of Changes in Equity For the Year Ended 30 June 2011

2011	Retained Earnings \$	Asset Revaluation Surplus \$	Total \$
Balance at beginning of the year	2,607,009	1,704,099	4,311,108
Profit attributable to members	476,468	-	476,468
<b>Balance at 30 June 2011</b>	<b>3,083,477</b>	<b>1,704,099</b>	<b>4,787,576</b>

2010	Retained Earnings \$	Asset Revaluation Surplus \$	Total \$
Balance at beginning of the year	2,711,800	713,778	3,425,578
Profit attributable to members	(104,791)	-	(104,791)
Revaluation increment (decrement)	-	990,321	990,321
<b>Balance at 30 June 2010</b>	<b>2,607,009</b>	<b>1,704,099</b>	<b>4,311,108</b>



## Mallee Accommodation and Support Program Incorporated

### Statement of Cash Flows For the Year Ended 30 June 2011

	2011 \$	2010 \$
<b>Cash from operating activities:</b>		
Receipts from government grants	4,035,467	3,808,346
Payments to suppliers and employees	(4,238,962)	(4,224,457)
Other income	915,027	615,321
Interest received	5,606	2,800
<i>Net cash provided by operating activities</i>	<u>717,138</u>	<u>202,010</u>
<b>Cash flows from investing activities:</b>		
Proceeds from sale of plant and equipment	-	169,172
Acquisition of property, plant and equipment	(551,264)	(332,346)
<i>Net cash used in investing activities</i>	<u>(551,264)</u>	<u>(163,174)</u>
<b>Net decrease in cash held</b>	<b>165,874</b>	<b>38,836</b>
Cash and cash equivalents at beginning of year	117,067	78,231
<i>Cash and cash equivalents at end of year</i>	<u>282,941</u>	<u>117,067</u>

## Mallee Accommodation and Support Program Incorporated

### Basis of Preparation of the Concise Financial Report

The concise financial report has been prepared in accordance with Accounting Standard AASB 1039. Concise Financial Reports and Association's Incorporation Act (1981) Vic.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of the Mallee Accommodation & Support Program Inc.

The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Mallee Accommodation & Support Program as the full financial report.

The accounting policies have been consistently applied and are consistent with those of the previous financial year.



## Financial Report

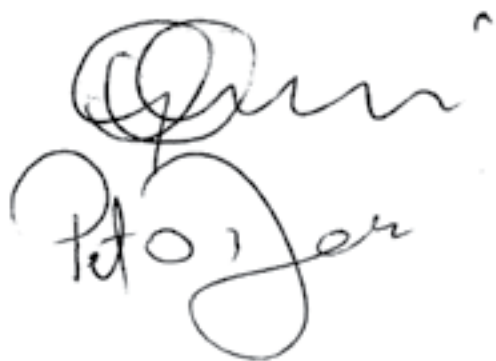
### Mallee Accommodation & Support Program Inc. Statement by Members of the Committee

In the opinion of the committee the concise financial report as set out on pages 29 to 33

1. Presents a true and fair view of the financial position of Mallee Accommodation and Support Program Incorporated as at 30 June 2011 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Standards board.
2. At the date of this statement, there are reasonable grounds to believe that Mallee Accommodation and Support Program Incorporated will be able to pay its debts as and when they fall due.
3. Complies with the Accounting Standard AASB1039: Concise Financial Reports.
4. Has been derived from and is consistent with the full financial report of Mallee Accommodation & Support Program Inc.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:

Vice President:



(Mr. Greg Leslie)

Treasurer:



(Mr. Peter O'Donnell)

Dated: 17th November 2011

## Acknowledgements

MASP would like to acknowledge with sincere thanks and gratitude the contribution of the following outstanding individuals, organisations and businesses, for helping us to achieve all we have throughout the past 12 months and for helping MASP continue to meet the needs of those we seek to serve.

### Foster Carers

Sandra Allen  
Judy Brinsmead  
Leanne Collins  
Cheryl Page  
Barb & Noel Godden  
Dawn & Keith Stevenson  
Bronwyn Williams  
Wendy & Bryan Hibbet  
Prue & Brad Chilton  
Marion Munro  
Viv & Jon Whitchurch

### Volunteers

Sam Percy & Kevin Overton  
Celeste Smith  
Don Reid  
Roger Drewitt  
Thora Bennett  
Kate Lillia

### MASP Sponsors & Supporters

Terry & Janet Hill  
Doug & Elaine Rowe  
Lower Murray Water  
Leading Edge Computers  
Southern Cross Business Advisers  
Mildura Spirit of the Motorcycle (Jeff Becker)  
The Salvation Army Red Cliffs Corps  
Mallee Foods  
Sunraysia Farmers Market  
Chemist Warehouse  
Alan Wescombe  
Carinya CWA Branch  
Brodie Steel  
Street Smart  
Google Inc.  
Peter & Fiona Devillee  
Centrelink Staff Mildura  
BP Fuel for Volunteers Grants  
Admedia  
Grand Hotel  
Hot FM 106.7  
Riverland Forklifts  
The Mildura Club  
Herron Todd White  
Students in Free Enterprise (SIFE) Latrobe Uni Mildura



*Pictured- MASP CEO Doug Tonge and Carer Recruitment Training & Support Coordinator Donna Strong, presenting long time Carer Barb Godden with a \$100 fuel voucher from the BP fuel for Volunteers program.*

Dep't of Justice Mildura  
Davison Motor Group - Garry Davison  
Annecto  
Tryfonopoulos Family  
GJ Gardener Homes  
Jenny Caldwell  
Joan Hill  
Sunraysia Chickens  
Kristie Walker & Jason Taylor  
Debre & Adam Henschke  
Carol & John Myer  
Dennis & Julie Jewell  
Tankard Dental  
Newsboys Foundation  
APM Solutions  
Lindemans  
Joan Lewin  
Jill Gliddon  
Alan Fisher (IGA)  
Kids Under Cover  
PRIME 7  
David & Joan Buck  
Enjoy Wine - Brett Robertson  
Leading Edge Computers (GMC)





*Pictured- Mildura Spirit of the Motorcycle event organiser Jeff Becker presenting MASP Senior Manager Gavin Krake with a cheque from funds raised at the annual event.*

## Kokoda Youth Mentoring Program Mentors

Lisa Allan  
Bernadette Chaplin  
Daryl Chaplin  
Kevin Chaplin  
Peter Davis  
Darren Le Gassick  
Bianca Masierowski  
Kate McMillan  
Mark McMillan  
Belinda McShane  
Dean Pettit  
Steve Portelli  
Greg Robinson  
Patrick Sprau  
Keith Thomson  
Valerie Thomson  
Peter McGuinness



*Pictured 2011 Kokoda Mentors and Mentees at the Kokoda fundraising day*



**Lindemans have again showed strong support for the program sponsoring uniforms for all participants.**

*Pictured- Lindemans Regional Winery Manager Wayne Ellis (right) and Cellar Manager Jason Garraway presenting mentees Ashlee and Leesa with their Kokoda uniforms.*

## Kokoda Youth Mentoring Program Supporters

Coomealla Memorial Sporting Club	Kopparossa Wines (Gavin Hogg)
Kokoda Spirit	Keith Richards
What's New/Athletes Foot - Peter Davies	Lower Murray Water Staff
Peter McGuinness	Sunraysia Bridgestone Tyre Service
Sunraysia Daily	Quality Hotel Mildura Grand
Sportzprint	Mildura WAVES
Café Pronto (Maurizio & Fraz)	Heather Hurley Massage
Burrows Jewellers	City Limitz
Doug Haynes Menswear	Corrinne McPhee
Eighth St Post Office	Ross Elliot
Aussie Disposals	Mildura Setts Bar and Bistro
Chances for Children	Leading Edge Computers (GMC)
Mildura Deakin Rotary Club	Tim Plumridge
Lions Club of Mildura	WHK Staff
Inner Wheel Club of Irymple	Pinnacle of Success (Rowland Hughes)
Krystal Warburton (Sweet Elephants)	John Pitt
Mildura Rural City Council	Department of Planning & Community Development
Hyd Sol Heat Cycling Team	Mildura RSL
Brad Fyfe	Greg Leslie



*Pictured - Kokoda Youth Mentoring Program Coordinator Ken Innes and Program Manager for Placement & Family Services Greg Robinson being presented a cheque for \$6000 for the Kokoda program from Coomealla Memorial Sporting Club Board Member Norm Simms. The grant was part of the club's annual CDSE funding/community grants program.*

## Hyd Sol Heat Cycling Team, Support Crew & Supporters

### Riders-

Annie Power	Brad Fyfe	Anne Scott
Jason White	Ross Huxtable	Travis Drendyl
Malcolm Kalms	Lee Crane	Stewie Stevens
Pete Webley	Mark Ross	

### Support Crew

Gavin Krake	Trevor Scholar	Lyn Walder
-------------	----------------	------------

### Supporters

#### Naming Rights – Hydraulic Solutions

Condor Homes	Secure Peace	Tekace Communications
PRIME 7	Wally Green Hygienic Services	Sportzprint
Sunraysia Locksmiths	Stop Signs	Hip Pocket Workwear & Safety
Mildura Cranes & Access	Markraft	Jack Dedman Tiling
Leon Power Chiropractor	Stephen Jones & Associates	Sunraysia Bridgestone Tyre Service
Northwest Cleaning Supplies	Sunnyland Press	Parasol Mildura First Aid Services
CFA	Bunnings	Mayne Homes
Mildura Discount Carpets	Seasons/The new Spanish Bar & Grill	Mildura Retrivation
Quality Grand Hotel	WHK	Mildura Tiling Services





**Hyd Sol Heat Cycling Team Murray to Moyne 2011 pre trip photo**

L-R Gavin Krake, Mark Ross, Lee Crane, Mal Kalms, Travis Drendyl, Ross Huxtable, Jason White, Anne Scott, Brad Fyfe, Trevor Scholar and front Annie Power

#### Staff Departures

Raylene Halls	HBC&PS	28/11/10
Kate Jenner	HBC&PS	21/1/11
Pamela Harrison	Resi Care	20/1/11
Kane Hudson	ChildFIRST	12/6/11
Michelle Mills	ChildFIRST	17/11/10
Sam Rogers	ChildFIRST	Maternity Leave
Natalie Marshall	Housing	26/8/11
Carolyn Chamberlain	Housing	7/7/10
Lindsay Lynch	Housing	1/3/11
Toni Taggart	Housing	20/2/11
Kingsley Kuchel	Disability	9/1/11
Carol Roberts	Admin	9/1/11
Nicole Bull	Admin	2/9/11

Sadly we acknowledge the passing of Carey Cramp on May 14, 2011, esteemed member of the ChildFIRST team.



MASP staff members – Stacey Kontogianis, Kerry Adams, Melissa Van Reyersdael, Mark Ross, Kane Hudson, Michael Ferry, Louise Peterson and Paul Vanek participated in the world's greatest shave.



Pictured Rudolph Kirby & Leanne Dimasi from the Department of Justice took the opportunity to volunteer their time and donate and serve lunch at the HACC centre during national volunteer week.

## Life Membership Awarded

Since its inception in 2001, the Mallee Accommodation and Support Program's social enterprise "Just Redgum" has received strong support from Doug and Elaine Rowe of the Merbein Sawmills.

The Rowe's have maintained an ongoing interest in fostering the development of Just Redgum and the clients who attend the workshop on a regular basis. They have developed lifelong friendships with many of the clients, taking a personal interest in their progress throughout the years.

Their commitment to the enterprise has been nothing short of incredible; it has seen them donate in excess of \$100,000 worth of Redgum timber to the enterprise during this time.

Unfortunately, due to legislation changes relating to native forestry sources, the Rowe family had to make a difficult decision earlier this year to close the Merbein Sawmills at the end of 2010.

In recognition of their support of MASP and in particular "Just Redgum" a luncheon in honour of Doug and Elaine took place at the workshop in Luke Court on Monday December 6 2010. The Rowe's enjoyed lunch with staff and many of the clients that they have established friendships with over the last 10 years. The luncheon was only part of the acknowledgment that MASP made towards the Rowe family.

The MASP Board of Management also recognised the commitment that Doug and Elaine have made to MASP and Just Redgum by appointing them as life members of MASP.

In receiving a Life Membership, the MASP Board of Management has deemed that Doug and Elaine Rowe and Merbein Sawmills have rendered outstanding service to, and in the interests of MASP's objectives.

In receiving the award, Doug expressed his enjoyment in having worked with the Just Redgum team for the last 10 years, saying that it was extremely rewarding to see an enterprise such as Just Redgum that provides a learning environment for MASP's clients.



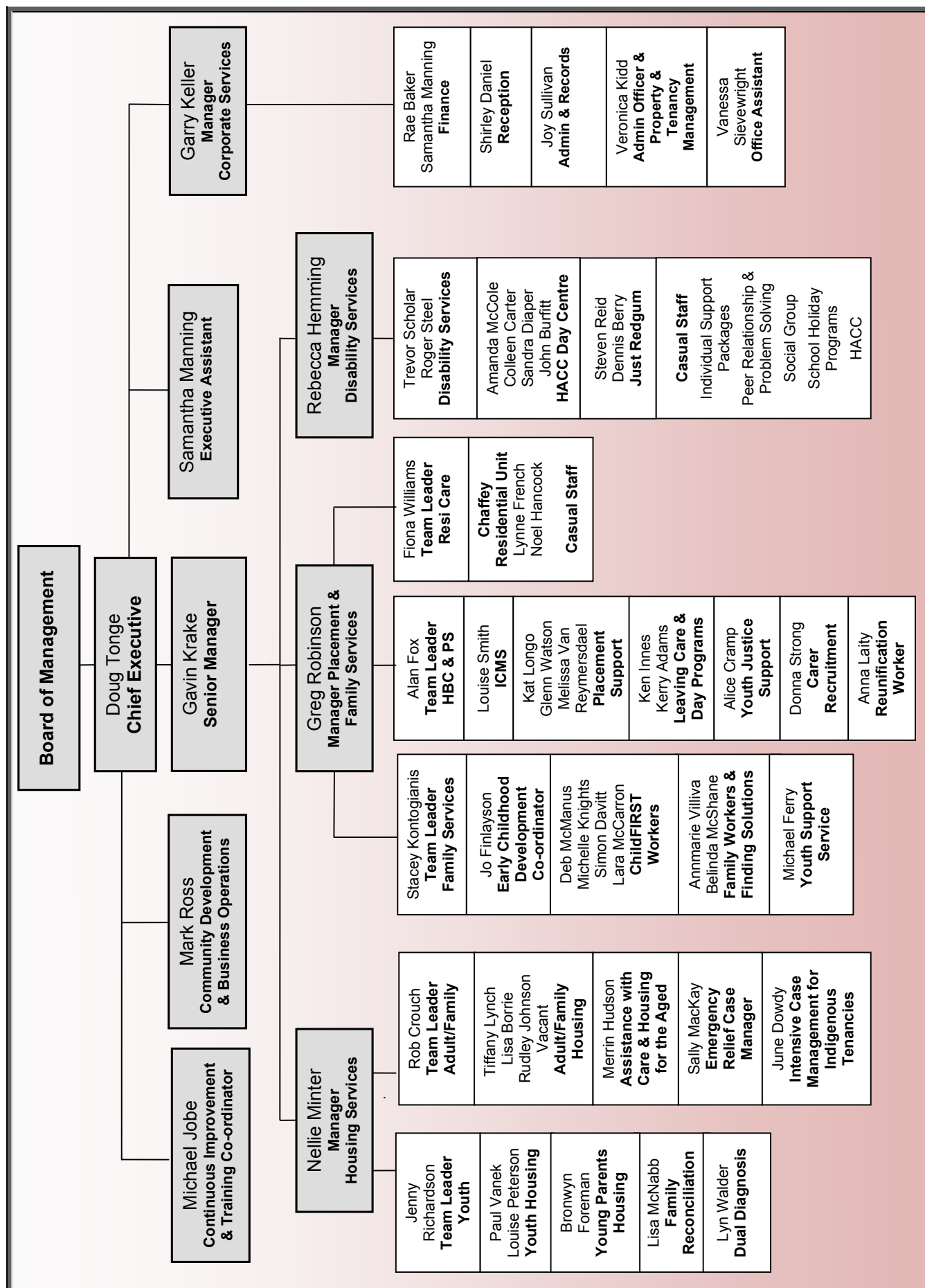
Pictured Luke and Daniel at the Just Redgum display at Centro.



Pictured above - MASP Senior Manager Gavin Krake presenting Doug & Elaine Rowe with their MASP Life Membership, below, Doug and Elaine with the Just Redgum team.











## MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.

### Annual Report 2011

## Contents

Who We Are	
Life Members	
MASP Origins & History	
MASP Services	
Board of Management	
Message from the Board Chair	
Message from the Chief Executive	
Agency Overview	
Ryan's Story	
Program Reports	
Corporate Services	
Disability Services	
Housing Services	
Placement & Family Services	
Cam's Story	
Continuous Improvement	
Godden Award	
Financial Reports	
Acknowledgments	
Life Membership Award	
Organisational Structure	

## MASP Patron



- 1 Ken Morgan**
- 1** 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.
- 2**
- 3**
- 8**
- 10**
- 12** In the late 1980's, Ken was Chairman of the Variety Club of Victoria for four consecutive terms - the longest serving president on record.
- 13**
- 17** 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.
- 18**
- 19**
- 20**
- 22** 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.
- 26**
- 27**
- 28** 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.
- 29**
- 35**
- 39**
- 40** 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. We congratulate Ken as a recipient of the Order of Australia Medal in 2011.

MASP has been a member organization 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.



*Pictured - 2011 Kokoda Youth Mentoring Program Mentors and Mentees*



*Pictured- Just Redgum team pictured with the biggest table built to date from Kiln Dried Redgum.*

Business Address:

140 Langtree Avenue  
Mildura 3500

Tel: (03) 5021 6500  
Fax: (03) 5021 4006  
Website: [www.masp.org.au](http://www.masp.org.au)