



2012 Annual Report



MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.

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Annual Report 2012

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Organisational Structure

MASP Patron



1 Ken Morgan

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

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

18 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.

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

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.

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

39 MASP has been a member organization of KUC since
44 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.

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Mildura 3500

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Website: www.masp.org.au

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 which MASP managers 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

For over 25 years MASP has delivered HACC (Home & Community Care) services to community members in need. The HACC day centre due to demand for the service had rapidly outgrown the Lemon Avenue site, requiring it to be relocated to a larger centre. The centre provides approximately 6,000 meals; 13,500 hours of activities and 450 hours of personal care to HACC participants each year, with these numbers continually rising.



Day Program activities at Netherby Station.

To cater for the growing demand on services MASP purchased the former Mildura Specialist School property in Sunnyside Avenue, which will not only support the increased demand on the service but also allowing for the expansion of services and activities at the centre.

In 2011 MASP became a Registered Housing Provider opening up future opportunities to expand their availability of social housing in the region. MASP looks forward to such opportunities through the forging of this relationship with the Victorian Housing Registrar and Government.



Kokoda Trek 2012

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, Haven and Mallee Family Care providing case management and social inclusion support for young people in managing their accommodation needs.
Supporting Young Parents Program	The program provides support and referral to homeless young parents and assistance in the development of positive parenting skills.
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.



Hyd Sol Heat Cycling Team member Jason White presenting Doug Tonge with funds raised for the Kokoda Youth Mentoring Program.

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.



Ken Innes and Kokoda Youth Mentoring Program participant Imogen cutting up the dance floor at the 2012 Kokoda Fundraiser day.

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.



Luke Hudson cooking up a storm at the Sunraysia Daily charity golf day



Social Group activities at Perry Sand Hills

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 statutory care system by assisting with the transition from care to independent living and providing ongoing support, advice and referral.
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 walking the Kokoda Trail in Papua New Guinea.
Youth Justice Community Support Service	Delivered in partnership with Mallee Family Care, Loddon Haven and the 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.
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.



Max Employment staff presenting Christmas gifts for young people in care to Mark Ross and Gavin Krake

MASP Properties

Emmaus House - Adult Homelessness Support	Offers short to medium term rooming house style accommodation for up to eight homeless men.
Short to Medium Accommodation	A three bedroom and a two bedroom house available for lease to homeless young people or young adults/families.
Kids Under Cover Program	Re-locatable units utilised for long term community placements and are usually placed in a foster carer's backyard.
Vineleaf Rural Student Hostel	Supported housing for up to seven secondary school or TAFE enrolled 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 in other supported accommodation. The resi care facility can cater for up to 3 young people and is staffed 24 hours per day.
Davison Family Units	Four units tailored to the individual needs of young people requiring accommodation.
Morgan House	Innovative housing option for young homeless people. Accommodates up to 3 young people in self-contained accommodation whilst being supported onsite by a live-in supervisor.
Long Term Units	Four two bedroom units targeting homeless young people. Available for long term tenancy.



Day Program outdoor activities at Apex Park

Board of Management



Anne Webster – President

Anne joined the MASP Board in 2005, she has recently completed two degrees: Social Work with Honours and a BA. She is now studying her Doctorate in Sociology with the Australian National University with a full time scholarship. This year Anne won a further scholarship with the Australian Institute of Company Directors to complete her fellowship, encouraged by MASP. She is the founding Director of Zoe Foundation Australia a local initiative to support young pregnant and parenting women. Anne with her husband Philip are both committed to social justice and the local community, and enjoy their family, friends, music, walking, local church and travelling.



Jo Edgcumbe - Vice President

Jo became a MASP Board member in 2008 and currently works for the ANZ Bank as an Assistant 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.

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Greg Leslie – Vice President

Greg is the National Manager of Harvest Labour Services at MADEC Australia; 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



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.



Jane Sparks

Jane is the Chaplain at Chaffey Secondary College. She has an extensive background in the area of Community Services and Welfare. Jane holds a Diploma in Community Welfare Work is currently studying the Bachelor Degree in Social Science (Social Welfare). Previous to Chaplaincy, Jane worked for Mallee Family Care from 1999 – 2008 in Family Services before working with MASP in the SAAP and Child First teams from 2009 – 2010.

Throughout Jane's career she has worked extensively with children and adolescents who are at risk and is passionate about supporting them to reach their fullest potential, achieving their personal goals towards independence, resilience and success in adult life.

Jane has been a board member since December 2011. Jane lives with her husband and two step children in Mildura and they are excitedly awaiting the arrival of their new baby early in December.



Sue Watson

Sue joined the MASP Board in 2011 and is a Social Worker currently working in the field of mental health. She is currently studying to obtain a postgraduate Master degree in Social Work. Sue has a background in financial counseling and is a parent to 4 boys who have all played or are playing soccer (football). Sue enjoys the company of her family, friends and is involved in her community through various volunteer roles..



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.



Greg Schultz

Greg is the Sales Manager for Telstra Business in North West Victoria and has been in the telecommunications game for over 20 years. He first joined the MASP Board in 2012. Greg is involved in a number of other committees in the community including the Blue Ribbon Foundation along with his involvement with sporting clubs and Associations, Greg brings all this experience, knowledge and skills to the MASP Board. Greg enjoys most sports, socializing and running after the kids as well as spending time with his 3 lovely children and close friends.



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 where he now resides with his wife Fiona, and two teenage children. Bert is also well known for his musical talent in local band "King Brown".



Pictured - The recently purchased property at 52 Thirteenth Street.

Message from the Board Chair



It has been my honour to serve as the MASP chairperson for 2012. I think if I had to use one word to describe the Board of management this year, I would say 'reform'. We have welcomed three wonderful new Board members: Jane Sparks, Sue Watson and Greg Schultz, who bring skills and experience in welfare, business, and accounting. Another new addition to the Board table is William Cole as CFO, who has recently taken the financial bull by the horns and has brought much valued guidance and clarity to financial reporting to the Board. 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.

I would like to thank Greg Leslie and Jo Edgecombe for their leadership as Vice Chairs and also Peter O'Donnell as Finance Chair, all of whom have provided vital support on the Executive. I also recognise Greg's commitment to the Board in his leadership of both the Capital Assets Committee and the Risk Management Committee for 2012. I wish to thank Gavin for his valuable reporting of service delivery, compliance and risk, without which the Board would struggle to be accountable in its governance.

The maturing of the Board has been an essential feature of growth and reform this year, taking a substantial step forward in due diligence for governance and risk management. Two workshops were held with Leonie Burrows on both areas of responsibility, with those attending very appreciative of her expertise. 2012 has been a challenging but necessary period of adjustment in Board reform, but the willingness of directors to grow in these areas of fiduciary responsibility has positioned MASP well for the next leg of the journey. I believe we have managed various aspects of reform with composure, respect and commitment. There are several things that define this development: one is in the individual evaluation of each director; the purchase of the online Board evaluation and training; the external evaluation of the CEO; and the actual process of creating the new Strategic Plan.

To call the experience of defining the next Strategic Plan for 2013-2015 as inspired is possibly not overstating the fact. It took place over two days in September, enthusiastically facilitated by Fi Mercer, and supplemented with inspiring stories from guest speaker Stephen Nash. I am thrilled to report the new key strategies are: innovation, excellence, professionalism and sustainability. The tone for the two days was set for creative, 'take the lid off' thinking, stimulating the Board and senior staff to expand hearts and minds for the exciting future direction of MASP into the future. Office Development

One of the 2009 Strategic directions was the investigation of new office facilities. Over the last year this has instigated a needs assessment of clients and staff, an investigation into possible sites, and the development of robust delegation and tendering policy documents to guide the process of redevelopment with appropriate transparency and accountability. The Capital Assets Planning committee did some hard yards in 2011 reviewing the assets and accommodation of both staff and clients making several recommendations to the Board. The need for improved staff work spaces and reception area, and the need to remain in the central business district for the purpose of client access to other services has, among other aspects, been taken into consideration. Following the new Strategic Plan for 2013, action has begun toward the development of a plan, site, and tendering for the new office development. It is high on the 'to do' list for 2013, and we plan to be 'shovel ready' by the end of 2013.

Though MASP does not promote the purchase of property as a key goal for accumulating assets, nonetheless, purposeful acquisition has sat within the 2009-2012 strategic plan. Purchases of 118 Pine Ave and 52 Thirteenth St in 2011 both hold many possibilities for the development of services and provisions to various groups in need in the Sunraysia community.

The Netherby property 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.

Finally, I wish to thank Doug for his continued dynamic leadership of MASP as CEO throughout 2011. This is the first year the Board requested an external evaluation of his role and leadership which proved a valuable exercise. Doug has indicated a desire to step down as CEO at the end of 2015, which gives the Board a good period of time to effectively succession plan, and we thank him for this. Doug 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.

I look forward to continued growth and exciting developments in 2013, with a vibrant and committed Board creating the structure for an increasingly effective and energetic team of staff members.

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

Anne Webster
Board Chairperson

November 2012

Message from the CEO



A great year of achievement at MASP, much to the credit of our great team and the efforts of many.

I am pleased to report the successful completion of the respective accreditation requirements of our funders, across the areas of Community Service Organisation (CSO) – Child, Youth and Family Services,

Homelessness Assistance Service Standards, and Disability Services. As a major piece of work I congratulate everyone involved in meeting the requirements of every standard and gaining accreditation through to April 2016. With the implementation of the One DHS Standards, future accreditation shall be streamlined into one process and reduce the onerous task of multiple assessments.

‘Continuous Improvement’ remains at the fore in our work at MASP, and we look forward to the Board’s completion of the MASP 2013/2015 Strategic Plan, and then operationalizing the plan to guide our work over the next three years. The Board have shown a strong commitment to the development of the strategic plan and establishing the future directions of MASP.

MASP’s Social Enterprises continue to generate great interest and support from community, the Netherby Apricot Farm project enjoyed a most successful first harvest last November despatching more than 7000 boxes off to the Sydney and Brisbane markets. The Netherby team now embark on our second harvest which is showing even greater promise than last year. Fingers crossed the markets and weather shall be kind, as quite a number of MASP clients participate in harvest activities as paid employees. Just Redgum has built a strong profile and now receives regular orders for manufactured red-gum products. Always keen to generate new sales, the team market products through various Field Days and display opportunities. Requests for customised items are always welcomed and I congratulate the team for the very high standard of work they now generate.

Hard to believe MASP has now completed its 6th trek on the Kokoda Trail as part of our Youth Mentoring Program. Building enduring relationships, self-esteem and a confidence to tackle life’s many challenges are all outcomes of this great program. Having observed the positive life changes in the young participants as mentees in this twelve month program, and the outstanding support of their mentors, the program is indeed a credit to all involved.

The bulk of our work is spread across Housing Services; Child, Youth and Family Services; and Disability Services, predominantly focusing on assisting our many clients through a case-managed support process. Challenging work

which is often under-acknowledged and I commend all the teams for their dedication to their work and achievement for our vulnerable clients in need. I also acknowledge the cooperation exhibited between our organisation and Haven in reshaping intake and assessment arrangements for people experiencing homelessness related issues. The opportunity to work in collaboration with Haven has streamlined the Homelessness entry process, enhancing the experience for clients and providing a clearer pathway into assistance. This sharing of resource arrangement has generated a more effective use of available resources and an improved quality focus.

A highlight for the year was the inaugural MASP Mildura City Community Sleepout, held in the Mall and coinciding with Homeless Persons Week the event received great support with over 220 people participating and raising over \$14,000 toward MASP’s Social Housing Building Fund. The benchmark has now been set for an even greater Sleepout next year. Through raising the profile of the plight of the homeless, we hopefully engender a greater compassion and preparedness of the whole community to tackle this serious social issue.



Doug pictured with Mildura Centrelink staff Dot Phelan and Cara Brown receiving funds raised by Centrelink during National Homeless Persons Week

Sadly, I acknowledge the passing of a MASP stalwart in Noel Godden, after a long battle with illness. Affectionately known and respected by many at MASP, in particular the many young people held in the care of both Barb and Noel over many years. The memory of Noel shall perpetuate through MASP prestigious 'Godden Award' named in recognition of the support and commitment displayed by Barb and Noel, as a symbol of their great work and that of many others who together make MASP and our community better.

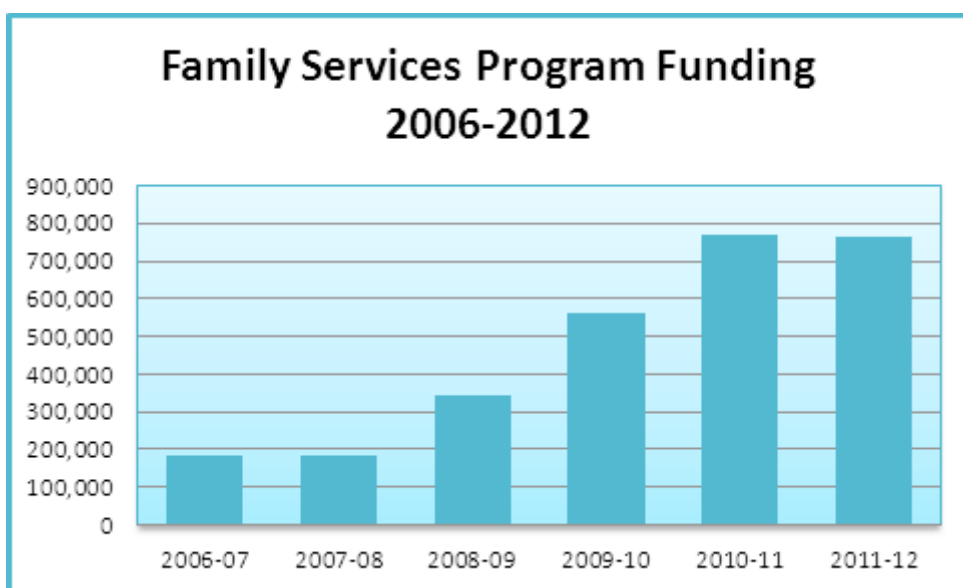
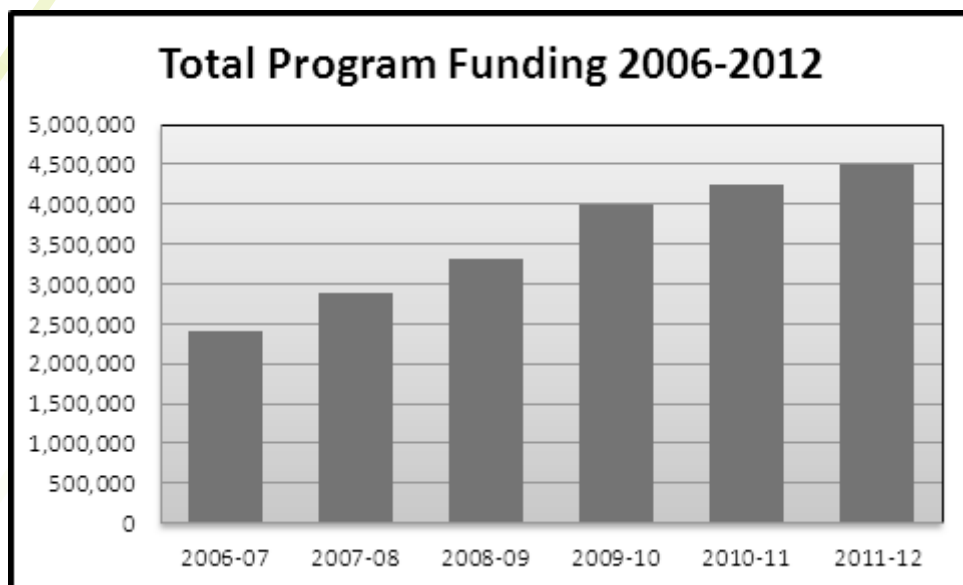
This year sees the end of Greg Herrick's term on the MASP Board. I would particularly like to thank Greg for his ongoing contribution to the advancement of the organisation, both as a board member (10 years) and as Chairperson for a period of six years. Greg has always been very supportive and conscientious in dealing with the many complexities in his role as a former chair and board member, and I congratulate and sincerely thank him.

Finally, I thank the Board, Management Team, Staff Members, Carers, Volunteers and Supporters for their ongoing support and commitment shown 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

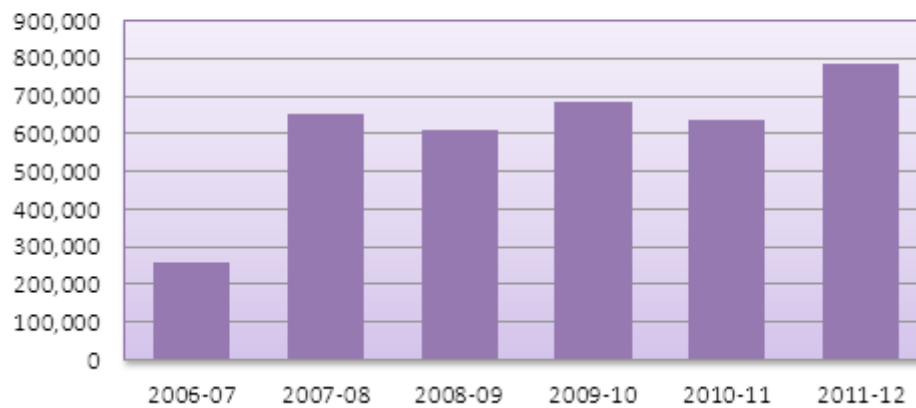
Chief Executive Officer

Agency Overview - Funding

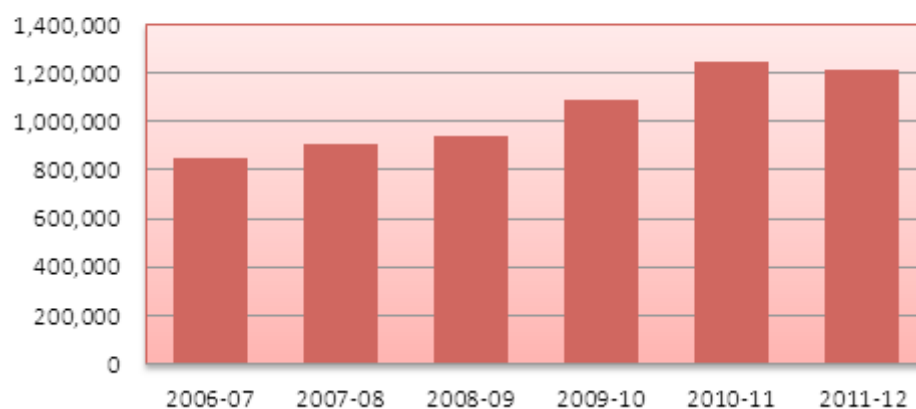


Kokoda Celebration Night - Ken Innes, Kerry Whitelegg, Jacob Burns and Alan Erskine

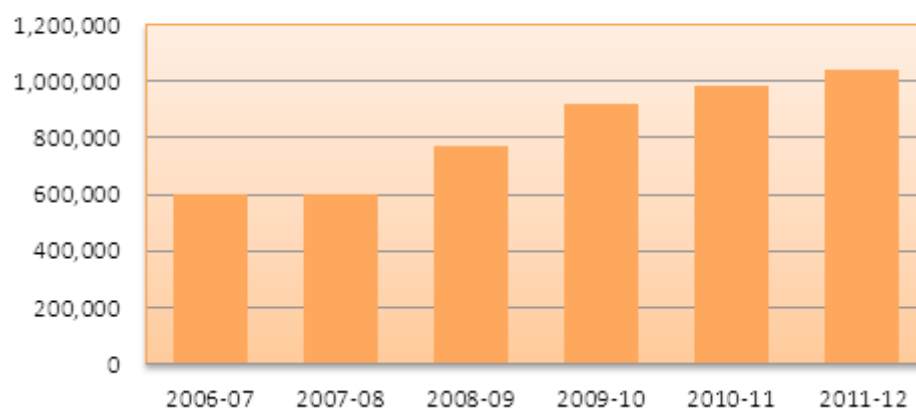
Residential Care Program Funding 2006-2012



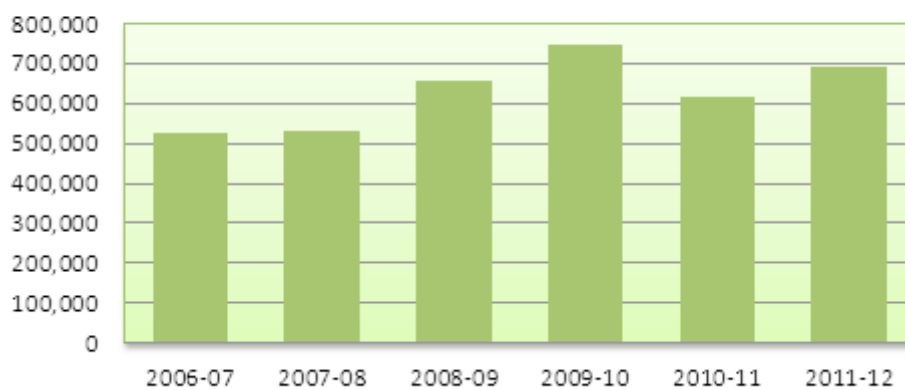
Housing Services Program Funding 2006-2012



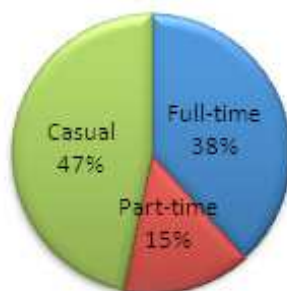
Placement & Support Program Funding 2006-2012



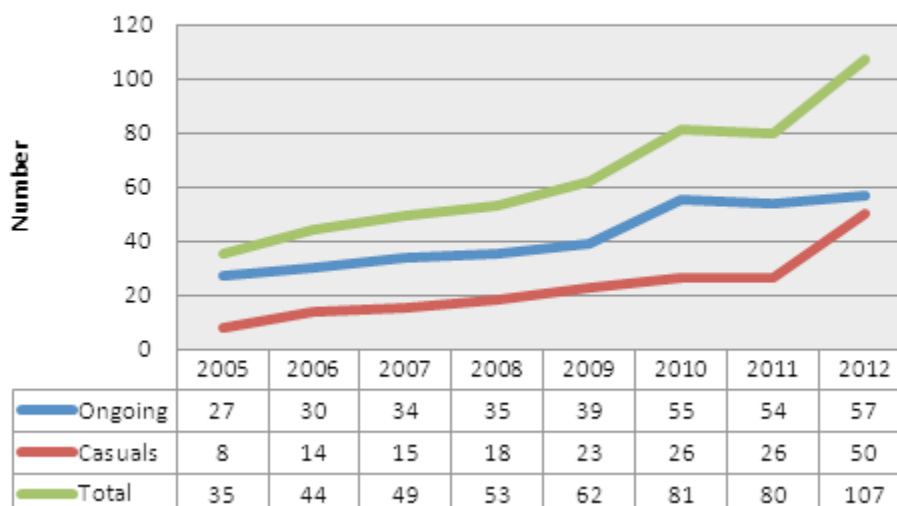
Disability Services Program Funding 2006-2012



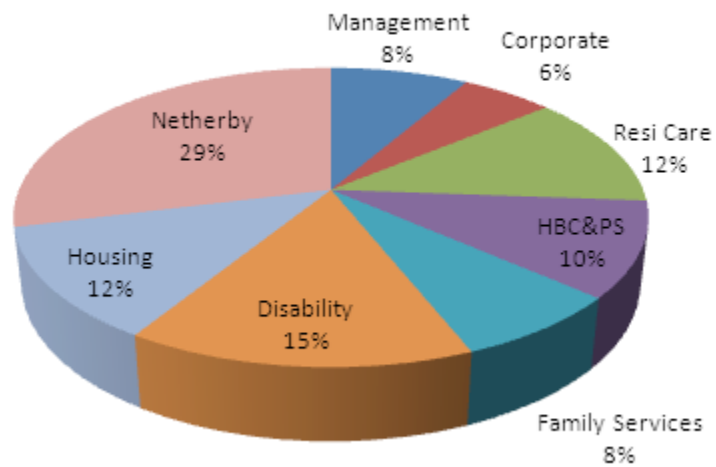
MASP Staffing 2012 X Status



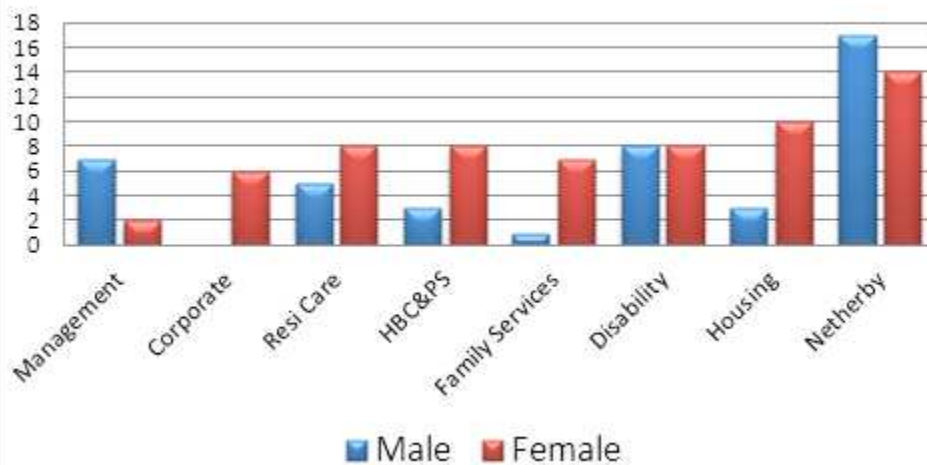
MASP Staffing Numbers 2005-12



MASP Staffing 2012 X Service Area



MASP Staffing Profile 2012



Day program students fishing at Apex Park.

Lucy's story

In August 2012 MASP held their inaugural community Sleepout, Lucy wanted to share her story and volunteered to speak on the night, here is her story...

I am a proud Australian Wiradjuri woman, 20 years young and almost at the milestone. I was born in Perth and have lived all across Australia. I have resided in Mildura for around 5 years & since then I have been able to achieve things that I have never thought possible. I value the wonderful people in this community who have helped so much along the way. By showing me kindness, compassion and caring genuinely with their hearts, these people have impacted & believed in me during times when I have felt like giving up on myself. Restoring hope helped me to have a stronger belief within myself and that I am capable of achieving anything I want to do in life. And I am so thankful and appreciative to the community for this.

I come from what most people would call a dysfunctional background. I have experienced many things in 20 years than most would ever have to face in an entire lifetime. And these things are not things that anyone should ever have to experience or go through. But that's life and I love the fact that I can share a bit of my story and give back to a community that has given so much to me.

In my early years things were not going so good. My mother wasn't coping on her own and went 'off the rails' so to speak. Welfare authorities became involved and she knew that any minute her children will be taken away from her. My mother needed help but maybe she just didn't know how to reach out. Her best friend lived in Queensland so that's where we headed for that help.

I remember packing a bag with some clothes the night before, getting up in the early hours of the morning with candles lit because the power had been turned off and walking away from that house leaving everything we had behind.

We jumped on a train to Kalgoorlie, without a ticket and that's as far as we got by rail. From there we hitchhiked across Australia, seeing so much of the countryside but also living the realities of a life on the streets.

I remember people helping us so much along the way, like one day we got picked up by a man who was headed back home hours away with KFC. He sacrificed food for his family so we could eat and as an 8 year old I knew that was pretty special. One day we were sitting on a bench and had a man walked towards us, not saying anything but just gave me and my sister a pie and can of coke each and walked away. Going to a soup kitchen was a luxury. And when times were real tough, we were forced to steal to survive. Not knowing where your next meal is coming from is a terrifying reality for people without a home.

Finding somewhere to sleep if we didn't have somewhere was exhausting. I remember having to wait early in the morning at homeless shelters for a bed that night and see people turned away simply because there were not enough beds. Staying in a woman's refuge was another luxury



because we could stay there for a little longer without having to secure a bed the next day.

But nothing is worse than having to look to the streets to find not only shelter and warmth but also a place that is safe from all the danger around. Imagine being a parent and having to sleep outside a charity bin while your children are inside wrapped up in second hand clothing but you can't hold them and cuddle them to sleep because you have to protect them on the outside. And then having to wake up with the shame of someone opening and collecting the contents to find your children inside asleep because that's the only shelter you could provide them with.

On our journey from what I can remember we bought an old Datsun for \$270 from a car yard in Whyalla. My mum didn't have a license and I'm pretty sure for that price it wasn't registered. It was great to know that we didn't have to hitchhike any more. We made our way across to Melbourne; I think my mum turned our run away into a sort of holiday.

We then made our way through NSW, dodging police and authorities. We eventually arrived at our destination in Brisbane to find out that the help my mother was searching for was more than her best friend could offer. So we were back to square one.

We didn't have a jerry can and the car broke down in the city. My mum used a longneck bottle she found and went

to the servo to fill it up so we could drive there with the car. And that's where our journey with our mother ended. She got petrol all in her eyes and had to go to hospital. I was almost 10 when we got placed in foster care and 11 when we left to live with our father.

In year 10 I was fortunate enough to go to Japan as an exchange student. When I came back I found my sister to have moved away to live with my grandparents. Not being able to cope with her moving I moved out of home not long after. One day I went on a holiday and that's how I ended up here in Mildura.

I came here with a friend at 15, with one suitcase and a handbag. I was looking for a fresh start, so I set up camp. I stayed with the one family until I was 16 until I could get my own income and survive. I then moved in with friends and enrolled in year 11 at the senior college. Trying to study and not having a place to call home was extremely difficult. I moved from house to house and there was always that fear of not knowing what pillow my head would rest on that night.

But with great thanks to the senior college I was helped to link in with support services and eventually moved into MASP's Vine Leaf Student Hostel. I was fortunate enough to be involved in MASP's Kokoda youth mentoring program, which connected me to many more amazing people in this community. I moved from the hostel into transitional housing and completed year 12. During that year I was fortunate enough to attend a work experience program in Canberra and worked for the Prime Minister, an experience I cherish.

At the end of year 12 I moved into a brand new public housing unit and finally had the stability I had wanted my whole life, a place to call home where I still live and can live for the rest of my life if I choose. I've been able to work full time and complete a traineeship with a government department.

I've been able to travel around to see family and friends and achieve things that I never thought I would be doing years ago. The greatest achievement yet, being chosen as one of 30 Australian youth delegates to speak up about global youth issues as part of the Commonwealth heads of government meeting held in Perth last year. My travel was made possible thanks to our MP John Forrest who sought sponsorship on my behalf from Qantas airlines. Another contribution to my life thanks to a member who works for and represents the whole community.

I guess after everything that I have been talking about the overall messages that I would like to leave with you are these:

In anything in life, try not to focus on the issue, focus on a solution. Ask yourself how you can make a difference rather than telling yourself how you can't.

Homelessness is a harsh reality for hundreds in our community. People are not homeless because they choose to be, life forces them to be. Homelessness is not an issue on its own; it links in with many other issues. The issue of homelessness in our community needs to be understood, addressed and tackled as a community. Homelessness will not go away on its own, we need to be accountable as people and force it away. People who live in our homeless community need to feel a sense of belonging from us and a connection with the rest of the community.

We need to work as a community, with the community, for the community.

And to end, in the famous words of Ghandi 'Be the change that you wish to see in the world'



Program Reports

Administration



Pictured – Veronica Kidd, Garry Keller, Rae Baker, Joy Sullivan, Shirley Daniel, Bill Cole and Samantha Woodberry.



Admin Assistant Nessie Sievwright

The workloads for the Administration team over the year have steadily increased which in turn has increased the demand on their time and resources.

The new “Tenancy and Property Manager” position 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.

The electronic booking system was introduced within MASP last year. 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.

We are investigating various options to replace the organisation’s current General Ledger package. 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.

During the year the appointment of a qualified accountant was made with the appointment of Mr. William Cole as Chief Financial Officer.

On closing I must thank all of the team who have 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.

William Cole
Chief Financial Officer



Pictured Disability services staff – Loretta Waylen, Rebecca Hemming, Steve Reid, Roger Steel, Nat Lont, Trevor Scholar, Lyn White, Don Reid & Dennis Berry.

Disability Services

This year has seen some exciting changes within Disability Services, especially with the purchase of our new HACC day centre on the Cnr of Sunnyside Ave and 13th Street. This new premises is full of potential and offers space inside and outside for a variety of activities to take place. With the success of grant applications we are looking forward to fencing and shading, and hope that future funding successes will allow us to build on our resources for the centre. It is great to see new faces accessing the centre, and the participants keen to be involved in new activities. With the move to the Active Service Model, the centre has a focus on encouraging healthy and active lifestyles. We are looking forward to getting started on our vegetable garden, healthy cooking classes, exercise equipment, and indoor sports.



Pictured HACCC Day centre staff - Mandy McCole, Colleen Carter, Sandy Diaper, Rebecca Hemming, John Burfitt & Trevor Scholar

We have some new clients, who have chosen MASP to provide support to them through their Individual Support Packages. We are pleased to have such wonderful people to work with and thank them for giving us great inspiration in what they have achieved. We have seen successes in completing training courses, representing Mildura in Basketball twice in the Special Olympics (Melbourne), completing the Great Victorian Bike Ride (591 kims), going to the gym independently, success in the tri-state games, gaining employment, and doing a great job with their independent living skills.

Just Redgum have also welcomed new participants who have fitted in great to the program and the team. We have had a busy year with sales, and have completed some major projects for companies such as Bemax Mines, and Trentham Estate, and places such as Mungo national Park. Our product range has seen growth, and continues to evolve. Steve, Dennis and the Team have come up with some great designs including wine racks, round end grain cheese boards, toy chests, coffee tables, rolling pins, and even some restoration work. They have also begun experimenting with some new varieties of wood such as pine, mahogany and jarrah. The introduction of these new products has provided opportunity for the participants to increase their woodworking skills and techniques. We have also purchased some new equipment the team have enjoyed learning how to use.

Some of the team were very excited and proud to gain seasonal employment through Netherby. This experience has given them the opportunity to broaden their knowledge and learn new skills such as, how to operate a tractor, farm safety, apricot harvesting, irrigation, and weed control. We are also supporting a number of the participants in studying for their forklift licences.

Once again the team was rewarded for all of their hard work, with a trip to Melbourne to watch some AFL games, and take in some tourist sights. We also delivered a cheese board, coat rack and lazy susan, which we donated to the kids undercover charity auction. We have also participated in promoting Just Redgum through the ADFA and Riverland field days, and our stand at Centro.



Above- the Just Redgum team at the Mildura Field Days
Below- Luke Hudson working at Netherby Station



The Social Group / School Holiday Program enjoyed participating in activities such as ten pin bowling, cooking, zumba dance classes, treasure hunt, chocolate making, visits/ tours of the fire station and police station, and we even made and entered a scarecrow in the Cardross Spring Show.

Thankyou to all the participants, staff and volunteers in the Disability Programs for your great work throughout the year. Keep it up!

"What lies behind us and what lies before us are tiny matters compared to what lies within us".

Ralph Emmerson

Rebecca Hemming
Program Manager



Liam with MASP 2012 Cardross Scarecrow entry

Housing Services



Pictured L-R Lisa McNabb, Kim Parker, Mandy Harvey, Lisa Harris, Jodie-Lee Dadleh, Des Smith, Melissa Mannix, Rudley Johnson, Jenny Richardson, Nellie Minter, Lisa Borrie & Rob Crouch

The housing services program has continued to face challenges and many changes over the year. My personal thanks are extended to all team members and volunteers for meeting these challenges and changes 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 493 people in need of housing assistance. Our youth homelessness funding also has a group living and life skills program component. I would like to thank staff that have participated in

organizing and facilitating the group programs twice per year for their efforts as managing competing demands is always challenging.

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.



Pictured – Students in the Living and Life Skills program participating in training activities.

A major change to our program this year was a negotiated partnership with Haven to work towards a single cross target entry point for homelessness in Mildura. This was achieved by both parties agreeing that having only one entry point would simplify access for those in our community that require homelessness support and reduce duplication. Both agencies agreed to a three month trial commencing in March for the entry point to be located at Haven with MASP then receiving referrals for those people that require intensive ongoing case management support. At the completion of the three month trial both agencies agreed that it was a success and to continue the arrangement. For MASP this meant that the homeless team no longer provided an intake service and that we could focus all our attention to provide quality case management support. This has been a major change to the entry point for homelessness services in the Mildura area and we hope to continue this arrangement.

MASP was fortunate to receive notification of new youth funding from DHS late in the financial year which we are recruiting to. The funding is for two part-time positions; one ongoing to be implemented as a Youth Housing Worker and the other is part-time for twelve months only and is a Youth Crisis Response position.

The homelessness sector also received a new data collection system named SHIP which replaced SMART that had been used for the past 15 years. This required all the current data to be re-entered into the new data system. This new system requires monthly updates which have increased our workload but once again the Housing team has proven to be resilient to a changing work environment and adapted to the changes.

The Emergency Relief Program has provided assistance to 1008 people in our local community. The Vulnerable groups funding continues to provide 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 and is only funded until June 2012.

The Intensive Case Management of Indigenous Tenancies has provided an intensive holistic response to those indigenous tenancies in public housing deemed at risk of failure. Intervening early has proven to alleviate the risk and provide support to those people in order to sustain their tenancies long-term.

The Family Reconciliation and Mediation program continues to provide specialist support to young people that are homeless or at risk of homelessness. This program receives referrals both from internal and external sources. We have received many referrals from external sources in particular schools and Centrelink for young people deemed at risk of homelessness. The early intervention focus of this program has achieved positive outcomes for

these young people and their families by assisting both parties to negotiate and resolve conflict in order for the young person to remain at home.

The Dual Diagnosis position has continued to provide valuable support to both the Youth homelessness workers as well as for a small amount of co-case managed clients with addiction issues and emerging mental health issues.

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. Celeste Smith our Lead Tenant continues to provide live-in support to these young people and recently welcomed a baby girl into her family. I would like to thank Celeste for her commitment to residing on-site and providing support to these young people.

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.

Program Manager, Housing Services.

Placement & Family Services



Pictured – L-R Sam Rogers, Andrew Ball, Laura Reberger, Alan Fox, Belinda McShane, Greg Robinson, Michelle Zmarzly, Stacey Kontogianis, Amy Walker, Louise Peterson, Kerry Adams, Kathleen Buchecker & Fiona Williams

The quality of Foster Carers and Volunteers Mentors continue to shine in a time when people and the broader community are so busy. This hearty band of caring and dedicated folk stand shoulder to shoulder with front line workers who are the face of the services provided by MASP in our community. I would like to take this opportunity to personally thank you for your care, time and persistence that continues to make unmeasurable changes (and creates opportunities) for the young people and families we support.

2011-2012 has been a year of expectant mothers and babies! I'd would like to congratulate our mums and mums to be over the past 12-15 months, all 7 of you. Sam Rogers (with Jed), Annie Villiva (with Nicholas), Louise Smith (with Mya), Melissa Van Reyersdael (with Katherine), Jo Finlayson (with Will), Donna Strong (with Scarlett) and Laura Reberger expecting in the next couple of months!

Along with the additions to worker's families of course we've had to backfill positions of our mums along with new staff replacing staff who have resigned over the year. With that I like to welcome on board Michelle McCrohan in the Early Childhood Development Project role, Anna Laity first in the Family Reunification position then backfilling the Carer Recruitment Support and Training role, Aimee Smith working within the Out of Home Care Team, Louise Peterson in the Child FIRST Family Services Team, Kathleen Buchecker in both the ICMS role and Child FIRST Family Services Team, Andrew Ball and Laura Reberger in the Youth Justice Community Support and Youth Support Programs respectively.

I would also like to farewell and thank others for their efforts who have left us over the past 12 months, these include Glenn Watson, Alice Cramp, Simon Davitt, Deb McManus and Michael Ferry and thank them for the efforts whilst working for MASP.



WWII Kokoda Veteran Cec Driscoll farewelling 2012 Kokoda participants.

In April this year Family Services, Out of Home Care and Residential Care Program were all externally audited and reviewed as a part of the DHS's Community Services Organisation's Registration, in which we are very happy and proud to say that the Agency was successful in meeting all the registration standards. Quite an achievement!!

Once again this time of the year sees off our 2012 Kokoda Youth Mentoring Program, 16 young people and their mentors will soon head off the tackle the Kokoda Track, I wish them well.

In closing I would like to thank Team Leaders Alan Fox Placement & Support, Stacey Kontogianis Family Services and Fiona Williams Residential Care and the teams for the hard work and dedication.

Greg Robinson
Program Manager Placement & Family Services

Residential Care

Once again the last twelve months have seen little change to the Resi Care team. There have been three newcomers who have all shown great promise and slotted into the team well. These staff have now been trained in "With Care", the introduction to therapeutic residential care with the second stage to be delivered late this year or early next year. We have Fire Safety Training pending for some and completed for others.

Robert Di Toro, one of our new staff this year was also fortunate enough to attend Dr Bruce Perry's workshops thanks to funding made available by RCLDS. Another newcomer to the residential care team is Jo Finlayson who all at MASP will have worked with in both Housing and Placement and Family Services. Their loss has been our gain!

In addition to Chaffey Avenue we have also been supporting young people in a unit at 14th Street and the staff that work there should be commended for their efforts as this is not a unit that was purpose built and they are working solo shifts.

We have had one resident move to independent living and the other two are maintaining day programs. There are also plans afoot for a camping trip in the near future, which is possible because of staff prepared to do this and really settled young people.

Fiona Williams

Team Leader Residential Care

Placement & Support

Another busy year, with accreditation preparations completed and the implementation of new staff plus some exciting program changes. As a team we have focused on increasing staff development, which has resulted in enhanced skills, knowledge and services to a more complex client base.

Our program strives to deliver a range of services supporting young people in care and in the past year we continued to see positive outcomes. The services assisting with these outcomes are Intensive Case Management, Home Based Care, Youth Justice Community Support, Leaving Care, Carer Recruitment & HBC Reunification (Pilot) Program.

Over the past twelve months we have seen a number of staff changes in P&S with Mel Van Reyersdael (HBC), Louise Smith (ICMS) & Donna Strong (Carer Support) all going on Maternity Leave while we also bid farewell to Glenn Watson (HBC) & Alice Cramp (YJCSS) who each departed overseas. Staff taking over those roles in the past year; Kathleen Buchecker (ICMS), Aimee Smith (HBC), Andrew Ball (YJCSS) & Anna Laity (Reunification & Carer Support Programs).

Welcome aboard everyone!

The P&S program has experienced exciting change, beginning with the official start of our Day Program in July 2011. This program has provided specialised focus to supporting young people in care to meet their individual goals in both alternative education & placement stability. Under the guidance of Day Program co-ordinator Kerry Adams, the learning, socialisation and confidence skills of the young people involved within the program have developed over time and the exciting activities continue to keep Kerry & everyone busy.



Candle making in Day Program

Placement & Family Services Con't

The School Holiday Program has also experienced exciting times in 2011/12. With generous support from The Newsboys Foundation, over the course the school year MASP Placement & Support were able to incorporate ongoing meaningful activities for young people in care to participate in. A highlight of the program was a trip to Sextons' Camp at Hattah last winter. Young (and old) participated in activities such as Canoeing, Abseiling, Orienteering & Flying Fox, to name just a few. The feedback from our young people who went to Hattah over those two days was incredible in terms of personal awareness & self-esteem building. A big thanks to all who have been involved and help make such opportunities truly worthwhile & meaningful for young people supported by MASP.

The value of our carers can never be underestimated, for their contribution and commitment in providing homes for young people in need is remarkable and their support to the community tremendous. In February 2012 MASP caregivers attended the two day Fostering Hope Seminar provided by Foster Care Association of Victoria, which was participated with much interest.

Once again this September Ken Innes will defy the aches & pains and lead another group of mentees/mentors to Papua New Guinea to complete the Kokoda trek as part of the Kokoda Youth Mentoring Program. Having had the privilege to observe the program from close quarters this year it is inspiring to see the effort & passion Ken puts into the program & the commitment made by all both young & old is to be seen to be believed. Big thanks also to Greg Robinson for all his ongoing support of the program.

Finally, a big thank you to all P&S staff & caregivers for their great work in supporting our young people in becoming more independent, building confidence and in assisting with realising their individual hopes & dreams.

Alan Fox
Team Leader
Placement & Support



After school social group activities.

Family Services

What a mixed bag the Family Services team (Child FIRST, Family Services, Finding Solutions, Youth Support Service and Early Childhood Development Pilot) have experienced during 2011-2012 (and a little beyond), so much so I am not sure where to start - the team members who have left or those whom have started, the babies, engagements or other team successes!

Well, here goes! The year started and finished with babies, babies and more babies – and as I have warned new team members – “be careful what seat you sit on”! Sam Rogers (Child FIRST) started the trend for 2011-12 with the birth of Jed, followed by Jo Finlayson (ECDPP) with William; then Annie Villiva (Family Services and Finding Solutions) welcoming Nicholas. While Laura Reberger is left ‘standing in the wing’ for her debut in November, the “baby award” has gone to Belinda McShane (Family Services and Finding Solutions) with the births of her twin granddaughters (Lyra & Harper) in June.

If you are exhausted thinking about all the babies, the staff changes and team successes will have you heading for a nap. Child FIRST has seen Sam commence maternity leave; Simon Davitt joining the team, and departing a little after 12 months of service, and we too farewelled Lara McCarron and Deb McManus throughout the year.

Through all of this, the Child FIRST crew steamrolled through 448 assessments, and service activity totalled well over 5000 hrs. While approximately 40% of assessments were allocated to the various Family Services providers across the catchment (Mildura, Swan Hill, Gannawarra and Buloke LGA's), overall, a 10% increase in referrals was recorded from last year.

Our Family Services and Finding Solutions programs saw Annie Villiva start maternity leave thus Belinda continued in her Family Services role but took on the challenge of Finding Solutions also. This opened up the opportunity for Kathleen Buchecker (previously Flinders University Student on placement at MASP in 2010-2011) to join the team (backfill) to later take up another backfill position within the Placement & Support's ICMS. Thus, Louise Peterson has been welcomed by the team (backfill) within Child FIRST. However, the changes were not complete. As Belinda's family commitments increased, she balanced this with a sole focus on Finding Solutions, thus Louise took up the challenge of a Family Services (backfill) role.

The team too congratulated Annie and Frank, and Louise and Jason on their engagements throughout the year. Perhaps engagements and pending weddings will be the flavour for 2012-2013?

Organised chaos you say? Well, I must congratulate these guys too on providing support to 49 families, resulting in over 1400 hours of service throughout the 2011-2012 period. In addition to this, Finding Solutions too provided support to 12 families in this time also.

In February, Mick Ferry (YSS) resigned to take up a position with Child Protection, subsequently opening

the door for previous TAFE student, Laura Reberger to take up a substantial position within YSS. With Laura is set to enter parenthood towards the end of 2012, further changes will be seen in this program, however I am certain the strength and hard work both Mick and Laura have dedicated to this program will soldier on. So in its second year running, YSS has blitzed the programs target of 34 referrals to 57.

ECDPP experienced a change of workers from Jo Finlayson (maternity leave) to Michele McCrohan; however while the team welcomed Michele, we too farewelled her at the conclusion of the Pilot on June 30. It was again another busy year of building relationships between our Early Years, Child FIRST and Family Services sectors across the Mildura, Swan Hill, Gannawarra and Buloke LGA's, and not forgetting the relationships gained through the various networks and working groups and the multitude of Child FIRST/Family Services/Child Protection joint Community Education sessions that rolled out over the year. What a hectic year, but both Jo and Michele were unwavering in their commitment to the program.

So with all the staff changes, engagements and babies, how did the team fair you ask? To my amazement, the Family Services team have kicked 2011-2012 in the rear end with great joy and pride. I really do enjoy reflecting on the year that has passed as it is the passion, confidence, and development of skills and knowledge in each of the team members that has shined over the past 12 months, and this is enough to assure me that the children, youth and families we encounter in the coming year will be well supported, encouraged and respected throughout their own challenges.

I would like to take this opportunity to congratulate the team for all their blood, sweat and tears in this past year. And to our Program Manager, Greg Robinson, some days I don't know how you do it!

Stacey Kontogianis
Team Leader Family Services



Pictured – Aleara Smith, Cec Driscoll & Veronica Kidd
Kokoda farewell night.

Mildura City MASP 2012 Community Sleepout

2012 saw the Launch of the Inaugural Mildura City MASP Community Sleepout. The Sleepout was held in Langtree Mall on August 11 during "National Homeless Persons" week to not only raise funds to help build further crisis/emergency accommodation in Mildura but to also create awareness of a major issue within our community. MASP alone has over 200 clients in need of secure and ongoing

housing, over 50% of these being youth and children. The night proved to be very successful with many businesses and community members signing up to support and take part in the event. With guest speakers, movies, best dressed, hot soup, street soccer, art demonstrations and many more activities over 200 people took part in the night.



Doug Tonge, Mayor John Arnold & Tess Lane from Mildura City promoting the Sleepout



Mildura Specialist School PJ day to raise funds for the Sleepout.



Annual Report 2012



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– Kmart Mildura – Aquarius Health Clubs – Lindemans – Prestige Staffing – Rendezvous Restaurant – Stefano's Café Bakery – Mildura Grand – Seasons/The new Spanish Bar & Grill – Clarkes Mallee Food Distributors – Enjoywine – Lower Murray Water – Banjo's – Hudaks – Aroundagain – Mildura Party Hire – Chantelle Hill Interiors – Sunbeam Foods – Mildura Specialist School – John Burfitt

Kathy's Story

Due to various circumstances in hers and her family's life Kathy made contact with MASP for support and assistance, here is Kathy's story....

"Prior to my knowledge of the MASP Organisation, I was living with my son and daughter-in-law. I moved from Melbourne 3 years ago because the property I was living in was being sold, so I decided to join my son in Mildura.

Living with them was to be temporary, however we all got along so well before we knew it 2 and a half years had passed.

The owner of the property knew we were there and didn't seem to mind, then suddenly advised my son and daughter in-law we had to move.

After 3 months of applying for rental properties and not being successful of getting any, I was told by my sons Real Estate Agents that I had 2 weeks to vacate, if I didn't do this they would evict my son and his family, charging them with sub-letting.

Two weeks later I found myself homeless and began going from Caravan Park to Caravan Park together with my other son who came with me from Melbourne.

It was at this time I was told of MASP. Having approached them and telling them of my circumstances, I was introduced to Robert Crouch. My first impressions were, whilst Rob understood my situation and would try to help, there were many others who needed accommodation too. These included families with young children. That day I left MASP feeling very depressed, sad and alone.

To my surprise Rob kept in touch with me every couple of days, keeping me informed of where they were at with my situation.

I kept busy applying for properties that were available then, but the feedback from Estate Agents is non-existent so I felt as though I was banging my head against a brick wall.

As days and weeks went by, despite all of Rob's efforts, there was no accommodation out there. My son and I became very scared and depressed. My money was running low, and within days we would be living on the streets, literally.

4 days later Rob rang to tell me he had a transitional unit coming up and was going to put my case forward to the committee who then decide who need it most. Rob warned me not to get my hopes up too much as there were others being considered as well. It would be 4 days before the decision would be known.

Finally, D-Day! The phone rings and it is Rob. I hold my breath. Silence, I wait, he then tells me we got the unit. The joy, the tears, sheer relief, I had every emotion possible going on.



After being in the transitional unit for 2 weeks, Rob and two staff members from HAVEN came to see me, checking we were okay and if we liked the unit.

Like it, love it was my answer.

It was then I was offered a permanent residence in another unit in the same complex, for as long as I wanted.

That was 4 months ago. I absolutely love my unit, the complex and my neighbours living here.

Why or how did I get so lucky? I believe I was/am truly blessed.

Needless to say:

MASP staff and especially Rob Crouch are a very special bunch of people. I cannot express the words to do them justice. To this day Rob still calls to see how we are and if everything is okay."

Continuous Improvement

Our “Continuous Improvement” philosophy continues to have had a high profile in the agency with clear positive results in achieving required accreditations under the various funder- determined External “Quality Standards”

External Accreditation

During this last year MASP was subjected to another external audit and achieved re-accreditation under the Children Youth and Family Service standards. Congratulations to Greg Robinson and his team for their good work in this area. The review team acknowledged our innovative practices.

We now have an accreditation “break” for a few years until we undertake our first audit under the new “DHS Standards” (which combine the old previously separate Homelessness, Disability and Children Youth and Family standards)

Continuous Improvement Committee

The MASP Continuous Improvement Committee continues to meet monthly to advance specific improvement activity prioritised by staff. Currently the major projects being considered include Cultural Competence, standardised Case Management practice and Client Feedback.

Document Control

As in the past two years, the MASP Intranet has been the major focus for staff information and procedural instruction. Currently work is underway to transfer our documents to the external GEMBA document control system, which will hopefully make our information systems an even more user friendly resource. Current plans for improvement to our document system include comprehensive indexing, hyperlinking and better training in its use. A major review of our document control systems is also being undertaken to determine how best to make meaningful and keep current, the many hundreds of documents currently on the Intranet.

Evaluation

The introduction of systematic “on going” evaluation of the effectiveness of all our programs and services (which will complement our current efforts at obtaining client feedback) will be a big challenge for MASP during 2013. It is important that we continue to ask ourselves whether we really are making a difference in the lives of our clients. Simply going through the motions of providing inputs and resources is no longer sufficient in itself: we need to ask “are we obtaining outcomes desired by our clients.

Harnessing the goodwill of staff

As always, it is our hands- on staff who make or break “quality practice”. The challenge for the agency is to encourage and ensure that staff continue to believe that the newly introduced systems for providing evidence of positive client outcomes are appropriate and effective. These systems include file auditing, checking of compliance to procedures, the obtaining and monitoring of stakeholder feedback and outcome evaluation.

Management Team Commitment

The MASP Management team devotes every second weekly Management team meeting to Policy development and policy Review. This is a considerable commitment to quality practice. It is this commitment that indicates that MASP is serious about continuous improvement and in being a human service agency that provides a meaningful service to the people of Sunraysia.

Michael Jobe

Continuous Improvement Co-ordinator

Godden Award

Past recipients

2007 Barb & Noel Godden

2007 Doug & Elaine Rowe

2007 Richard Vandenberg

2008 Tim Robinson

2009 Don Reid

2010 Bronwyn Williams

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.

2011 Recipients Dot Phelan and Janet Decker

Long serving Board Members Dot Phelan and Janet Decker were announced as dual winners of the 2011 Godden Award.

Both Dot and Janet have for over 20 years volunteered their time and worked tirelessly on the MASP Board supporting MASP in alleviating the impacts of homelessness, abuse, suffering and disadvantage in the community.

Throughout their time on the MASP Board, both Dot and Janet also held various positions including President, Vice President and roles on numerous committees.



Doug Tonge presenting 2011 Godden Award to Janet Decker



Doug Tonge and Anne Webster presenting 2011 Godden Award to Dot Phelan

Mallee Accommodation and Support Program Incorporated

Statement of Comprehensive Income For the Year Ended 30 June 2012

	2012 \$	Restated 2011 \$
Revenue	5,066,049	4,416,651
Expenses		
Employee Benefits Expense	3,664,463	3,274,806
Depreciation and Amortisation Expense	211,731	244,619
Administration Expense	571,948	482,622
Service Delivery Expense	138,070	147,080
Other Expenses	373,051	411,465
Operating income (loss) before income tax	106,786	(143,941)
income tax expense	-	-
Operating income (loss) after income tax	106,786	(143,941)
Other non operating income		
Capital grant received	-	508,790
Surplus for the year	106,786	364,849
Other comprehensive income	-	-
Total comprehensive income for the year	106,786	364,849

Mallee Accommodation and Support Program Incorporated

Statement of Financial Position As at 30 June 2012

	2012	Restated 2011	Restated 2010
	\$	\$	\$
Assets			
Current Assets			
Cash and cash equivalents	560,116	283,157	166,547
Trade and other receivables	70,120	108,059	76,595
Total Current Assets	630,236	391,216	243,142
Non-Current Assets			
Property, plant and equipment	4,476,557	4,331,441	4,053,819
Total Non-Current Assets	4,476,557	4,331,441	4,053,819
Total Assets	5,106,793	4,722,657	4,296,961
Liabilities			
Current Liabilities			
Trade and other payables	181,645	96,998	173,137
Borrowings	-	216	49,480
Short term provisions	453,197	369,251	307,531
Income received in advance	344,573	232,714	142,452
Total Current Liabilities	979,415	699,179	672,600
Non-Current Liabilities			
Long Term provisions	108,155	111,041	76,773
Total Non-Current Liabilities	108,155	111,041	76,773
Total Liabilities	1,087,570	810,220	749,373
Net Assets	4,019,223	3,912,437	3,547,588
Equity			
Reserves	982,870	982,870	982,870
Accumulated Surplus	3,036,353	2,929,567	2,564,718
Total Equity	4,019,223	3,912,437	3,547,588

Mallee Accommodation and Support Program Incorporated

Statement of Changes in Equity For the Year Ended 30 June 2012

	Accumulated Surplus	Asset Revaluation Surplus	Total
	\$	\$	\$
Balance at 1 July 2010	2,564,718	982,870	3,547,588
Surplus for the year	364,849	-	364,849
Balance at 30 June 2011	<u>2,929,567</u>	<u>982,870</u>	<u>3,912,437</u>
Balance at 1 July 2011	2,929,567	982,870	3,912,437
Surplus for the year	106,786	-	106,786
Balance at 30 June 2012	<u>3,036,353</u>	<u>982,870</u>	<u>4,019,223</u>
Effect of Corrections of Errors on Surplus			
2011	\$		
Previously reported balance for the year ended 30 June 2011	476,468		
Net Effect of correction of Errors	(111,619)		
Restated balance at 30 June 2011	<u>364,849</u>		
2010	\$		
Previously reported balance for the year ended 30 June 2010	(104,791)		
Net Effect of Correction of Errors	(42,291)		
Restated balance at 30 June 2010	<u>(147,082)</u>		
Effect of Corrections of Errors on Opening Equity			
	Accumulated Surplus	Asset Revaluation Surplus	Total
	\$	\$	\$
2011			
Previously reported balance for the year ended 30 June 2011	3,083,477	1,704,099	4,787,576
Net Effect of Correction of Errors	(153,910)	(721,229)	(875,139)
Restated balance at 30 June 2011	<u>2,929,567</u>	<u>982,870</u>	<u>3,912,437</u>
2010			
Previously reported balance for the year ended 30 June 2010	2,607,009	1,704,099	4,311,108
Net Effect of Correction of Errors	(42,291)	(721,229)	(763,520)
Restated balance at 30 June 2010	<u>2,564,718</u>	<u>982,870</u>	<u>3,547,588</u>

Mallee Accommodation and Support Program Incorporated

Statement of Cash Flows For the Year Ended 30 June 2012

	2012 \$	2011 \$
Cash Flows from Operating Activities		
Receipts from government grants	4,405,995	4,035,467
Payments to suppliers and employees	(4,599,732)	(4,238,962)
Other income	788,549	915,027
Interest received	8,096	5,606
Net Cash provided by operating activities	<u>602,908</u>	<u>717,138</u>
Cash Flows from Investing Activities		
Proceeds from sale of plant and equipment	52,926	-
Acquisition of property, plant and equipment	(378,659)	(551,264)
Net Cash used in investing activities	<u>(325,733)</u>	<u>(551,264)</u>
Net Increase in Cash held	277,175	165,874
Cash and cash equivalents at beginning of financial year	<u>282,941</u>	<u>117,067</u>
Cash and cash equivalents at end of financial year	<u><u>560,116</u></u>	<u><u>282,941</u></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

The committee has determined that the association is not a reporting entity and that the special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the concise financial report as set out on pages 33 to 37

1. Presents a true and fair view of the financial position of Mallee Accommodation and Support Program Incorporated as at 30 June 2012 and its performance for the year ended on that date.
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.

President:



(Mrs. Anne Webster)

Treasurer:



(Mr. Peter O'Donnell)

Dated: 7th November 2012

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

Viv and John Whitchurch
Bard Godden
Dawn and Keith Stevens
Bronwyn Williams
Cheryl Page
Leanne Collins and Neville Scott
Louise Richards
Judy Brinsmead and Dennis Berry
Brad and Prue Chilton
Michelle and Vernon Jeffery

Volunteers

Sam Percy & Kevin Overton
Celeste Smith
Don Reid
Thora Bennett

MASP Sponsors & Supporters

Terry & Janet Hill
Dep't of Justice Mildura
Davison Motor Group - Garry Davison
Coca Cola Amatil
Lower Murray Water
MAX Employment
Leading Edge Computers
Tryfonopoulos Family
Southern Cross Business Advisers
GJ Gardner Homes
Mildura Spirit of the Motorcycle (Jeff Becker)
Jenny Caldwell
Joan Hill
State Trustees Foundation
Mallee Foods
Sunraysia Chickens
Chemist Warehouse
Flora & Frank Leith Foundation
Peter Crisp
John Bloomfield / Bankwest Staff
Carinya CWA Branch
Marg Smith
Tankard Dental
Thomas Jewellers
Newsboys Foundation
Thea Douglas
Google Inc.
Kulkyne Kampers

Peter & Fiona Devillee
Lindemans
Centrelink Staff Mildura
Joan Lewin
Admedia
Alan Fisher (IGA)
Grand Hotel
Kids Under Cover
Hot FM 106.7
PRIME 7
Riverland Forklifts
David & Joan Buck
The Mildura Club
Enjoy Wine – Brett Robertson
Herron Todd White
John Burfitt
Yelta Custom Canopies & Covers (Deb & Anthony Grasso)
Sunraysia Daily
Bendigo Health centre
Keith Brock
CWA Mildura
Marian & EH Flack Trust



Pictured - Max employment staff presenting gifts to MASP disability children from their xmas present drive as part of a national employment program



Pictured- 2011 Annual Mildura Spirit of the Motorcycle event



Sunraysia Daily MASP charity golf day, pictured Doug Tonge, Greg Herrick, Chris Cleary, Cam Graham, Justin Morison

Kokoda Youth Mentoring Program Mentors

Neil Bradford

Peter Davies

David Doering

Ken Evans

Vicki Gross

Kevin Tucker

Trevor Rogers

Alan Erskine

Ken Innes (Coordinator)

Matt Fulton

Vicki Phillips

Louise Woodroffe

Greg Robinson

James Hamilton

Veronica Kidd

Brendan Warman

Kerry Whitelegg



Pictured 2012 Kokoda Mentors and Mentees at the Kokoda fundraising day



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 Vice President Daryl Wescombe. The grant was part of the club's annual ClubGRANTS program, Coomealla Club has supported the youth program for the last 2 years.

Kokoda Youth Mentoring Program Supporters

Martin, Irwin & Richards
Whispers Wines
Mecure Hotel Mildura
Burrows Jewellers
Mildura Waves
Louise Peterson
MADEC
Lee Cubit
Dale Weightman/Richmond Football Club
Barry Plant Real Estate
Sunraysia Detailing
Damian Portaro
99.5 Star FM / 97.9 Sun FM
Mildura Club
Keith Richards
Maria Robinson
Paul McShane
Brad Fyfe & family
Pizza Café
Aussie Disposals
Ken Evans
Mildura Finest Quality Meats
Bunnings Trade Centre
Alan Erskine
Oasis Auto
What's New
Mrs. Chris Yates

Sunbeam Foods
Peter Davies
Justin Tassone's Butchery
Pardon my French
Coca Cola Amatil
Beauty by Sonya
Australian Vintage
Louise Woodroffe
Yelta Custom Canopies & Covers
McDougall Wines
Leading Edge Computers
Krankas Engineering
Gavin Hogg
Mildura School of Driving
Mildura RSL Bistro
Dantere Safety
Bicycle Superstore
Think Water
Scozzie Shindigz
House & Garden
Sportzprint
Rotary Club of Merbein
John and Pam Forrest
Department of Justice
Coomealla Memorial Sporting Club ClubGRANTS

Hyd Sol Heat Cycling Team, Support Crew & Supporters

2012 Riders

Annie Power
Brad Fyfe
Sandi James
Russell Baren
Jason White
Adam McGregor
Lee Crane
Stewie Stevens
Pete Webley
Dean Pettit
Mark Ross
Lyn Walder
Malcolm Kalms

Support Crew

Gavin Krake
Ken Innes
Veronica Kidd



Supporters

Naming Rights –

Hydraulic Solutions
Secure Peace
Tekace Communications
PRIME 7
Wally Green Hygienic Services
Sportzprint
Sunraysia Locksmiths
Stop Signs
Hip Pocket Workwear & Safety
Mildura Cranes & Access
Leon Power Chiropractor
Stephen Jones & Associates
Sunraysia Bridgestone Tyre Service
Karym Cleaning
Sunnyland Press
Parasol Mildura First Aid Services
CFA
Bunnings
Mildura Discount Carpets
Seasons/The new Spanish Bar & Grill
Mildura Retravisio
Quality Grand Hotel
Merbein Mushrooms
Mildura Taxis
Davison Motor Group
Australian National Institute
The Local Liquorwise
Trilogy Finance Group
Price Attack
A D Rogers Horticultural Contracting
Stefano's
Mildura Printing Services

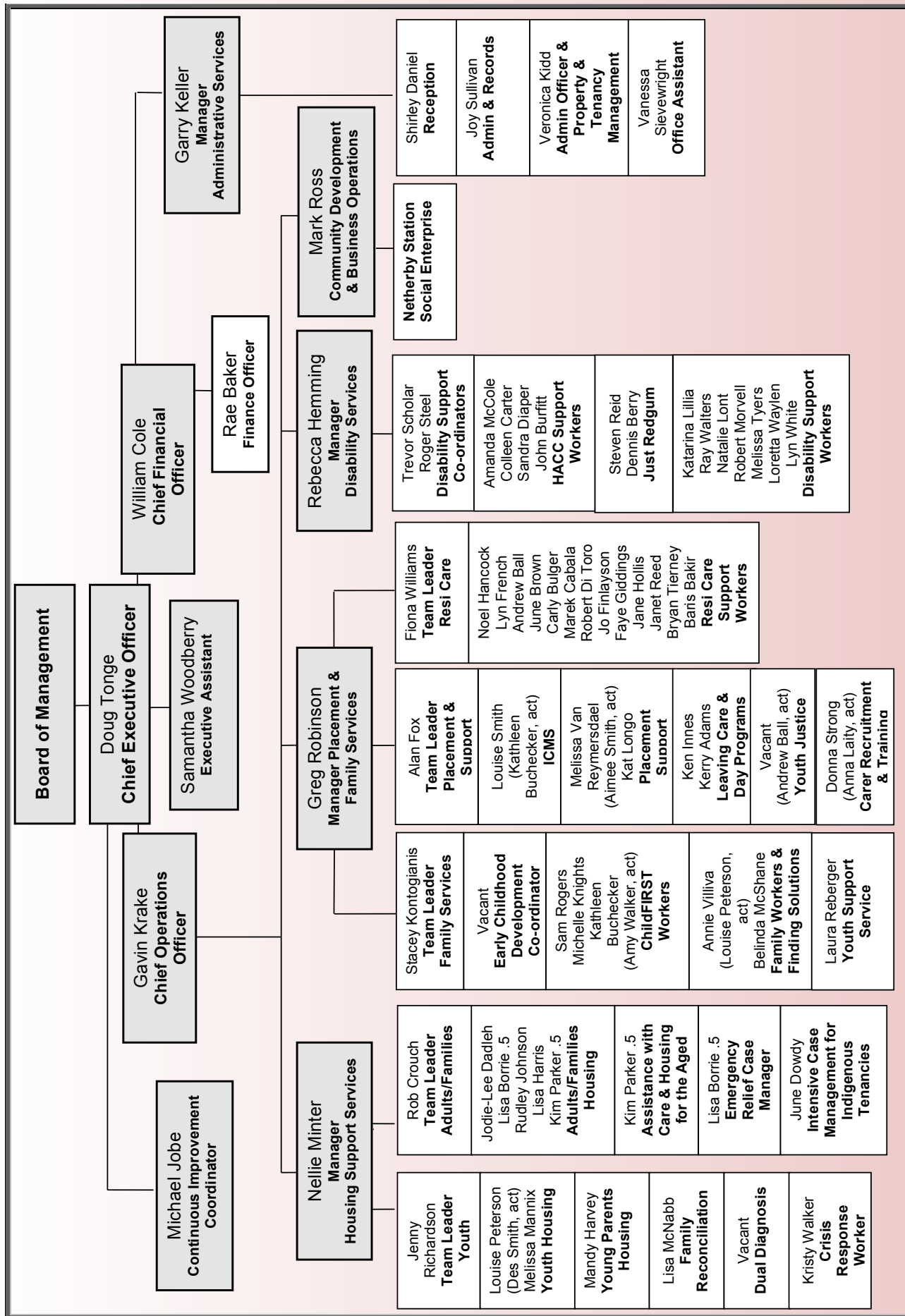


Pictured L-R Ken Innes, Lee Crane, Sandi James, Dean Pettit, Annie Power, Mark Ross, Brad Fyfe, Russell Baren, Stewart Stephens, Adam McGregor, Peter Webley, Jason White & Veronica Kidd

Staff Departures

Lara McCarron 03/01/2012	ChildFIRST
Michelle McCrohan 08/07/2012	ChildFIRST
Deb McManus 26/07/2012	ChildFIRST
Simon Davitt 13/09/2012	ChildFIRST
Aleisha Clifford 27/05/2012	ChildFIRST
Michael Ferry 02/03/2012	ChildFIRST
Glen Murphy 18/03/2012	Disability
Kylie Cawley 05/02/2012	Disability
Kira Mazurek 08/01/2012	Disability
Nicholas Scholar 08/07/2012	Disability
Vince Simonetta 22/01/2012	Resi Care
Stamatia Myriallakis 27/05/2012	Resi Care
Paul Vanek 20/01/2012	Housing
Bronwen Foreman 16/09/2012	Housing
Brooke Higgs 09/09/2011	Housing
Tiffany Lynch 24/02/2012	Housing
Sally Mackay 17/02/2012	Housing
Merrin Hudson 16/11/2011	ACHA
Glenn Watson 10/06/2012	Placement & Support
Alice Cramp 06/01/2012	Placement & Support
Yvette Layton 19/02/2012	Placement & Support

MASP Organisational Structure





Pictured - 2012 Kokoda Youth Mentoring Program Mentors and Mentees



Pictured - MASP 2012 harvest team at Netherby Station. Courtesy of Sunraysia Daily, Photo by Luke Birch

