



MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.



Annual Report

2013

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Contents

Who We Are	
MASP Origins & History	
Life Members	
Godden Award	
MASP Services	
Board of Management	
Message from the Board Chair	
Message from the Chief Executive	
Agency Overview	
Tamara's Story	
Program Reports	
Administration	
Disability Services	
Housing Services	
Placement & Family Services	
Kmart 2013 MASP Community Sleepout	
Inaugural Mildura Women's Charity Lunch	
Continuous Improvement	
Financial Reports	
Acknowledgments	
Kokoda Youth Mentoring Program	
Program Supporters	
Organisational Structure	

MASP Patron



1	Ken Morgan
2	An enthusiastic supporter and advocate
3	of the cause of homeless, abused
3	and disadvantaged young people,
4	Ken Morgan accepted the honour of
4	being MASP's first and only patron in
9	September 2004.
9	In the late 1980's, Ken was Chairman of the Variety Club of Victoria
10	for four consecutive terms - the longest serving president on
12	record.
14	In 1989 he had a dream to build a house for homeless children
18	who had suffered abuse. In order to do that, he had to break away
18	from Variety and go it alone. That dream evolved into what we
	now know as Kids Under Cover.
19	In 2000, Ken was awarded a Humanitarian Award by the
20	Australian Humanitarian Foundation, in recognition of his work
22	with homeless children. In 2003 Ken was awarded the Centenary
24	Medal for his services to the community - in particular youth
24	homelessness.
29	Having received the 2008 Victoria Day Council Award for a Public
30	and Community Service Organisation, through the efforts of
31	great people like Ken, Kids Under Cover continues its important
32	work throughout Victoria and Australia.
32	Ken's selfless voluntary work for the community and his absolute
38	dedication to helping homeless and at risk young people
40	inspires all who come into contact with him. Fittingly Ken was
41	acknowledged as a recipient of the Order of Australia Medal in
44	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.

Business Address:

140 Langtree Avenue
Mildura 3500

Tel: (03) 5021 6500
 Fax: (03) 5021 4006
 Website: www.masp.org.au

Who We Are

Our Vision

Empowering our community to be free from homelessness, abuse, poverty and disadvantage to lead safe, secure, healthy and fulfilling lives.

Our Mission

Develop and deliver innovative solutions for communities to access safe secure housing and aligned services

Our Values

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

EMPATHY – We show understanding, knowledge and compassion.

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

ASPIRATION – Continue to grow towards future betterment.



Our Strategic Direction

Strategic Theme - Sustainability

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

Strategic Direction

- * Establish appropriate legal structure to ensure a sustainable future
- * Establish a funding and service model that ensures financial sustainability
- * Expand social housing portfolio
- * Enhance brand awareness

Strategic Theme - Innovation

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

Strategic Direction

- * Introduce an innovative data capability system that ensures outcomes based planning and program delivery
- * Grow innovative housing and program models

Strategic Theme - Professionalism

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

Strategic Direction

- * Develop state of the art infrastructure
- * Cultivate a professional and robust management structure
- * Develop the professional strategic alliances

Strategic Theme - Excellence

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

Strategic Direction

- * Become an employer of choice in the sector
- * Be seen as experts in the sector
- * Develop a professional skills based Board
- * Influence policy and decision making at a local, regional and federal level

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 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 service operated from the Vineleaf Rural Student Hostel, the family service 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 further 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 Social Enterprise now consists of 8 acres of apricots which MASP manages and at the same time creates opportunities for

young people and other MASP clients to undertake a range of duties including pruning, thinning and picking.

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

For over 25 years MASP has delivered HACC (Home & Community Care) funded services to community members in need. The MASP 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.

Catering for growing demand, in 2012 MASP purchased the former Mildura Specialist School property in Sunnyside Avenue, which better allows for the expansion of services and activities at the centre.



Kokoda Youth Mentoring Program 2013

MASP Life Members

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

Godden Award

Past recipients

2007 Barb & Noel Godden

2007 Doug & Elaine Rowe

2007 Richard Vandenberg

2008 Tim Robinson

2009 Don Reid

2010 Bronwyn Williams

2011 Dot Phelan & Janet Decker

2012 Not awarded in respect of the passing of Noel Godden

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 the late Noel Godden.



Wendy & Ed Rushforth's magnificent Christmas light display raised over \$1500 from visitors to the display in the weeks leading up to Christmas. Wendy and Ed then kindly donated all funds MASP.

MASP Services

Homeless Support

Case Management	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)	Assisting 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	A partnership between MASP, Centacare and Mallee Domestic Violence Services. 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.
Financial Case Management	Case management services to clients who have difficulty in managing their finances in order to assist them to become self sufficient and less dependent on emergency relief provision.



Wakefields, Nangiloc Colignan
 Farms & Mildura Fruit
 Company Charity Golf Day.
 Pictured-
 Rudley Johnson, Justin
 Morison, Chris Howes & Doug
 Tonge.

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.
Stronger Families	<p>Aims to support and strengthen families to prevent children and young people being placed in out-of-home care for the first time. For children and young people who cannot live safely at home, we work to address problems and build capacity so children can return home as soon as it is safe to do so.</p> <p>Delivered in partnership with Mallee Family Care and MDAS, MASP provides the youth meditation and support element of the service.</p>
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.

Spirit of the Motorcycle display
and fundraiser December
2012



Disability Services

Adult Day Activity Support Centre (HACC Program)	Planned day activities and social support for frail aged and disabled clients. Service includes a daily meal, outreach community support and some personal care within the home/ community environment. This program is supported by funding from the Commonwealth and Victorian Governments under the HACC program.
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.



Christmas Lunch, 2012
 New MASP Day Centre

Placement & Support

General Foster Care	Home-based accommodation and support for children and young people 0-17yrs who require an out of home care placement. Placements are made with trained caregivers in their own households within the community.
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.
Intensive Case Management Support	Supports high-risk adolescent clients who are vulnerable to self-harm and negative external influences. An alternative response to secure welfare placements.
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 has involved walking the Kokoda Trail in Papua New Guinea.
Youth Justice Community Support Service	Delivered in partnership with Mallee Family Care, Haven and the DHS, the service is an integrated approach to the provision of intensive support and services to Youth Justice clients who are at risk of re-offending.



Hyd Sol Heat Cycling team member Shane Koelmeyer presenting MASP Chairperson Anne Webster with funds raised for the Kokoda Youth Mentoring Program at the 2012 AGM

MASP Properties

Short to Medium Accommodation	A three bedroom and a two bedroom house available for lease to homeless young people or young adults/families.
Vineleaf Rural Student Hostel	Supported housing for up to eight secondary school students.
Residential Care Units	Properties owned by DHS and managed by MASP for adolescents unable to be placed in care or in other supported accommodation. Each resi care facility 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 3 young homeless people.
Long Term Units	Four two bedroom units targeting homeless young people. Available for long term tenancy.

Residential care

Residential Care	Placement option for those young people requiring an out of home placement but not being suitable for a family placement or independent living.
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MASP Social Enterprises

Just Redgum	Provides a day program for young people with disabilities. The enterprise is engaged in the manufacture and sale of Redgum furniture and homewares.
Netherby Farm	A primary production enterprise involving the growing, harvesting and sale of apricots. Participants are selected from existing MASP program areas.
Bins & Things Cleaning Services	An enterprise involving the cleaning of domestic garbage bins with the capacity for brick, paver and concrete cleaning. Participants are selected from existing MASP program areas.



Staff from Southern Cross
 Business Advisers presenting
 donated goods to MASP CEO
 Doug Tonge for Christmas 2012

Board of Management



Greg Leslie – President

Greg joined the MASP board in November 2009 shortly after completing MASP's Kokoda program. Greg works at Mildura Tourism and has a strategic role, focused on industry and product development. Greg's professional experience spans hospitality, tourism, project 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 Schultz

Greg is the Sales Manager for Telstra Business in Western 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, but his true love is cricket and his main love for the mighty Hawthorn football club. Greg also enjoys socialising as well as spending time with his 3 lovely children and close friends.



Jo Edgcumbe - Vice President

Jo became a MASP Board member in 2008 and recently retired after a long career in finance and banking. Her interests include cooking, reading and supporting in an avid way the Collingwood Football Club.

Jo's many years of experience and financial skills continues to be of a great benefit to MASP and the board.



Rebecca Koren

Rebecca joined MASP Board in November 2012. Rebecca's experience is in Disability, Community Services and Welfare. Rebecca brings extensive knowledge of the disability, community and health sector including local services. Rebecca currently works for Northern Mallee Community Partnership and coordinates the Health Promotion Portfolio which has a strong focus on partnerships with local community based organisations.

Rebecca has a Diploma in Community Services; Lifestyle & Leisure, and a Community Services Welfare Diploma.



Sue Watson- Vice President

Sue joined the MASP Board in 2011 and is a Social Worker currently working in the field of mental health, she has completed her postgraduate Master Degree in Social Work. Sue is also on the board on Sunraysia Cancer Resource Centre and a parent to 4. Weekends are spent socialising with family and friends and is involved in the 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 and Southern Cross Farms 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, Chair 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.



Glenn Milne

Currently Mayor of Mildura Rural City Council and serving his seventh year as a Councillor. Glenn has a Diploma of Business in Community Services and Health Management, an Associate Diploma in Welfare Studies, is a Graduate of the Institute of Company Directors and is a Life Member of MASP. Glenn has a strong interest in the community and the welfare of Disabled and Homeless people. Along with his civic duties Glenn is a part time freelance Press Photographer. Glenn joined the MASP Board in November 2012.



Anne Webster

(Resigned April 2013)



Jane Sparks

(Resigned April 2013)

Message from the Board Chair



MASP is a highly regarded and professionally managed agency, without fanfare it offers vital community services with care, compassion and humility.

The board of management at MASP understands that first and foremost MASP operates for its clients and our community and we take enormous pride from being charged with the responsibility of

guiding and overseeing MASP's strategic direction.

On behalf of the MASP board of management it gives me great pleasure to deliver this report which summarises the agency's achievements over the past twelve months and which are covered in greater detail within this Annual Report.

First and foremost I announce that MASP is financially solvent on the basis of its current financial position as per the auditor's report on pages 32-37.

At our last AGM we welcomed two new board members Glenn Milne (a MASP life member) and Rebecca Koren. These two individuals have proven to be valuable acquisitions with Glenn's considerable experience and Rebecca's dynamic attitude complementing the board's skill set. The board has taken on many challenges this year and has functioned effectively to support the efficient and ongoing operations at MASP.

Throughout the year we farewelled two members; Anne Webster and Jane Sparks. Anne's long service and sizeable contribution must be acknowledged and our thanks go to Anne for her work in establishing the strong foundations for the solid governance framework that the board continues to build upon. Pleasingly Anne is not lost to social projects in our community as Anne's Zoe foundation is an excellent service reengaging young mothers into education.

Towards the end of 2012 the board embarked on a strategic plan journey to chart the course for management over the next three years. The planning process was commenced as reported at this time last year and has been developed and integrated into management operational plans inside the first half of this year. A truly collaborative and cooperative process ensured that management, staff, volunteers, clients and other stakeholders all had a level of contribution to the outcomes.

Four core values that influence MASP's strategic direction were identified – those being: Caring, Empathy, Integrity and Aspiration. I encourage you to seek out our strategic plan as we look to measure ourselves against the lengths we have taken to support and enable Doug and his team to achieve MASP's strategic direction.

Sustainability is the initial theme as we recognise that MASP must plan now to ensure it is adequately placed to continue offering its services well into the future as sadly demand for them is only likely to increase. This brings around the most significant change for MASP since SYAP & SEAC merged to form the agency we now know as MASP.

MASP is putting to its members at a special general meeting run in conjunction with the 2012/13 AGM that it changes its incorporation status to become a company limited by guarantee. This move coupled with our compliance with The newly established Australian Charities and Not-for-Profits Commission (ACNC) and promotes long term viability and stability to our external funding bodies. The board thanks Nihal Samara from Kaizen Synergy for his company's work to guide us through this process.

The other strategic theme that is worthy of comment in this report is professionalism. Included as a strategic direction under this theme is the provision of suitable office facilities for staff to operate safely and effectively while housed in a single location (where practicable), delivering efficiencies of resources and services that MASP has not been able to previously enjoy. The board has worked diligently this year to investigate appropriate location and layout and at the time of writing this report a tender process to engage an architecture firm is being undertaken.

The board cannot express enough its admiration and appreciation towards the community for its support of our various fundraising initiatives. This year has seen the conduct of MASP's inaugural Womens' Charity luncheon, the KMART community sleepout (in its second year), the Hyd Sol Heat cycling team, individual donations and bequests generate funds that have gone directly into client resources and supported housing. Many people deserve sincere thanks for their contributions and while some chose to remain unnamed, I ask you to turn to page 38 to view a list of our community supporters who are generous of time, effort and funds.

MASP is not in the business of property acquisition and development yet we acknowledge our key role in providing accommodation options for various client cohorts. This year we have added another three bedroom property to our suite of client accommodation. This acquisition was entirely funded through fundraising initiatives.

As you read through this report you will take in the impressive body of work undertaken across our many programs and by our committed teams. The board is inspired by the work that is done by the MASP staff and takes great comfort from knowing that all of their achievements emerge from foundations of client care and empathy.

We thank the management, staff and volunteers of MASP, ably led by our CEO Doug Tonge. I personally thank Doug for his continued efforts to develop our agency, the management structures that exist and are being continually refined position

MASP to be well placed to effectively care for our community now and well into the future. A final thanks from me to my board colleagues for your dedication in 2012 -13.

Best wishes for the upcoming festive season and for a successful 2014.

Greg Leslie
Board Chairperson

2012/2013 Board Meetings attended

Mr Greg Leslie	9
Mrs Jo Edgcumbe	8
Mrs Sue Watson	9
Mr Peter O'Donnell	7
Mr Greg Schultz	8
Ms Rebecca Koren	5 (Elected November 2012)
Mr Glenn Milne	5 (Elected November 2012)
Mr Greg Herrick	4 (Retired November 2012)
Mrs Anne Webster	8 (Resigned April 2013)
Mrs Jane Sparks	5 (Resigned April 2013)
Mr Bert Hilton-Wood	2 (Retired November 2012)
Total Board meetings held	10



MP for Mildura Peter Crisp presenting a fundraising cheque on behalf of John Burfitt to Greg Leslie at the Kmart 2013 MASP Community Sleepout

Message from the CEO



Another successful year at MASP with many achievements throughout and a sound end year result.

Much effort by our Board of Management set MASP's Strategic Plan for the next three years, centred on four key themes, Sustainability, Innovation, Professionalism and Excellence,

which drive the future strategic directions of our organisation into the future. A strong consideration by the Board sees MASP presenting to our members a resolution to change legal status from an Incorporated Association to a Company Limited by Guarantee. Part of this work brings the drafting of a new Constitution which is most timely given the need for update of the previous document.

April 2013 saw the departure of two board members, Anne Webster and Jane Sparkes. Anne as chairperson at the time ended some 6 years on the Board and I acknowledge her valuable contribution during this time. Greg Leslie stepped up from the position of vice-chairperson to take over the helm

at MASP, providing the necessary guidance in the Board's governance responsibilities.

MASP's social enterprises have experienced mixed fortunes throughout the year. Netherby experiencing a bumper crop, however, disappointment with fickle markets and subsequent poor returns. Just Redgum has also suffered from an economic decline, however, the team do a great job and continue their efforts to build business opportunities. The acquisition of the wheelie bin cleaning business, adds a new social enterprise known as MASP's Bins & Things Cleaning Services. We look forward to the potential of this new venture and the opportunity of further work experiences for our young people. My special thanks to all who continue to support these ventures, and add to their potential viability. In particular, I thank the Hill Family for their gracious support at Netherby, without the benevolence they offer the venture would fail to exist.

Our Youth Mentoring Program has just completed the 7th trek on the Kokoda Trail. The growth of this program continues to amaze, generating wonderful outcomes for our young participants through the committed support of our volunteer mentors. A truly life-changing experience and credit to all involved in this valuable program. We are encouraged by the



Pictured - Doug receiving a cheque from Mildura Centrelink staff Kelly Cooke and Cara Brown for funds raised during National Homeless Persons Week

many corporate organisations now becoming involved, both in the financial support of mentees and their staff as participating mentors. Building upon this support, we look forward to the program continuing for many years to come.

The second MASP Community Sleepout, receiving major sponsorship from and named the Kmart 2013 MASP Community Sleepout, raised over \$17,000 towards the acquisition of more community housing properties. Congratulations to all participants and supporters of this great event, and the opportunity to promote a greater awareness of homelessness in our community and an appreciation of roughing it overnight on the streets.

For around 30 years, Emmaus House has provided a valuable accommodation option to homeless people, primarily men. Originally built to accommodate the significant number of men sleeping on the riverbank, Emmaus became well known and an appreciated respite for many. With the relocation of the HACC Day Centre last year to Thirteenth Street, and a diminished demand for rooming house style accommodation, the decision was made to dispose of Emmaus House which resulted in a timely sale of the property which now operates as an international backpackers.

Whilst this leaves a gap in the number of available tenancies at MASP, we look forward to future opportunities through our status as a Registered Housing Provider to improved housing options for our respective client groups.

It is with regret I acknowledge the recent passing of a long-standing and well respected foster carer, Dawn Stevenson. Dawn and Keith have contributed significantly to the well-being of many young people over a 10 year period, and our thoughts go out to Keith and family in their sad loss.

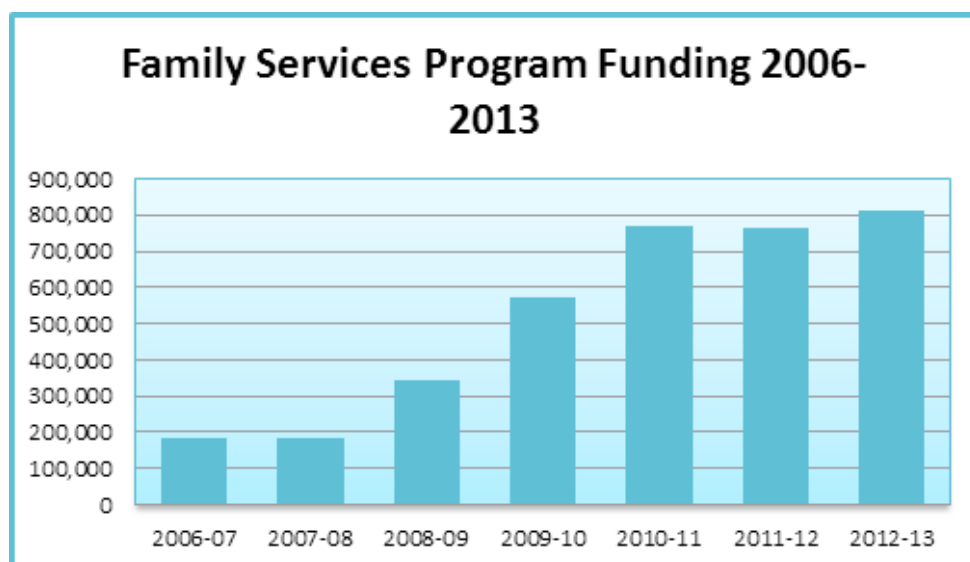
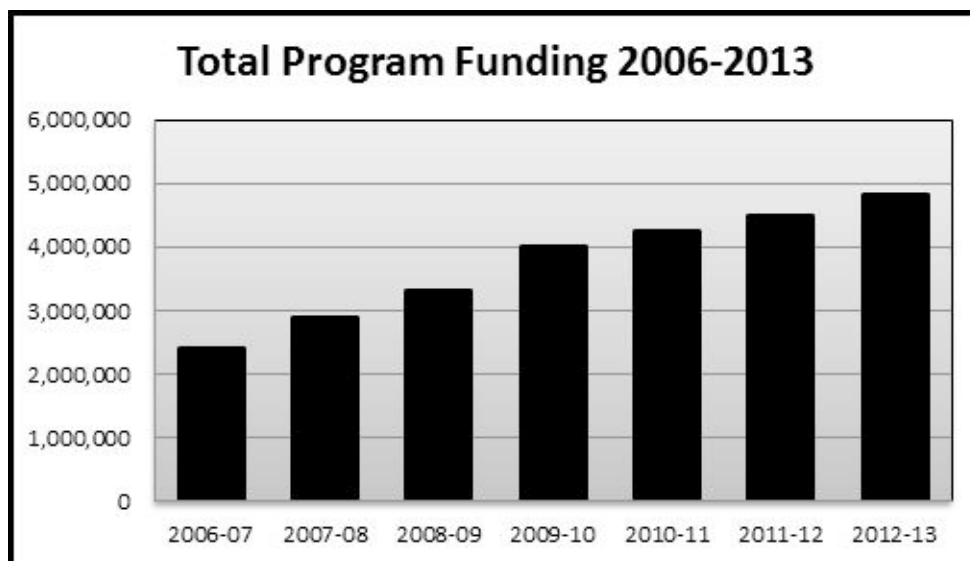
Finally, I thank the Board, Management Team, Staff Members, Carers, Volunteers and Supporters for their ongoing support and commitment to those disadvantaged members of our community in need of our assistance. I congratulate you all for your dedication and endeavour and look forward to another great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

Doug Tonge
Chief Executive Officer



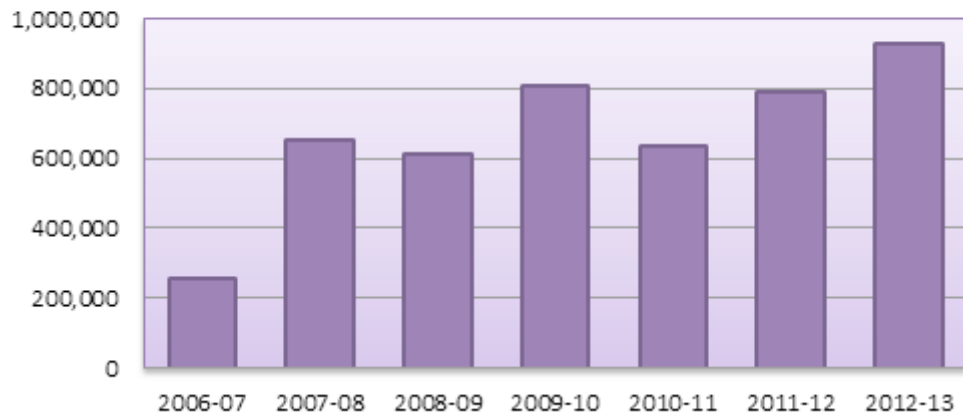
Doug farewelling Dom Macheda after 13 years at Just Redgum

Agency Overview - Funding

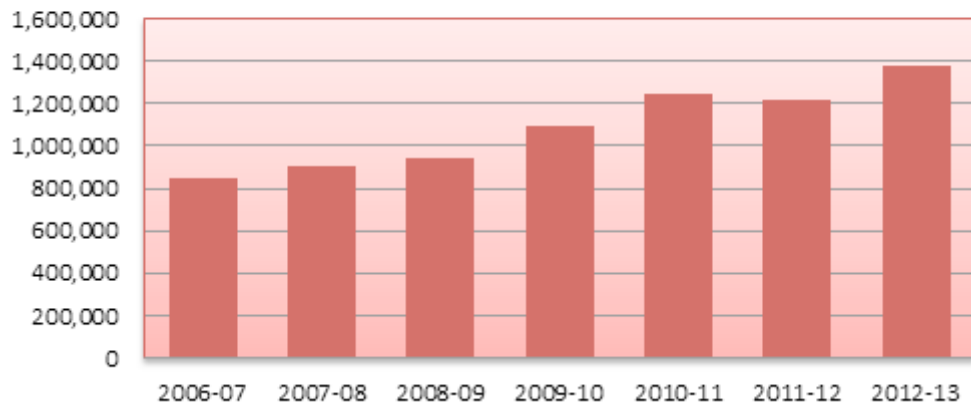


Christmas Lunch at Just Redgum 2012

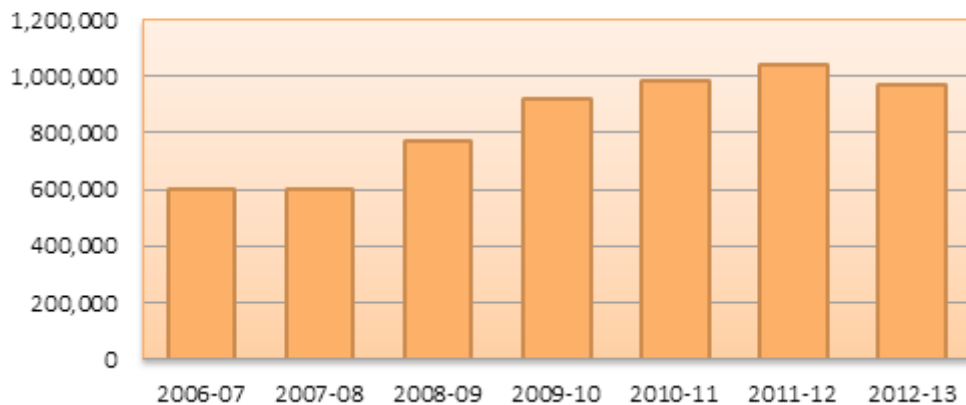
Residential Care Program Funding 2006 - 2013



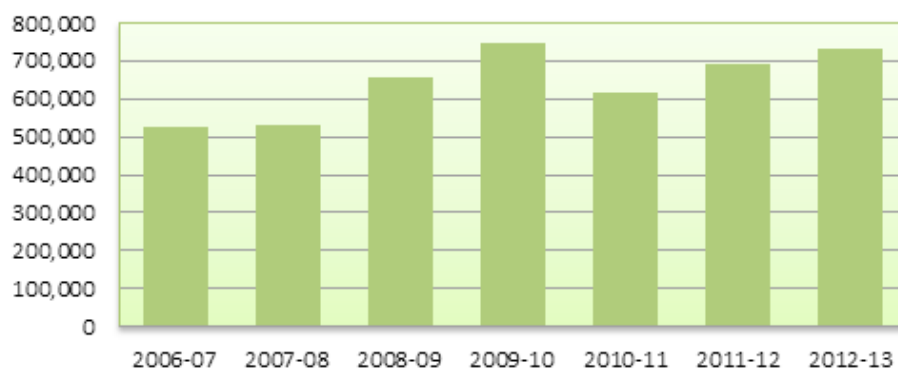
Homelessness Support Program Funding 2006-2013



Placement & Support Program Funding 2006-2013



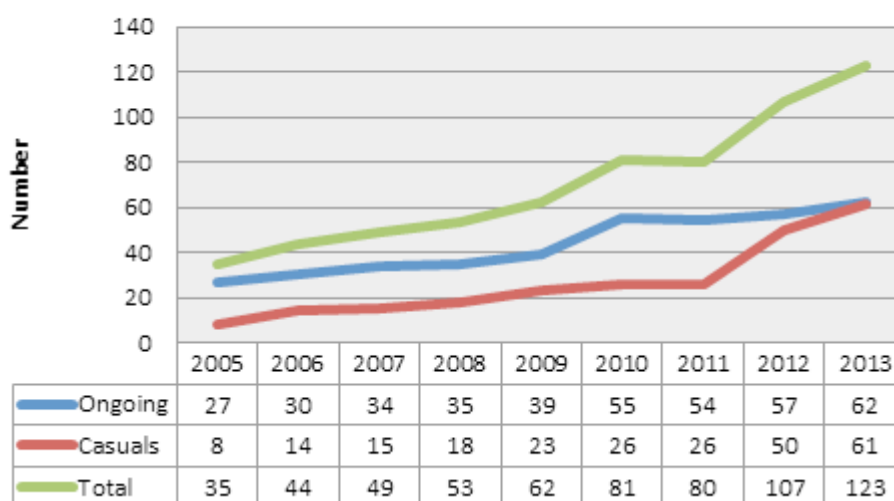
Disability Services Program Funding 2006-2013



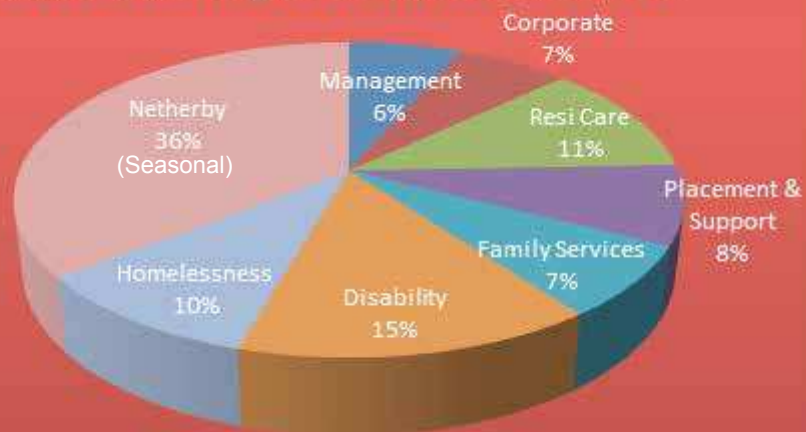
MASP Staffing 2013 x Status



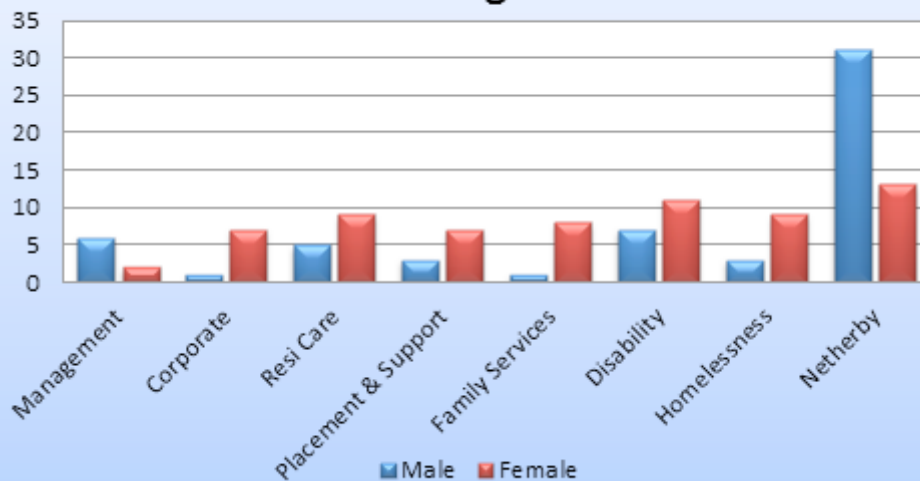
MASP Staffing Numbers 2005-13



MASP Staffing 2013 X Service Area



MASP Staffing Profile 2013



MAX Employment General Manager Deborah Homewood and Mildura Branch Manager Anne Ross presenting donated gifts to MASP Chief Operations Officer Gavin Krake

Tamara's Story

Story by Charmaine Briant 2013 Kokoda Mentor

My Mentee,

First off I must say what a privilege it has been to be a part of Tamara's Kokoda Journey and to be a member of the 2013 Kokoda Youth mentoring program.

It all started 7 months ago on a typical 'hot' Autumn evening in Mildura, when this tall young lady started to talk to me and after about a 10 minute conversation, she announced that she was going to train with me. After a few weeks of training, I witnessed Tamara spreading her wings out and making friends with other mentors and mentees.

The next few months seemed to fly past, but I started to see Tamara pushing herself out of her comfort zones and start to make goals! Tamara started to ask for help and advice on issues that she was facing. Tamara then slowly but wisely started to allow the group to support her through new obstacles that arose, while still working on her goals.



Charmaine (Left) and Tamara on the Kokoda Trail;

By the time it came to leave for Kokoda, Tamara informed the group that she had never been overseas, never been on a plane, never had to use a toilet outside and never camped before.

Tamara didn't do it easy during the first stages of the Trek, and gave us all a fright when she became unwell on the second day. However in true Tamara style she made it to the top of a very steep hill and into camp. Tamara then went on a wonderful journey of self-discovery! Tamara was overwhelmed by the Villages and the people we met on our journey, and often made comments about how lucky we are in Australia and how much we have taken things for granted. By the end of the



Pictured: Front Tamara with Kokoda coordinator Ken Innes and PNG Fuzzy Wuzzy, Rear- Kokoda Mentee Andrew and MASP program manager Greg Robinson

journey Tamara had overcome most of her body aches and painful blisters, as she smiled and sung along the Trek.

Tamara will be the first to admit that it wasn't easy, but with the help of the group and the Porters she did it, she walked in the footsteps of hero's and completed the Kokoda Trek.

While in Kokoda, Tamara reflected to me that she feels that she has gotten so much out of the Kokoda experience, but mostly Tamara said that she now knows that there are people that care about her and will be there if she needs them.

I know I have a life long friend in Tamara, and I am so proud of how she took chances, worked hard and achieved her Goals!!

Kokoda
Youth Mentoring Program

Program Reports



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

Administration

MASP has successfully grown again over the year in support of our Community. We have some dedicated people working in our organisation with quiet talents that support the organisation. With further demand for our services in the coming years it is important to ensure proper systems are in place to support the expected growth and demand in reporting to our funding agencies.

Exceptional effort was made by our front line person Shirley Daniel who sees nearly all our clients as they pass through our organisation not to mention our suppliers and other business members of the community.

While Payroll is seen as matter of fact it is not, when you don't get paid and Rae Baker our trusted payroll officer ensures a smooth flow of payments and irons out all the wrinkles without using too much steam. Well done Rae for a great effort this past year but don't sit back we have a new system coming up that will make all our lives easier and more efficient.

We are looking to the future and will upgrade our existing system which is now out-dated compared to its latest version which assists in easy data migration, training and reporting. We expect the new system will provide us efficiencies in preparing payments, reporting, and budgeting. Reporting is important as we must report to our funding agencies, in particular the Department of Human Services (DHS) who supports MASP as a major funder of most of our programs delivered in North West region (the Mallee).

We have the Board of Management reviewing our request for a new system which has been in the pipeline for some time but we need to upgrade due to the higher number of programs and

reporting requirements which will mean more work or more detail but this is the way forward for us to ensure we do have the systems to support us so we can support our community.

I would like very much to thank my team Garry, Joy, Veronica, Samantha, Nessie, Shirley and Rae as well as the other members of MASP for their efforts over the past year.

William Cole
Chief Financial Officer



Admin Assistant Nessie
Siewwright

Program Reports con't



Pictured L-R Paul, Trevor, Dennis, Adrian, Don, Liam, Rebecca, Steve, Cameron, Roger, Cari, John, Sandy, Colleen, Mandy & Lynne

Disability Services

The Disability Team moved from Langtree Avenue to the Day Centre in Sunnyside in May 2013. Improvements have been ongoing, with the addition of a shed, fencing and gardens. The participants in the program are able to enjoy the extra space for outdoors and indoor activities, and the Disability Team being on site has also provided more access to resources at the centre such as increased computer access, crafts, cooking facilities, and a vegetable garden. In response to our consumer needs, we have recently applied for a Grant for a shower facility to be installed at the centre. Fingers crossed we have some

success, as this will provided a much needed resource within the community. In mid June, the Day Centre completed HACC accreditation where we received a pass with some helpful recommendations.

Our outreach support continues to grow, with new clients coming on board frequently, we have employed our first permanent part time support worker and an extra support worker to manage the demand. We have also built strong



Above- Luke enjoying the Field days
Right Dom's farewell at Just Redgum



working relationships with the Mildura Specialist School in providing some educational support to students who find it difficult to manage in the class room environment.

Just Redgum continues to support people in learning work place skills and build in their confidence. Sadly, after working together for 10 years, we had to say goodbye to Dom who had to move interstate. On a bright note, we look forward to welcoming new team members in 2014. The men have been busy with building and promoting Just Redgum through attending the Riverland Field Day, and manning a display at Centro.

Our Social Group / School Holiday program have been having fun in the community. We visited the Monash Playground, Swimming at Irymple, Perry Sand Hills, Botanical Gardens, Ten Pin Bowling, Arts and Crafts, and dinner in just about every restaurant in Sunraysia. It's great to see the children interacting well and growing in confidence throughout the year.

Finally, we welcomed the Wheelie Clean business. This has provided an opportunity for some of our HACC and Just Redgum participants to have a try at something new. This has taken some work to get going, and required some extra commitment and early mornings from Mark, Trevor, Dennis and Tony. Thanks guys for taking on the extra work to get the business off the ground.

Thanks to the Disability Team for all their hard work throughout the year, and for working with our consumers in achieving some positive outcomes in their lives.

Here's to more successes in the following years.



School Holidays picnic at the river

Rebecca Hemming
Program Manager

Building vegetable patch at the
new Day Centre



Program Reports con't



Pictured L-R Paul Hogarth, Jacinta Martin, Michael Foley, Jenny Richardson, Kim Parker, Melissa Mannix, Lisa Harris, Amanda Harvey, Kristy Walker, June Dowdy, Nellie Minter & Rob Crouch

Housing Services

The homelessness support program staff have continued to provide case management to disadvantaged members of our community that are homeless or at risk of homelessness in a professional manner. All staff strive to provide a quality service by ensuring a holistic approach to their work in endeavoring to address the needs of all those we assist. I would like to thank all staff in the program for their ongoing commitment and professionalism in providing services to people in need.

A significant change to our program over the past twelve months has been the formalising of our partnership with Haven for a single generalist entry point in Mildura. After a 3 month trial in March-June 2012 a permanent change to the entry point occurred in July 2012. Haven is now the single generalist entry point for people experiencing homelessness and/or at risk of homelessness. Haven conducts an initial assessment and then refers to MASP's homelessness case management support program for ongoing support for those with complex needs.

We have always worked in close partnership with Haven and continue to do so to ensure the single entry point is a streamlined approach for those seeking assistance.

In the 12/13 year the homelessness case management program provided support to 466 people. Of the 466 people supported 260 were youth (15 to 25 years of age) and 206 were adult/families.

The youth homelessness workers have continued to provide a Youth Living and Life skills group work program twice per year. The group focuses on independent living skills required to maintain a property such as money management, grocery shopping, cleaning, health and wellbeing. The young parent's homelessness worker also has run a Young Parents group program for eight weeks. This program focusses on independent living skills required to maintain a property as well as information and education on parenting. Both programs are an integral part of a holistic



2013 Living and Life Skills program participants

approach to homelessness support as we endeavour to break the cycle of homelessness and equip young people with the skills required to successfully sustain a tenancy long term.

The ERF program provided financial assistance to 1387 people in financial crisis. This includes assistance for food vouchers, food parcels, rent assistance and transport to name a few. A small number of people seeking emergency relief were referred to the financial case management program. This program provides support to people in financial crisis to address and alleviate financial stress.

The Family Reconciliation program is an early intervention program designed to assist young people aged 16 and 17 to resolve issues with parents to prevent homelessness. This program receives referrals from the community with the main source of referrals from schools identifying issues before young people decide to leave home. This program has been extremely successful in engaging young people and their families and assisting with conflict resolution.

The Assistance with Care and Housing program (ACHA) continues to provide support to persons that are aged and homelessness and/or at risk of homelessness via a case management approach exploring appropriate housing options and linkages with the health and aged care sector.

The Intensive case management of Indigenous tenancies program has supported Indigenous people in public housing and Aboriginal housing. The program supported 14 people/families in their long-term housing assisting them to resolve issues that may place their tenancies at risk.

The Vineleaf Student Hostel continues to provide accommodation and live in support to young people that are homeless and completing secondary education. Earlier this year we farewelled Sam Percy and Kevin Overton as our live-in Supervisors and extend our thanks and appreciation for their commitment and devotion to young people previously supported. Natalie Lont our new live-in Supervisor continues to provide support for students on site and we acknowledge the commitment it takes to provide an adult presence whilst young homeless people complete their studies.

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. Celeste has been the Lead Tenant for two years and I would like to acknowledge her commitment in residing on-site and providing support to these young people.

MASP would like to thank those staff who have moved onto new challenges for their contributions and also welcome new colleagues and look forward to the challenges ahead.

Nellie Minter
Program Manager



Supporting Young Parents Program.

Program Reports con't



Pictured – L-R Leanne MacKenzie, Laura Reberger, Natalee Romeo, Louise Bowes, Samantha Cooke, Andrew Ball, Sam Rogers, Greg Robinson, Fiona Williams, Alan Fox, Kerry Sutton, Kerry Adams, Renae Axton and Melissa Van Reyersdael

Placement & Family Services

Foster Carers and Volunteer Mentors continue to bring great strength, dedication and commitment to the Placement & Family Services Team. Although sometimes a little battle weary our carer continue to answer the call in providing care, support and protection to our most vulnerable members of our community, Young People. For this effort I would like to acknowledge the carers for their fantastic efforts in sometimes very trying and difficult conditions. Thank You!

2012, MASP's Kokoda Youth Mentoring Program experienced another very successful year with 15 young people and their mentors completing the 9 day trek of the Kokoda Trail. With many memories and friends that will no doubt last a life time. Thanks to all those who were involves or who support the wonderful experience.

As I'm writing my report on the eve of MASP's 2013 Kokoda adventure, I wish everyone good luck and best wishes on

their "once in a life time experience". This year's group, 27 in total head on Monday 23rd September and return Friday 4th October.

Over the year we have had some departures and made some additions to our team, I would like to thanks those who have left for their efforts and services and welcome those who have joined us.

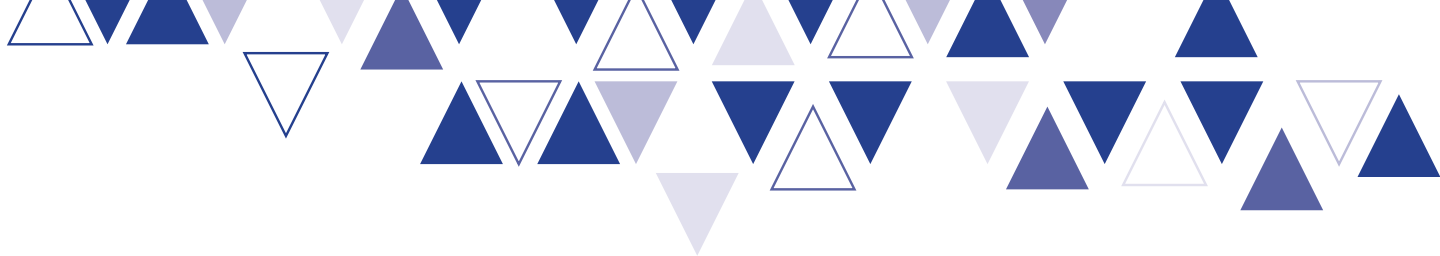
This year has seen growth in our Residential Care Program with an additional unit becoming operational in June, although this has come with its challenges I'm very happy say that with the support from new and existing staff members we've been able to "hit the ground running" thanks to all involved.

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

Greg Robinson
 Program Manager Placement & Family Services



Summer Camp



Summer Camp

Residential Care

The last twelve months have seen further positive change to the Resi Care team. There have been six newcomers who have all shown great promise and slotted in to the team well. These staff have now been trained in “With Care”, the introduction to therapeutic residential care, with more training to come before the year is out.

After much planning we are now working out of San Mateo which houses two young people, increasing our recurrent capacity to five. This unit is a vast improvement to work in giving staff computer access and a separate bathroom.

We have also taken some of the young people on a couple of camping trips (thanks Noel) and in the July school holidays were able to spend three nights in Ballarat. Whilst in Ballarat we went to the “Blood on the Southern Cross” sound and light show and then back to Sovereign Hill during the day. We also went to Kryal Castle and the Ballarat Wildlife Park, both of the young people we took on the trip said “awesome” a lot and it was a pleasure to see them enjoy the new experiences.

After many years Chaffey is finally getting a facelift and the team have moved into a holiday rental while the works are being done. We will finally be getting rid of the 1970’s lime green bench tops in the bathrooms! This will see a new

chapter beginning for us with two fresh workplaces and home environments for the dedicated residential care teams to reside in and continue their excellent work in.

The year has seen great stability for the three young people living in Chaffey, with all of them there for the entire year. On the flipside we were also able to support a number of young people in both Fourteenth St and San Mateo Avenue.

Fiona Williams
Residential Care Team Leader

Program Reports con't

Placement & Support

The past twelve months has seen steady progress within the Placement & Support Program. The expansion of adolescent supports such as the MASP L to P Pilot & Day Program has resulted in specialised supports for young people in both the community & placement.

Our program continues to provide invaluable support services to vulnerable young people in care. This past year we saw an increase in placement requests & program referrals with over 80 intake assessments in total to our services that include Home Based Care, Youth Justice Community Support, Intensive Case Management, Leaving Care & Carer Recruitment Programs.

The increase in placement requests highlighted that the value of MASP carers can never be underestimated or truly measured. Their contribution and commitment in supporting young people in our community is remarkable.

Over the past twelve months staff changes in Placement Support have continued with Mel Van Reyersdael (Home Based Care), Louise Smith (Carer Recruitment Support) returning to the fold from maternity leave. We also welcomed Kerry Sutton (Home Based Care) while bidding farewell to Kathleen Buchecker (Intensive Case Management) with Anna Laity swapping roles from Carer Recruitment Support to ICMS.

The Placement Support School Holiday Program continues to thrive with our Summer Camp to Adelaide last January being no exception. Over 10 of our young people participated in



School Holiday camp

spending a week at Semaphore Caravan Park and a fantastic time was had by all. Big thanks to MASP staff Greg Robinson, Kerry Adams, Noel Hancock & Kerry Sutton who helped make such an opportunity truly worthwhile and meaningful for those who attended.

Last September Ken Innes guided another group of mentees/mentors through the Kokoda trek as part of the MASP Youth Mentoring Program. After 7 years KYMP is going from strength to strength with over 35 participants each year and fundraising

events attracting significant donations & participation from those in the local community.

Finally, a big thankyou to all Placement Support staff & caregivers for their great work in supporting our young people over the past 12 months each playing significant part in assisting and realising the individual aspirations & dreams of all the young people we come across in placement support.

Alan Fox
 Placement & Support Team Leader

Family Services

While babies galore was the theme for last year, the 2012-2013 year has experienced (yes you guessed it!) more babies, but also engagements and weddings. All of these momentous occasions are still pending for some in the year to come! So, for me to think last year was a mixed bag – holy moly this year has smashed last!

So, our Family Services team over the past 12 months has looked something like this:

Child FIRST: Sam Rogers returned from maternity leave and jumped back in running in July; Amy Walker joined the team in September, and within the first few days she was engaged and in less than 12 months hitched and is currently completing her Thesis on Cold War Civil Rights and the American Military; Louise Bowes jumped the Family Services ship, and later, YSS (yes, she is one flexible chick) upon Laura returning from maternity leave thus landing in Child FIRST. So it was at this time that Louise, too, decided it was time to get hitched (March), fall pregnant and start the lengthy countdown until she can welcome a new cherub to her clan in December. Given her favourite colour is pink – one can only hope (for the baby's sake) that this baby is a girl! I must too add that Michelle Knights is preparing for her departure from the team (Child FIRST and Family Services) into a newly created role at MDAS, and Shane Brown joined the craziness on a 6 month contract to help the team keep up with the comings and goings! So amongst the madness, the Child FIRST crew steamrolled through 620 assessments, and service activity totalled almost 5200 hours - well over our funded target. While approximately 40% of assessments were allocated to the various Family Services providers across the catchment (Mildura, Swan Hill, Gannawarra and Buloke LGA's), our own Family Services team has supported 24 families with approximately 1800 hours of support throughout this financial year - another crew smashing targets. Furthermore, as if last year wasn't mayhem enough with the birth of her twin granddaughters, Belinda McShane is gearing up for her 4th grandchild later in the year. I thought we had her busy enough at work, obviously not!! As we prepare for

Michelle Knights departure, one can only guess at whom we will encounter in our recruitment to her dual role. The suspense is almost killing me and I am sure Belinda is hoping they have a good pair of running shoes to wear from their first day!

While Belinda (gladly!) survived her stint in Finding Solutions, we welcomed Annie Villiva back into the role from maternity leave and congratulated her on her engagement to Frank, and yes - you guess it - the pending birth of another little bub in August. Throughout the year, 12 families were supported with creative responses to strengthen their adolescent-parent relationship between Belinda and Annie. As we prepare to meet some interesting fellow during our Family Services recruitment, hope hangs out there that we can fill this position with another skilled, committed team member; however their introduction will have to wait until next year.

Youth Support Service has supported 23 young people in the past financial year as we welcomed Louise Bowes into this role while Laura Reberger stepped onto the centre stage with the birth of her first gorgeous bub Blair in November. We couldn't hold Laura back though as she returned to her position in May. Louise, as I mentioned earlier, was hit with the baby potion as she geared up for a short kick in Family

Services, and then into the Child FIRST program.

ECDPP returned in 2013 as a fully funded (and slightly altered title of) Early Childhood Development Program with Jo Finlayson as the Coordinator returning to take on the huge task of prioritising tasks pertinent to working towards strengthening service responses and partnerships between Child FIRST/ family services and early years' service providers to maximise vulnerable children and families' opportunities in accessing and remaining engaged with early years' services.

Thus, with the MCYFSA supporting Jo's role, it is with much courage and skill, that we move towards systemic improvements and service enhancements for vulnerable children (0-5 years) with what may appear a little left field in its approach at times; or maybe the term is 'holistic' or 'eclectic' even - I am still to decide - as I hear rumours that Puppet training, and more 'interesting' skills, talents and tools, are to be learned, developed and shared along the 2013-2014 trek.

As we continue to breed the next generation of MASPIans, the need to make an addition to our suite of programs and services was pending. So on 1 April 2013, we welcomed the birth of the Stronger Families program. This program offers



School Holiday Camp

Program Reports con't

intensive, longer term, whole-of-family case support and specialist services to enable children who are at imminent risk of being placed in care for the first time, to remain at home with their parents or to support their return home to their parents' care when it is safe to do so. As a part of a multidisciplinary team, MASP have been funded to provide the Specialist Youth Support and Family Mediation Service component (in an Alliance with MFC, MDAS, Berry Street and DHS) with a target of 5 families for the year. So as the program sits on my lap for now, our first referral is soon to be on its way.

While our team appears to have run on nitrous all year, we too enjoyed the diversity and sense of calm our two students, Fabienne McIntosh (TAFE) and Michelle Zmarzly (La Trobe), brought with them. Both students revelled in the challenges Child FIRST threw at them, while Fabienne too had a sneak peak at Family Services also in her brief (6 week) encounter. Michelle Zmarzly on the other hand couldn't be shaken off her 14 week placement, as she stuck like glue for 3 months post placement in Child FIRST until her university studies came dragging her away in early 2013.

I do hope that I have not (accidentally) missed anyone in our line up – however if this is the case, I am sincerely apologetic.

So have you kept up? I am not sure I have; however we have smashed through the finish line for another year. The 2012-2013 races could NOT have been run and won without the richness in skills, knowledge and gusto of each and every team member that has set foot inside our office. While they may not feel it at times, this team (and everyone that has contributed to it over the past year) is sensational! They are the butter I put on my bread and let me tell you – it is delightful!

So you noticed?? I have not paid homage to our program manager, Greg Robinson yet! While I am confident he will explain this as 'leaving the best till last' as I seem to do each year, I dare not burst his bubble just yet.

Without his support during the year, the team would not have been able to spread its wings and take on the challenges it has throughout the year. But don't worry Gregory, this team has what it takes to kick things up a notch, so sign us up for the marathon run coz we smoked the half!

Stacey Kontogianis
 Family Services Team Leader



Pictured - Stacey Kontogianis, Amy Cupper and Jacinta Martin at the Little Day Out.

Kmart 2013 MASP Community Sleepout

After the success of the first MASP Community Sleepout in 2012, MASP joined forces with Kmart Mildura to hold the Kmart 2013 MASP Community Sleepout, again raising awareness and funds to assist MASP and creating further crisis and emergency housing options in Mildura.

The 2013 Sleepout again demonstrated the generosity and support of our community raising over \$17,000 which will contribute to MASP acquiring more accommodation opportunities by years end.

All in attendance on the night enjoyed music, hot soup, burritos, busker's, cultural dancers, a dodge ball tournament and movie before settling in for the night, none of this would have been possible without the fantastic support of local business and community members.



Proudly supported by-

- | | |
|----------------------------|--------------------------------------|
| Kmart Mildura | Haven Home, Safe |
| MAX Employment | Aussie Disposals |
| Sunraysia Daily | Southern Cross Business Advisers |
| Fishers IGA | Lencia |
| GAF Hire | Rendezvous Restaurant |
| Deakin Cinema Complex | Crazy Mexican Bar & Grill |
| WIN TV | Stefano's Cafe Bakery |
| 99.5 Star FM & 97.9 Sun FM | Mildura Grand |
| Sportzprint | Seasons/ The new Spanish Bar & Grill |
| Club Aquarius | Banjos Bakery |
| Secure Peace | Sunbeam |
| One Idea | Premier Art Supplies |
| MRCC Youth Services | Aroundagain |
| Mildura Party Hire | New Life Christian Church |
| Mildura City | Saints CMC |
| MADEC | John Burfitt |
| Maurice Blackburn Lawyers | Cafe Ninety 4 |
| AXIS Employment | Stuart Walsh |
| Crowe Horwath | Mildura String Ensemble |
| Christie Centre | |
| Mildura Chocolate Company | |

Inaugural Mildura Women's Charity Lunch

The inaugural Mildura Womens Charity Luncheon was held on Friday May 31 at the Mildura Club to raise awareness and funds to assist MASP in creating affordable housing options for young women who are homeless or at risk of becoming homeless.

Over 100 women attended the day and were treated to an inspirational presentation by Amanda Gore one of Australia's leading communication and performance experts.

Overall the day was a great success with feedback indicating that many of those in attendance would like to see it as a regular event for women on Mildura's social calendar.



Photos courtesy of Sunraysia Daily

Proudly supported by-

Endota Spa
 Visible Effects
 Price Attack
 Mildura Living Magazine
 Mildura Club
 Rendezvous Restaurant
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Vast Interior
 Carla Jane
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 Rose Harvest
 Onyx Hair
 Angas Park

Chemist Warehouse
 Good Guys
 Amanda Gore
 Just Redgum
 Telstra
 Mildura City
 Seasons Restaurant

Murray Mallee Racing
 Sheree Keyte
 Wingara Wines
 Rebecca Koren
 Audisound
 Serendipity Creations



Continuous Improvement

MASP continues to give high priority to continuous improvement in all that it does.

Emphasis on Evaluation processes and Outcome focus

One key aspect of the 3 year Strategy Plan developed by the Board late last year was an emphasis on developing a research and evaluation capability focussing on outcome measurement and outcome achievement. This emphasis ties in with the Management teams' commitment to introduce a strong local evaluation culture owned and driven by operational staff in all MASP programs and services. During the next year MASP will be looking at ways of encouraging staff to become more aware of the link between program design and development and achievement of client desired outcomes.

Accreditations

Only one external accreditation review/audit took place during the year. This was in respect of the Day Care Centre under the HACC program. MASP met all required standards, whilst some suggested enhancements in practice were offered by the independent accreditors.

The DHS Standards introduced during the year now replace three existing Accreditation standards in Disability, Adolescent Placement and Family services and Homelessness services. Our review cycle will see MASP being reviewed against these new standards in 2015.

Policy and Procedure Development

During the year a few new policies were developed in the areas of Health and Well Being, Fundraising and "the Environment". MASP continued its program of regular review of existing policies and procedures with significant enhancements to our Risk management, Governance and Performance Appraisal policy instructions, among many others.

Document Storage GEMBA

The GEMBA document storage system owned by Kaizen Synergy was introduced and replaced the MASP Intranet. This system is part of a wider service that gives MASP information on legislative changes, and makes development of monitoring and related compliance systems much more available. Used to its fullest potential this new system should significantly enhance our work and improve practice.

Current Issues

MASP continues to grapple with the important issues of Consumer/Stakeholder input and Consumer participation. It is also slowly improving our efforts to be a Culturally Competent agency and to optimise cultural skills among our staff.

Current file and data Storage systems also present us with a range of (both) problems and opportunities and MASP is looking at ways of using the data that we do catch or store in a more interrelated and useful way (taking into account the need to ensure the usual safeguards to client privacy and confidentiality).

A new policy document and data storage policy should move us further down the road to the achievement of a "paperless" office and to provide better access to vital information (be it administratively based or related to client outcomes).

Michael Jobe

Continuous Improvement Co-ordinator

Mallee Accommodation and Support Program Incorporated

Statement of Comprehensive Income For the Year Ended 30 June 2013

	2013	2012
	\$	\$
Revenue	5,559,680	5,066,049
Expenses		
Employee Benefits Expense	3,913,988	3,664,463
Depreciation and Amortisation Expense	203,797	211,731
Administration Expense	645,010	571,948
Service Delivery Expense	166,746	138,070
Other Expenses	282,943	373,051
Operating income (loss) before income tax	<u>347,195</u>	<u>106,786</u>
income tax expense	-	-
Operating income (loss) after income tax	<u>347,195</u>	<u>106,786</u>
Other non operating income		
Capital grant received	-	-
Surplus for the year	<u>347,195</u>	<u>106,786</u>
Other comprehensive income	-	-
Revaluation increment	319,941	-
Total comprehensive income for the year	<u><u>667,136</u></u>	<u><u>106,786</u></u>

Mallee Accommodation and Support Program Incorporated

*Statement of Financial Position
As at 30 June 2013*

	2013	2012
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	1,560,302	560,116
Trade and other receivables	88,790	70,120
Total Current Assets	<u>1,649,091</u>	<u>630,236</u>
Non-Current Assets		
Property, plant and equipment	4,333,355	4,476,557
Total Non-Current Assets	<u>4,333,355</u>	<u>4,476,557</u>
Total Assets	<u>5,982,447</u>	<u>5,106,793</u>
Liabilities		
Current Liabilities		
Trade and other payables	302,352	181,645
Borrowings	0	0
Employee benefit provisions	496,989	453,197
Income received in advance	334,378	344,573
Total Current Liabilities	<u>1,133,719</u>	<u>979,415</u>
Non-Current Liabilities		
Employee benefit provisions	162,369	108,155
Total Non-Current Liabilities	<u>162,369</u>	<u>108,155</u>
Total Liabilities	<u>1,296,088</u>	<u>1,087,570</u>
Net Assets	<u>4,686,359</u>	<u>4,019,223</u>
Members Funds		
Reserves	876,012	982,870
Accumulated Surplus	3,810,347	3,036,353
Total Members Funds	<u>4,686,359</u>	<u>4,019,223</u>

Mallee Accommodation and Support Program Incorporated

*Statement of Changes in Equity
For the Year Ended 30 June 2013*

	Accumulated Asset Revaluation		
	Surplus	Surplus	Total
	\$	\$	\$
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>
 Balance at 1 July 2012	 3,036,353	 982,870	 4,019,223
Transfers to and from reserves	426,799	(426,799)	0
Surplus for the year	667,136	-	667,136
Other comprehensive income for the year	(319,941)	319,941	0
Balance at 30 June 2013	<u><u>3,810,347</u></u>	<u><u>876,012</u></u>	<u><u>4,686,359</u></u>



Mallee Accommodation and Support Program Incorporated

Statement of Cash Flows *For the Year Ended 30 June 2013*

	2013 \$	2012 \$
Cash Flows from Operating Activities		
Receipts from government grants	4,625,878	4,405,995
Payments to suppliers and employees	(4,789,975)	(4,599,732)
Other income	873,174	788,549
Interest received	12,334	8,096
Net Cash provided by operating activities	<u>721,411</u>	<u>602,908</u>
Cash Flows from Investing Activities		
Proceeds from sale of plant and equipment	470,246	52,926
Acquisition of property, plant and equipment	(191,471)	(378,659)
Net Cash used in investing activities	<u>278,775</u>	<u>(325,733)</u>
Net Increase in Cash held	1,000,186	277,175
Cash and cash equivalents at beginning of financial Year	<u>560,116</u>	<u>282,941</u>
Cash and cash equivalents at end of financial year	<u><u>1,560,302</u></u>	<u><u>560,116</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 32 to 37


1. Presents a true and fair view of the financial position of Mallee Accommodation and Support Program Incorporated as at 30 June 2013 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:



(Mr. Greg Leslie)

Treasurer:



(Mr. Peter O'Donnell)

Dated: 15th October 2013

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

Judy Brimsmead & Dennis Berry

Barb Godden

Wendy Hibbert

Bronwyn Williams

Cheryl Page

Leanne & Neville Scott

Viv & John Whitchurch

Michelle & Vernon Jeffery

Natalie Tramsek & Casey Larson

Louise Richards

Brad & Prue Chilton

Volunteers

Darren & Natalie Jenkinson

Celeste Smith

Don Reid

Thora Bennett

MASP Sponsors, Donors & Supporters

Terry & Janet Hill

Wakefields Transport (Charity Golf Day)

Nagilloc Colignan Farms (Charity Golf Day)

Mildura Fruit Company (Charity Golf Day)

Davison Motor Group- Garry Davison

Lower Murray Water

MAX Employment

Leading Edge Computers

Southern Cross Business Advisers

Mildura Spirit of the Motorcycle

Jenny Caldwell

Joan Hill



MAX Employment General Manager Deborah Homewood presenting a donated Christmas gift from the MAX Employment Gifting Tree to Liam

Mallee Foods

Sunraysia Chickens

Chemist Warehouse

Peter Crisp

Carinya CWA Branch

Tankard Dental

Google Inc.

Jo Edgcumbe

Gloria Gilmore

Peter & Fiona Devillee

Lindemans

Centrelink Staff Mildura

Joan Lewin

Admedia

Guy Russo

Sue Cubit

Collie & Tierney
 Alan Fisher (IGA)
 Kids Under Cover
 Hot FM 106.7
 Prime 7
 Riverland Forklifts
 David & Joan Buck
 The Mildura Club
 The Crazy Mexican Bar & Grill - Brett Robertson
 Herron Todd White
 John Burfitt
 Yelta Custom Canopies and Covers - Deb & Anthony Grasso
 Sunraysia Daily (Mildura Masters Charity Golf Day)
 CWA Mildura
 MRCC Indoor Social Club
 Sunraysia Community Health Services

Chris Riordan
 Blinkies Self Help Group
 Burco Plumbing
 George Eyre
 Chaffey Secondary College
 Sun Dance Studio
 Ruth Humphreys
 Annette & Leon Power
 Glenkira Horse Stud
 Open Gardens Australia Ltd
 Besen Foundation
 Dawn Byrnes
 Janelle Bottrell-Thorburn
 Mildura Show Ladies Committee
 Wendy & Ed Rushforth



Ken Wakefield (Wakefield Transport), Perry Hill (Mildura Fruit Company) and Bruno Moras (Nangiloc Colignan Farms) presenting MASP CEO Doug Tonge and Fiona Harley from Mallee Family Care with donations from their annual charity golf day. Picture courtesy of Sunraysia Daily.

Kokoda

Youth Mentoring Program

2013 Mentors

Neil Bradford

Peter Davies

Charmaine Briant

James Hamilton

Jennifer Mullane

John Gooch

Leonie Gooch

Mariah Sutton

Marietta Haynes

Matthew Belbin

Michael Dubois

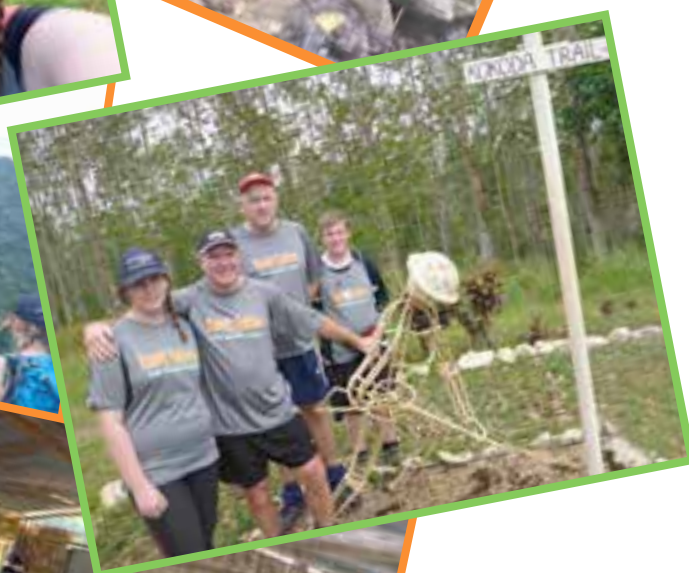
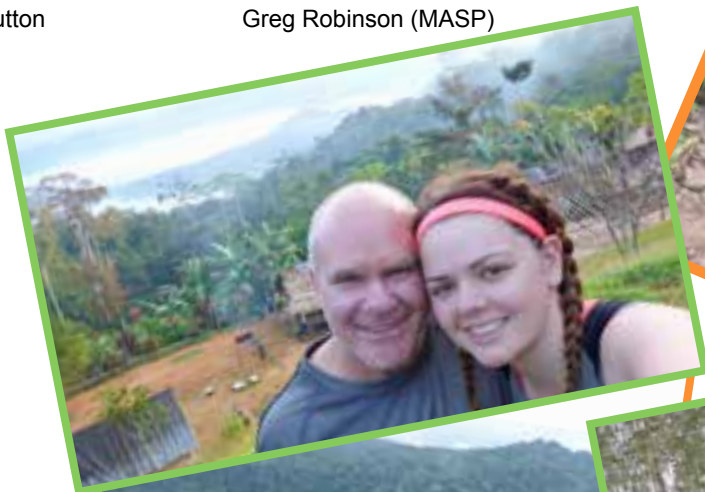
Naomi Darby

Patrick Quinn

Rada Radisic

Ken Innes (MASP)

Greg Robinson (MASP)



Program Supporters

MIR Lawyers
Mildura Waves
Mildura's Finest Quality Meats
What's New
Warburton's Butchery
Yelta Custom Canopies and Covers
Merbein Mushrooms
Gavin Hogg
Hydsol Heat Cycling Team
Louise Peterson
Rose Harvest
Lindemans Wines
Ontario Avenue General Store
Cafe Ninety 4
Sunraysia Community Health Services
Canoe Images
Kokoda Spirit
Mildura Weekly
Coomealla Memorial Sporting Club
MRCC SFYS
Lower Murray Water
Greg Gooch
Marty Deacon
Chaffey Secondary College

Ray's Outdoors
YMCA Mildura
Stefano's Bakery Cafe
Tankard Dental
Coffee Town
Che Ali
York Glass
Crazy Mexican Bar & Grill
Sand Bar
Ransom's
Hammerton's Jewellers
Andrew Peace Wines
Massage 4U
Hog's Breath Cafe
Westpac Bank
Tennis Australia
Sunraysia Bridgestone
Chris Yates
Crowe Horwath
Brian Healey
RSL Mildura
Aussie Disposals Mildura
Mildura Club
Tankard Dental



Hyd Sol Heat Cycling Team

Riders

Annie Power	Dean Pettit
Brad Fyfe	Mark Ross
Sandi James	Spiro Melissovass
Jason White	David Kernebone
Russell Baren	Mark Ross
Stewart Stephens	Anthony O'Connor
Shane Koelmeyer	Fran Medina
Peter Webley	Ashley Grembka



Support Crew

Gavin Krake	Mark Ross
Ged krake	Russell Baren



Sponsors

Hydraulic Solutions (Major)
Davison Motor Group
The Sandbar
Price Attack
Seasons & the New Spanish Bar & Grill
Mildura Discount Carpets
Leon Power

Mildura Cranes & Access
Sunnyland Press
Stephen Jones & Associates
Sunraysia Locksmiths
Tekace Communications
A D Rogers Horticultural
Merbein Mushrooms
Wally Green Hygiene Services

Secure Peace
Mildura First Aid Services
Karym Cleaning
Hip Pocket Workwear
Mildura Printing
Andrew Peace Wines
Sunraysia Bridgestone
Hogs Breath Cafe

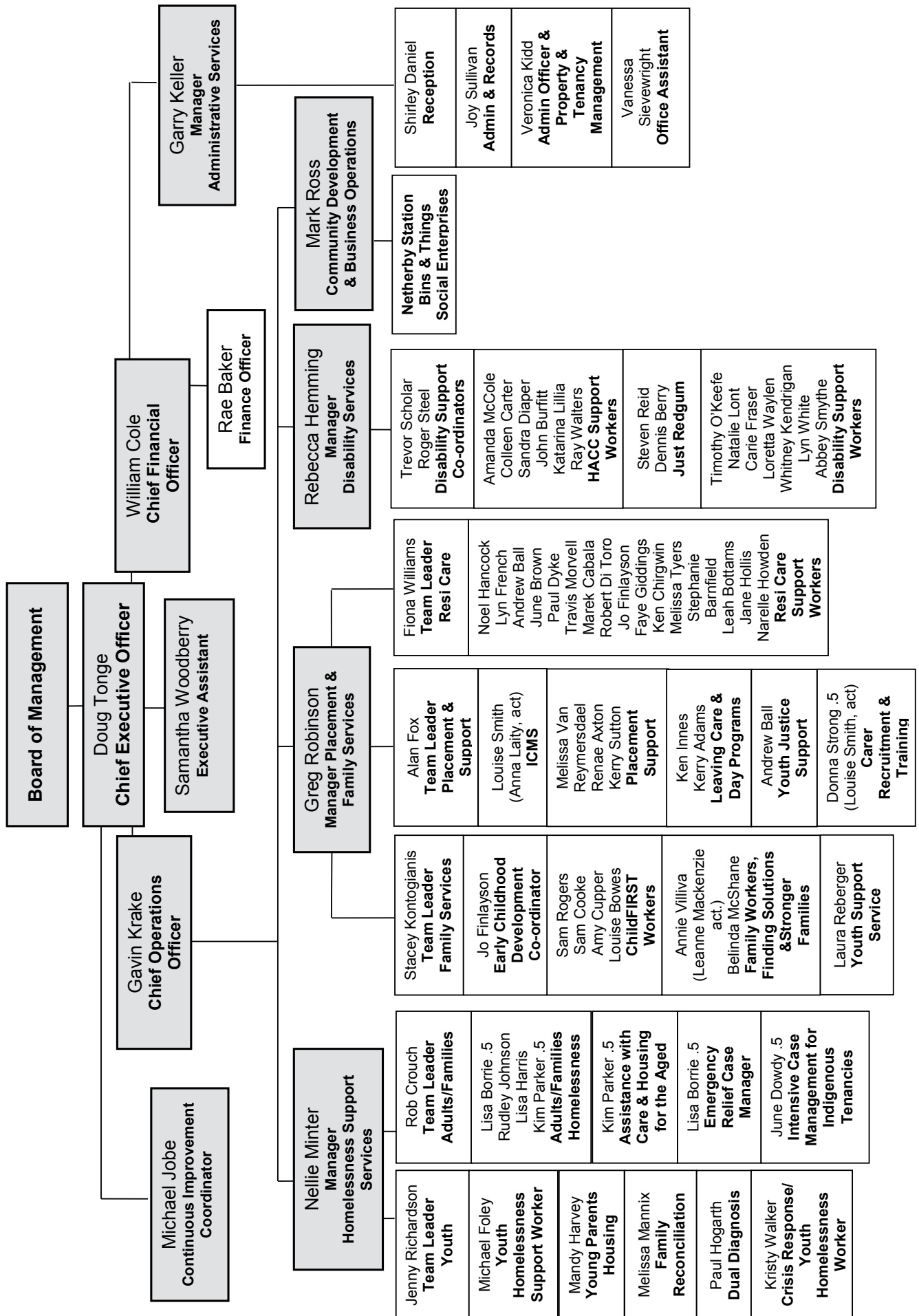
Staff Departures

Michelle Zmarzly	22/02/2013	ChildFIRST
Shane Brown	26/05/2013	ChildFIRST
Michelle Knights	04/08/2013	ChildFIRST
Robert Morvell	01/03/2013	Disability
Michael Casey	20/01/2013	HACC
Janet Reed	23/12/2012	Resi Care
Baris Bakir	01/07/2013	Resi Care
Carly Bulger	21/07/2013	Resi Care
Desmond Smith	30/11/2012	Housing
Jodie Dadleh	28/04/2013	Housing
Todd McCarthy	09/06/2013	Housing
Russell Burdett	27/09/2013	Housing
Kat Longo	11/11/2012	Placement & Support
Kathleen Buchecker	23/11/2012	Placement & Support
Aimee Vandeven	01/09/2013	Placement & Support
Hope Gowans	23/06/2013	Admin



Sunraysia Daily Mildura Masters Charity Golf Day, L - R Chris Cleary, Greg Herrick, Dale Stafford and Doug Tonge with Daniel, Luke and Cam

MASP Organisational Structure





2013 Kokoda Youth Mentoring Program Mentors and Mentees



Netherby Station Apricot Harvest 2013



MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.

140 Langtree Avenue, Mildura, Victoria 3500

Incorporation # A003055R