



MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.

# ANNUAL REPORT 2014



# MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.

## Contents

Who We Are	1
MASP Origins & History	2
MASP Services	3
Message from the Board Chair	8
Board of Management	9
Message from the Chief Executive	11
Agency Overview	12
Kokoda Youth Mentoring Program	14
Program Reports	
Homelessness Support	17
Disability Services	18
Placement & Family Services	21
Family Services	22
Residential Care	24
Corporate Services	25
Adrienne's Story	26
2014 MASP Community Sleepout	28
MASP Mildura Women's Charity Lunch	29
Continuous Improvement	30
MASP Life Members	31
Godden Award	31
Financial Reports	32
Acknowledgments	38
Organisational Structure	44

## MASP Patron



### Ken Morgan

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

In the late 1980's, Ken was Chairman of the Variety Club of

Victoria for four consecutive terms - the longest serving president on record.

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

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

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

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

MASP has been a member 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:

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Mildura 3500

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Website: [www.masp.org.au](http://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 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, 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 relocate to larger premises in 2012 with the acquisition of Sunnyside Ave. The centre now provides approximately 6,000 meals; 13,500 hours of activities and 450 hours of personal care to HACC participants each year, and a continuing strong demand for service.

MASP continues to seek opportunity for growth and service enhancement, whilst adding value to government funding and ensuring best outcomes for those community members in need of MASP's support.



MASP CEO Doug Tonge being presented with donated items from Nichols Point Primary students Jasmin Lilley & Kamryn McRae



## MASP Services

### Homelessness 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.
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.



MASP staff Shirl, Joy, Veronica, Sam and Rae supporting the Cancer fight on "Footy Colours Day"



## 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	Aims to support and strengthen families to prevent children and young people being placed in out-of-home care for the first time. Delivered in partnership with Mallee Family Care and MDAS, MASP provides the youth mediation and support element of the service.
ChildFIRST	Established in February 2009 providing information and referral for vulnerable children and families on behalf of a consortium of seven 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 maximise 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.



Wendy & Ed Rushforth and neighbours put on another awesome Christmas Light display, this time raising over \$2,000 for MASP

## 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.



HACC 2013 Christmas Party

Social group day at Mildura Waves



Just Redgum display at Mildura Field Days



## 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.



School Holiday Program - Fire Station Visit



## MASP Properties

Short to Medium Accommodation	Four houses and a two bedroom unit available for lease to homeless young people or young adults/families.
Residential Care Units	Properties owned by DHS and managed by MASP for adolescents unable to be placed with extended family, in home based care or in other supported accommodation. Each residential 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 supported housing option for up to 3 young homeless people.
Long Term Units	Three two bedroom units targeting homeless young people. Available for long term tenancy.

## 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. Additional land on the property allows the potential for other crops to be grown and other activities to be conducted including training programs.
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.



Hay carting Netherby Station

Centrelink Manager Jodie Clay and Social Worker Dot Phelan presenting MASP CEO Doug Tonge with donations during National Homeless Persons Week



## Message from the Board Chair



Flicking through this year's annual report you will notice the many outstanding achievements that MASP's people: our clients, carers, volunteers, staff, corporate and community supporters, management and board have contributed to.

It's fitting that I pay sincere gratitude on behalf of the board and the Mildura community to each and every person whose dealings with MASP in the year 2013-14 has left a positive mark on our agency and assisted in charting our course for MASP to deliver our much needed and valued work for many years to come.

Rather than just look back on another very satisfying year, I'd like to concentrate on how our efforts over 2013-14 relate to MASP's future – which has been a major focus of the board this year.

Changes and strategies put in place over the last twelve months are the foundation to building a MASP that can be relied upon to care of our community well beyond the tenure of the current board, management and staff.

The board has been charged this year with looking ahead; as we transition to an incorporated NFP limited by guarantee, MASP's structure is financially and legally sound. We avail ourselves to programs and funding from our partners both in government and external, secure in our structure and vision.

As we've deliberated over design and construction of a future home for MASP, the imperative is its ability to function and expand – not as a legacy to those who've preceded it, but as a community owned and utilised space. A place where clients and staff will feel safe, respected and welcomed.

*An update on this project at the time of writing we have architect plans ready to present to quantity surveyors, who then provide accurate project cost projections. Once the board is satisfied that the new office building will meet its design and growth criteria within acceptable budget parameters, the next step is to put the project to tender in the hope of commencing construction in early 2015.*

As we've considered operational aspects and restructured programs, it's been with a view to efficiency and ongoing viability.

As we've assessed our physical assets we've looked beyond their worth on the balance sheet and evaluated their likely future value to the agency. Some of our properties were acquired to suit the needs of program requirements and attitudes of the time. In reviewing our property portfolio's effectiveness in

today's environment, it's evident that some of those attitudes and needs no longer exist or have significantly changed.

Our recent acquisition of the property at Vidovic Avenue, which will be used for accommodation of clients to live a supported independent life away from their families, is testament to those evolving needs and our desire to offer relevant and needed services.

Likewise as a board we've identified our own growth and development areas, next year will see the first set of directors who've served their maximum three terms become ineligible for re-election. At next year's AGM we will be farewelling and acknowledging the achievements over nine years of Jo Edgcumbe and Peter O'Donnell, but in the meantime along with the other seven of us they will be shaping the composition of the MASP board to adequately understand and properly represent MASP's many stakeholders and to ensure that in making our deliberations, that no questions go unasked.

As chair of the MASP board I'm honoured to represent our agency and am thankful to the other directors for their ongoing dedication and support. We value the small part we play that allows us to take some kudos from the outstanding work of our people.

An important aspect of my report is to confirm the financial performance and solvency of the organisation, and to that extent I applaud Doug, our corporate team and finance committee in their achievement of again excellent results.

As important as our strong financial position is to promote future growth and operations, we're also very proud of the ways we've performed towards our other, equally important bottom line - to alleviate homelessness in our community.

Please take the time to thoroughly digest this annual report; the stories of our people will astound you, I thank them all and wish everyone the best for the coming year.

**Greg Leslie**  
**Board Chairperson**

## Board of Management



### **Greg Leslie – President**

Greg Leslie joined the MASP board in 2009 after having participated in the Kokoda Youth Mentoring Program. Greg brings to the MASP board a range of business skills developed in his management roles spanning his professional career in Marketing, Tourism, Hospitality and Education. Greg values the opportunity to contribute to the Mildura region his via representation on community, school, sporting and business advisory groups.

Married to Robyn they are proud parents of Conor and Sascha; the Leslie family enjoys travel, tennis, hiking and the many opportunities to spend time out and around in Mildura.



### **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.



### **Sue Watson-**

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 committee of Sunraysia Cancer Resource Centre and a parent to 4. Weekends are spent currently undertaking further study, 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 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 in Football and Basketball. He loves spending time with his family, relaxing with friends and reading.



### **Greg Schultz – Vice President**

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.



### **Glenn Milne**

Currently Mayor of Mildura Rural City Council and serving his ninth 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.



### **Kathy Crouch**

Kathy joined the MASP Board in 2013. Kathy holds a BA in Psychology, Post Graduate Diploma in Adult Education, Masters of Training and Development, Certificate of Applied Behavioural Analysis, Post Graduate Certificate in Forensic Mental Health, and Diploma of Management and Leadership. Kathy is Manager of Child and Youth Mental Health Services for Mildura Base Hospital and brings a wealth of knowledge from child, youth and family psychiatry, systemic and strategic learning and community intervention and development and works alongside many social and health services in our region.





#### Fran Medina

Fran joined the MASP Board in November 2013. Fran is the Principal Solicitor at Medina Legal and holds a Bachelor of Arts and Bachelor of Laws, together with partial MBA studies (for fun!); brings twenty years + of legal experience in Melbourne and Bendigo to the MASP Board, together with lengthy involvement in community and not for profit Board experience, event management, promotions, corporate governance and business experience. Fran is also a keen fitness fanatic and a member of the MASP cycling team.



#### Rebecca Alderton

Resigned July 2014 due to family reasons. A great participator, Bec made a valuable contribution during her time at MASP, and our best wishes go out to her.

### 2013/2014 Board Meetings attended

Greg Leslie	12/12
Jo Edgcumbe	9/12 (Re-elected 20/11/2013)
Greg Schultz	8/12
Peter O'Donnell	7/12 (Re-elected 20/11/2013)
Sue Watson	12/12
Glenn Milne	7/12
Kathy Crouch	8/8 (Commenced 20/11/2013)
Fran Medina	6/8 (Commenced 20/11/2013)
Rebecca Alderton	9/12 (Resigned July 2014)
Total Board meetings held	12



MASP Chairperson Greg Leslie and Board member Kathy Crouch pictured with Peter Allan and participants of the MADEC Indigenous Youth Leadership Program, presenting MASP with one of 70 homeless swags at the MASP Community Sleepout.



## Message from the CEO



Reflecting on MASP's vision of Empowering our community to be free from homelessness, abuse, poverty and disadvantage to lead safe, secure, healthy and fulfilling lives, highlights the many challenges we all confront on a day to day basis in assisting our community. Responding to the needs of around 3000 individuals per year, and

supporting approximately 550 client contacts per month, the task is daunting.

Yet once again, the great people at MASP have risen to the task and in many cases turned lives around, from situations of despair and hopelessness, to an engendered feeling of optimism and prospect of a healthy future. I congratulate all for your effort and support of the critical assistance we provide to our community's vulnerable children, youth, families and adults experiencing crisis, violence, abuse, isolation and neglect, your contribution has been outstanding.

I would particularly like to recognise our Board of Management, ably led by Greg Leslie as Chair, board members have volunteered many hours steering the strategic future of our organisation. It is through the effective governance of the Board, efficient practice of our Staff, and the support of so many community people, that we find MASP in a sound position and able to pursue the goals of our strategic plan.

In this regard, I am pleased to advise progress across many areas of the MASP 2013/15 Strategic Plan. The purchase of four additional accommodation properties from funds raised and donated locally, builds upon our small but growing portfolio of housing properties. More properties always means greater opportunities to assist individuals and families experiencing housing related crisis and at risk of homelessness.

Enhancements to MASP's HACC Day Centre now provide greater amenity to daily participants, along with overall efficiency gains through restructuring of staff and program arrangements. Regrettably, this saw the departure of a number of long-serving staff in Colleen Carter, Amanda McCole, John Burfitt, Roger Steel and Rebecca Hemming. I acknowledge their great contribution at MASP and convey my best wishes in their future endeavours.

Planning is progressing well towards the much anticipated

development of our new office premises, awaiting final quantity surveyor costings, the Board shall then be in a position to decide the future of the project.

Income generation continues to be a major challenge in the not-for-profit sector, and MASP continues to make every fundraising effort a success. Events such as the MASP Homelessness Sleepout, Murray to Moyne and Port to Port Bike Rides, Annual Charity Golf Day and Mildura Masters Golf Day, Kokoda Fundraiser, Women's Charity Luncheon and the Sunraysia Crane and Rigging Gala Ball all contribute in many ways to the success of MASP's various programs and our work in assisting our community.

I encourage you to peruse this Annual Report and note the many supporters of MASP throughout the year, many who have been great friends of MASP for some years. MASP appreciates this support immensely, and many of the outcomes we are able to achieve would not be possible without their support. Please take the opportunity where possible to support those that support us.

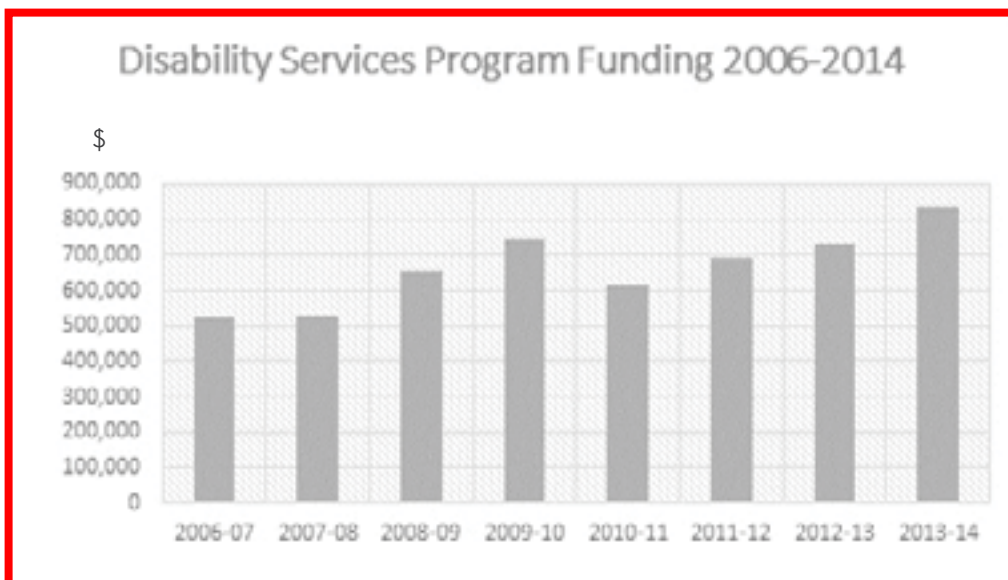
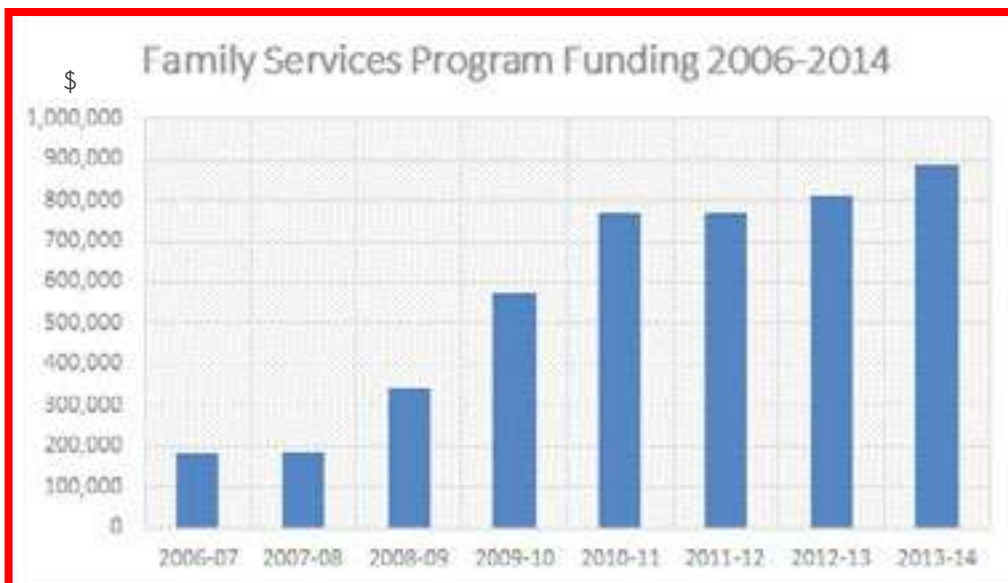
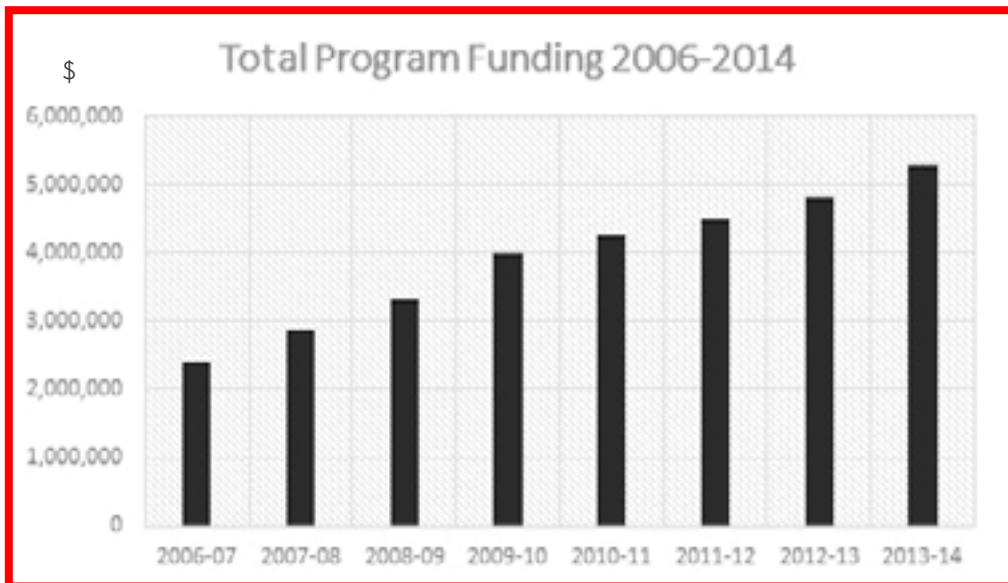
Finally, I thank the Board, Management Team, Staff Members, Carers, Volunteers and Supporters for your ongoing support and commitment shown throughout the year. I congratulate you all for your dedication and endeavour and look forward to another great year ahead.

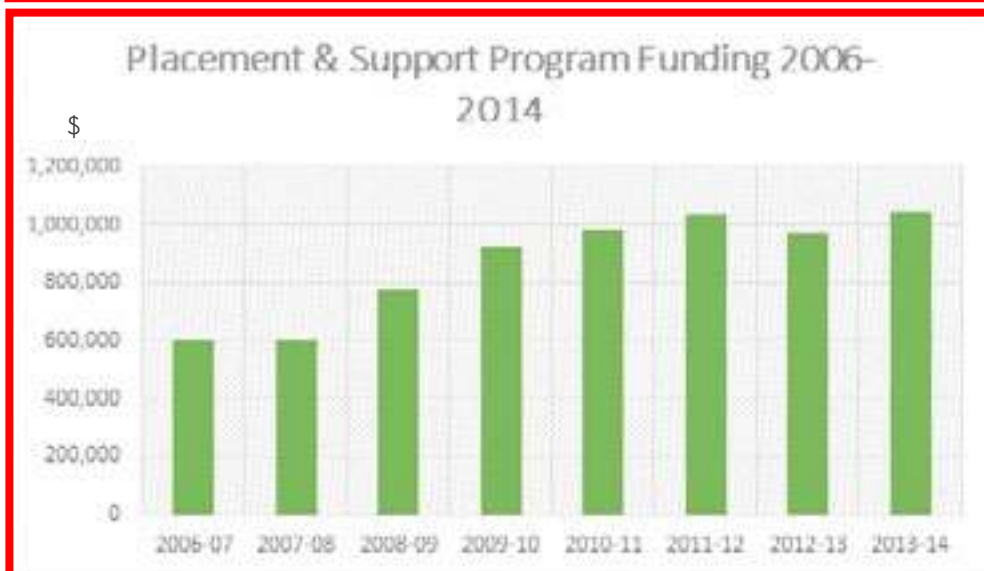
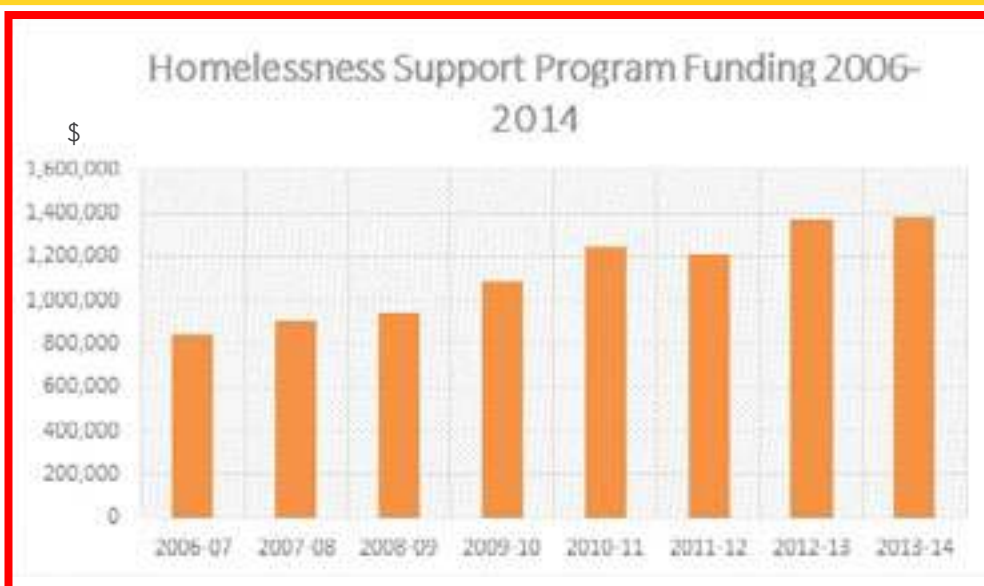
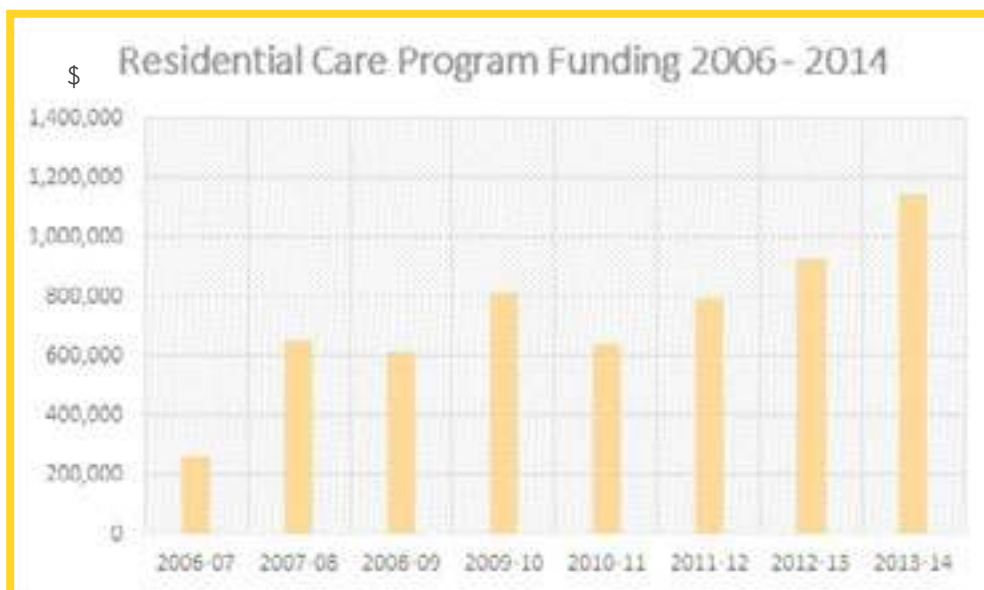
### Doug Tonge - CEO

Pictured below MASP CEO Doug Tonge with Netherby Station Supporters and Sponsors Simon Fethers from Simon Fethers Horticultural Services and Nu-Edge Solutions Australia Managing Director John Moriconi and Company Director John Camuglia.



## Agency Overview - Funding







## Kokoda Mentor Stories

### Kokoda Camaraderie: Insights from MASP Board Member and Mentor Kathy Crouch

After 7 months of training, you would think we would be prepared. But despite the dedicated boot camp stretching and squatting, exhausting stair climbs and Sundays at Pump-Hill, how can anyone get you ready for the heart and spine that Kokoda demands of all of us? The majesty of the natural environment was paired with traumatic narratives of our brave soldiers and their extraordinary Fuzzy Wuzzy angels who forged our track in 1942. The ruggedness and unrelenting nature of the terrain was tempered by the generosity and calm offered by every porter, who amazingly held us, our food and our tents safely. And wow, what do we say about the courage and conviction of the young people and their mentors who faced emotional and physical challenges every day and pulled each other along with words of praise, songs, chants, goal directed affirmations and insatiable humor.

For my part, I watched my mentee Ash have good and bad days, tough damp nights and glorious spills off the side of the mountain and keep plugging onwards, supported by every other member of our troupe, ready to face each task as it came up. Ash had never been on a plane until the mentoring program and by the

end of the trek was flying across rivers, up walls of rock and through dense jungle. From our first meeting to the final leg home from PNG, Ash experienced so many firsts – airplanes, musical theatre, Bamboo Express satay chicken, long drop toilets and caring, inclusive team spirit. It was humbling to be part of so many rich experiences and to know that the formal mentoring program was just the beginning.

It was also a privilege to be part of the MASP team. Watching Ken and Greg work alongside our trek leader Brian, smoothing out rough spots, easing tricky situations and generally offering sound and experienced counsel throughout the adventure was comforting. The years of refinement and learning that Ken and Greg have gained over past treks was so evident and their wisdom continued to develop even as I watched them face different challenges – they never assumed they had all the answers, but listened and took on ideas and perspectives from others. This is true leadership and I often felt very proud to be a member of the same organization as these role models.

In every aspect of the 2014 MASP KYMP, I bore witness to Courage, Endurance, Mateship and Sacrifice. Since returning home, I am not the same and have found myself, every day, to be ever more grateful for the opportunity that has introduced me to brilliant mentors and young people who are now 'family' and a profound sense of 'community' through my connection with MASP. Thank you Guys – WE Smashed It!



Kathy in PNG with her mentee Ashley and below with porters and village residents.





## Kokoda report from Mentor: Andrea Izard

"Walk in the footsteps of heroes" -TICK!

"Challenge yourself" - TICK!

"Meet new people" -TICK!

"Make a change in a young persons life" -TICK!

The reminder on my phone went off one hour before the MASP Kokoda Youth Mentoring Program information night. It was Tuesday 5th Feb 2014, a night that would shape and change my year if not my life.

Turning 50 - that was a bit of a milestone! I wanted to do something physical- to test myself against the world, make sure I still fit the way I thought I should. KOKODA!! What a perfect opportunity! The add in the Mildura Weekly ticked all the right boxes for me: Walking in the footsteps of Heroes - well, that sounded nostalgic, Challenge yourself: Yep, Meet new people: I had recently relocated back to Mildura and wanted to meet new people, Make a change in a young persons life: A bit of a side kick, but hey - all good!

I was sold from the Information night! No 'ifs', 'buts' or 'maybes', In 7 months, I'm doing Kokoda! The look on peoples' faces that night, especially the ones who had been there before - its like a glow of 'knowing' - they have been there and experienced what I can only imagine and they know that you want to be part of it, part of this exclusive group, you want to belong as they do. "...Just do it.." I was told, "...if you have one little inkling of wanting to go - just GO.." I was told. All hyped up with excitement - then a young girl, a previous mentee got up to speak. She told us how this program had changed her life, how she had been riddled with anxiety before and so many doubts that it held her back in life. The program she said, changed her life, her view of herself and of what she could achieve. The friendships she made, the connections with other mentors and the digging deep through the hard times on the track helped her to believe in herself.. Whoa, so this may not be just about me doing Kokoda - maybe Kokoda will do something to me??

Mondays and Wednesdays night at the Park and Sunday mornings at Merbein cliffs - the only hills in Mildura! This is my new training regime. So many people to meet, so many new names - how can I remember them all? (No says Ken, we cant use name tags) we need to ask, again, again, and again.. You become comfortable with new talk "...How's training been for you..?" "...what was your name again??" "...What school do you go to?.." The training is fairly basic at first, we need to find out where everyone is at. It's all bonding and talking and getting to know each other - we are all excited and the talk is loud and robust. You look around the ragged group and wonder which kid will be yours - your Mentee, so you try to talk to them all, find out which ones you click with. So many Mentors, so many kids, will we ever remember their names??

Their names- that turns out to be the easy part - some

start to tell you their stories....Whoa, this is really getting to be bigger than me. You think '..really?? this really happens here?- in my town? - under my nose..??' Some of the kids trust me already - They tell me stuff that I don't know what to do with, but I soon find out, I don't have to do anything with this information, they are just off-loading - for some it is the 1st time in a long time that they feel safe - they know we are there for them and for some, this is a new concept. We walk and we talk - It amazes me the feeling of connection already - I now know this is way bigger than me - but I too am safe in this group. We are all learning and sharing and off-loading.

5 months to go, we all just about know each other by now and you can't help thinking "...which is my kid?.." I don't know it yet, but my kid is not here yet, apparently she was here earlier on but had some problem and hasn't been back - Ken tells me she's a good kid and really needs the program but I don't know - I don't know her yet so can't say. This program is so much bigger than me now.



Andrea and mentee Shanae

My kid is awesome!! She reminds me a bit of me when I was 15 turning 16. She is a bit of a tom boy, good at sports, beautiful smile with big blue eyes, and always ready to laugh - but I know that laugh so well, and it hides things that I don't yet know-We share the same birthday! We are connected already!

But she is not yet committed. Her training is a bit sporadic, and my job as a mentor is to encourage her to commit, to be there when we agree because I can see that this program will be so good for her - even if she doesn't yet understand. "...I know, I know.." she says - but she can't, because she hasn't lived it yet. I want to help her, to show her, the way that I wanted to be helped and shown the right path at her age - "...You need to come to training.." I say "... you need to commit..you need to get to know all of these wonderful people.." "...I know, I know.." she says - but she doesn't.

## Kokoda report from Mentor: Andrea Izard con't

Kokoda finally comes - we are all so hyped up, on a roll, ready for what will unfold - or so we think. Kokoda is bigger than all of us and it is so difficult to explain. To see the kids all rally around each other with words of encouragement, offering to help carry gear when they themselves are doing it tough. To see them slip and slide, tumble and fall, but get up again - to keep on. To see them give, talk, care so much - to think about someone else who is doing it harder than you - this in itself is such a valuable lesson. To give selflessly to others makes you feel good about yourself, and so many kids here have not had much of a reason to feel good.

We pass through the tiny villages - eyes open wide with wonder- ours and theirs. Little smiling faces peek out from behind their mothers skirts then someone produces a ball and there are squeals of delight. Kids are kids everywhere - and ours are playing in no time with the little kids in the villages. There are smiles and laughter all round, a simple yet profound experience for most. I hear some of them later discussing the simplicity of life here in PNG, with no TV, no phones and no playstations, how a simple tennis ball can transform nearly every child in the village. I see them thinking, trying to put it all together somehow with their own life back home. It's extraordinary!

How do you make a battle which occurred 70 years ago real?? You can't, not really, but with the passion of our trek leader relating brave stories of war, standing in the trenches where that battle raged on and on, amazing stories of ordinary people doing extraordinary things. "...Some of these kids were not much older than you.." he says - "...look around you...what do you see...what

do you feel...can you even begin to imagine how our boys felt??..." then he says "...I draw on my experiences in Kokoda every day of my life.." he says. "...you can too.." We are all tired, emotional, exhausted but safe - everyone feels safe and I realise how much we take it for granted, those of us who have it, who knows what it feels like. Everyone needs help somewhere along the way - and the help can come from the unexpected, the kid who you thought doesn't notice, has noticed that your doing it tough and they are there to help, to encourage you. It is good for the kids to see the mentors as real people, who also struggle and feel vulnerable at times, who are prepared to accept the hand which has been offered. Some times a smile, or a squeeze on the shoulder is all that is needed to get you through the rough times, not just Kokoda but life itself.

My kid is amazing! She commits fully to the experience, is always there to help, to encourage, to take someone's hand. I see her interacting with just about everyone, Mentors and Mentees and village kids alike. I have encouraged her to find out as much as she can from the Mentors especially, explaining that we are all there to help and guide where we can and you just never know who might be able to help you, or offer you a break. I tell her that I'm proud of her and she gives me a hug.

We are all a combination of our life experiences, these are our resources that we look to when we are challenged in life, or changing our directional path, but you need to have had these experiences to be able to draw from them. Kokoda shows these amazing young people that they are not alone, when they think they cant go on, they really can they just have to push a little bit harder, or just maybe, trust someone enough to ask for help, take the hand which has been offered. It might be scary, and it might be out of their comfort zone, but so was Kokoda, so much more than they could have ever imagined. They did it, WE did it, our lives are better from these amazing experiences and you can only hope that it has a ripple on effect, that it will encourage these young people to strive for something in their lives that they never thought possible, dig deep like our Hero's in Kokoda, remember their spirit and continue to fight on.

Andrea with Ken Innes and  
Kathy Crouch in PNG





## Program Reports



Homelessness Support L-R Michael Foley, Jenny Richardson, Rudley Johnson, Amanda Harvey, Kim Parker, Ashleigh Gray, Lisa Borrie, June Dowdy, Lisa Harris, Melissa Mannix, Kristy Walker, Rob Crouch, Nellie Minter

### Homelessness Support

The Homelessness Support program has continued to face challenges and 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 homelessness team continues to strive to provide a quality and holistic response in case management to youth, families and adults experiencing the challenges of homelessness. Our program has provided case management to 557 people in need of assistance from a range of homelessness and/or at risk of homelessness programs. One of the major challenges with homelessness support is always the demand for appropriate accommodation ranging from crisis, short term and long-term and to meet the needs of the various people we work with; youth, older persons, family small and large, single people and frail aged. Crisis or short-term accommodation options tend to be difficult to source that is, affordable and appropriate to the various target groups.

We continue to work in partnership with Haven-Home Safe as the sole entry point for homelessness/housing intake to ensure that we provide a quality and streamlined system to vulnerable people in our community. Regular meetings occur to ensure we are

connected and working together in the best interests of those we assist and support. Earlier in the year we agreed that in the best interest of people we work with that they can re-present directly to MASP if it is within a 4 week period of closing their file and prevent re-entering Haven- Home Safe door for another intake. This has been working well and we have noticed a small number of people presenting back at MASP each month and re-commence work with their case worker.

Emergency Relief continues to provide much needed financial assistance to people in our community finding themselves in financial crisis and requiring assistance. The program not only provides limited once-off financial assistance but also information, referral and case management for a small group of people to address their ongoing financial stress. This year we provided emergency relief to 851 people in our local community.

In our youth part of the homelessness program we continue to provide living and life skill development twice per year. We facilitate two separate groups; a young parents group and a youth group for single/couples. Both groups focus on essential living and life skills required for young people to live independently and to sustain housing long-term. The young parents group runs weekly for a 6-8 week period and focuses on both skills the young person needs to live independently as well information regarding parenting. The other

## Program Reports



Living and Life Skills program 2013

youth life skills group runs twice per year for 3-4 consecutive days. Both groups invite guest speakers from various agencies in Mildura to provide specialist information in a youth friendly manner.

Volunteers we said farewell to this year include Natalie Lont our Vineleaf Student Hostel Supervisor so we thank her for providing support to our

students over the 9 month period. Also our Morgan House Lead Tenant Celeste Smith left in 2014 after 3 years of providing on-site support and assistance to young people aged 16-21. Celeste's support to young people at Morgan was invaluable and we wish her well in her future endeavours.

Many thanks to all staff and volunteers for their contribution to the homelessness program and MASP in general. I look forward to working together in the coming year which I'm sure will provide us with more challenges and changes.

### Disability Services

The Disability program has had another eventful year with many changes occurring across the program. At the start of the year, MASP undertook a review of the Disability Services program and structure due primarily to ongoing concerns for the program's financial viability. The program area is one that in some respects is quite different from the others, mainly in regard to how its services are funded.

The nature of Disability Services funding is unique within



Disability Services- L-R Steven Reid, Don Reid, Dennis Berry, Michael Ferry, Rona Martinovich, Trevor Scholar, Loretta Waylen, Nellie Minter, Teniel Hogg



## Program Reports

MASP in that it is predominately client directed. While that may sound positive and be in the best interests of the client, it places agencies like MASP who deliver disability support services in a precarious position financially. Funding is never as secure as it might otherwise be with other services. It becomes very hard to plan and to provide job security under these circumstances as there are no guarantees that the agency will require the same numbers of staff today as it will require in the near future.

In addition, Disability Services funding levels are poorer in comparison to other funded program areas and as a consequence MASP found itself providing disability support services at a loss for some years. Those deficits



BBQ Lunch at the HACC Day Centre

were made up from other areas of the organisation and was not seen to be a sustainable situation in the longer term.

So, the whole Disability Services program was reviewed and decisions made to enable a greater chance of longer term sustainability. The first cab off the rank was the HACC program which resulted in a change to the operational model and a downsizing of the workforce. Secondly, other parts of the Disability Services structure were reviewed, changes made that would not impact upon services to clients but would make the program more financially viable into the future. The restructure involved four substantive positions becoming redundant and being replaced by two Team Leader positions and a casual pool of Disability Support Workers.

We said farewell to Rebecca, Roger, Natalie, Colleen, John and Mandy and thank them for their years of extensive service to the development of all the programs and wish them well in their future endeavours.

Although a re-structure was occurring it was still business as usual at the Day Centre throughout the year. Some of the highlights were; continuing a vegie garden that participants looked after and enjoyed the produce

in the meals, planting more shrubs at the front of the Day Centre to enhance the look of the front garden beds and acquiring 3 chickens and a hen house and hoped for an occasional egg to cook in the kitchen. We were successful with a \$6000 grant from the council for a shower facility at the Day Centre which is almost at completion stage and which will provide a valuable resource to participants of the HACC program.

In May the HACC Day Centre decided to commence a breakfast program when we noticed some of the participants arriving early in the morning and hungry. The program assists participants to ensure a healthy start to the day with making breakfast themselves that they can replicate at home. The program runs twice a week from 9-10am and consists of cereal, baked beans, spaghetti, eggs and toast with juice or flavoured milk. An average of 7 participants access the breakfast program. Most of the food is donated by local businesses/community members so we thank them for making this program a success.

Just Redgum attended field days in Mildura and the Riverland giving us the opportunity to display a variety of products and promote the program, meet new people and generate some sales. The two field days generated approx. \$10,000 in sales this year.

Over the year we have been expanding our custom designs and have built a gun cabinet, chook cage, dressing table, fire wood boxes, bar stools and a large range of tables along with our standard range of chopping blocks, Lazy Susans and outdoor furniture.



The new Just Redgum website was launched in the last 12 months, thanks to the generosity and support of Chris Riordan IT. Chris is pictured at the Launch with Steve Reid and Paul and Liam from Just Redgum

We also have had success with orders online; Chris Riordan has done a great job on our website creating much interest and many orders.

We received donations of Redgum from Merbein South Primary school who donated about 3 tonne of

## Program Reports

Redgum sleepers. We also received a trailer of mill ends from Pat and Debbie Healy from Mount Dispersion, which we used for sign making. Our program benefits greatly from local donations so we extend our thanks to everyone that continues to support our program.

Steve visited, former participant, Dom in Adelaide during the year. Dom was in disbelief when he saw Steve but extremely happy to see him and misses the Just Redgum program and all the guys very much and would love to come back.

Don continues to volunteer his time at Redgum providing additional assistance to Steve and Dennis so we would like to thank Don for his support of the program.

We continue to provide support to people on Individual Support Packages by providing support for them to live independently and also to access community activities. This support assists them to be able to maintain a level of independence such as attend medical appointments, shopping, house cleaning and maintenance, budgeting and participate in local community activities. We have also recruited additional casual staff to support these clients in the community due to staff illness and maternity leave and also a small increase in funded hours.

Our Community Based Respite program is a Social Group for children aged 8-17 years. We run three groups per week and group children with their peers. This Social Group is a respite program to allow carers/ parents of children with disabilities a break whilst providing a social outing to enhance their social skills. Activities include arts and crafts, cooking, visits to the parks, art gallery, library, waves pool, bowling, skating, bush walks, shooting hoops and having fun in the Woodsies maze. The Friday group is for the older adolescents which generally go out for dinner together, and on occasions cinema and other community activities which may be of interest.



Luke helping out at the Sunraysia Daily Masters Charity Golf Day

The social group school holiday program is held on Wednesdays of every school holidays and the participants have been to the cinema, play and BBQ in the park, bowling, walk around Lock Island, arts and craft and attended at Centro to participate in community activities such as face painting and puppet display and a magic show.

I would like to acknowledge all community members that have continued to support the Disability Programs at MASP as without their kind donations and contributions the programs would not be the success it is.

Many thanks to all the staff in the Disability programs for all your work throughout out the year and for making a difference in people's lives.

**Nellie Minter**

**Homelessness & Disability Support Program Manager.**



## Program Reports



Placement and Family Services team L-R Ken Innes, Amy Johns, Sam Rogers, Elissa Mewburn (Student), Anna Laity, Renae Axton, Michelle Zmarzly, Annmarie Villiva, Greg Robinson, Melissa Van Reyersdael, Fiona Williams, Kathleen Buchecker, Kerry Adams, Louise Bowes, Andrew Ball

### Placement and Family Services

Volunteers, be they Carers, Kokoda Youth Mentoring Program Mentors or Mentors within our Leaving Care After Care Program reflect and create the strength and inspiration that goes along way toward ensuring that MASP is able to deliver services and supports to some of our community's most vulnerable members.

2013, MASP Kokoda Youth Mentoring Program experienced another very great year with all of the 27 participate successfully completing the track. I'm sure a life time of memories and friends were made by all.

I'd like to make mention of Kokoda Youth Mentor (Champion) Peter Davies. 2013 saw Peter awarded the Godden Award at MASP. The Godden Award, named after Noel & Barb Godden (MASP foster carers) is awarded to a community members/volunteers who have made a great contribution to MASP and the community. Peter is a very fitting recipient of this award in the spirit of "putting a bit back into the young people in our community". Peter will soon line up for his 4th trip

with MASP over to Papua New Guinea to again tackle the "Kokoda Track". Just when we thought we'd seen everything, Peter has recruited his daughter, Mandi to come along this year and share in this experience.

As I did last year, I'm writing my report on the eve of MASP's 2014 Kokoda Youth Mentoring trip over to Papua New Guinea to once again take on the challenge of walking the Kokoda Track. The trip is also known for the "Walking in the footsteps of heroes". This year's group of 36 has been training since February and with only a couple of weeks to go, look fit and ready to meet the challenge. I'd like to wish them good luck and good trekking!

During 2013-2014 we have had a number of departures and arrivals in our team, I would like thank those who have left us for the services and welcome aboard those who have joined us.

One of our departures was Alan Fox. Alan spent 3 years at MASP in the role of Team Leader of the Placement and Support program. Alan proved himself as a team player who also put the interest of young people first. Alan's contribution was respected and greatly

## Program Reports

appreciated. I wish him well in the future.

In farewelling Alan, I would also like to welcome Kathleen Buchecker who has taken the reins from Alan in the position, Team Leader Placement & Support Program.

A highlight of the year for the young people in Out of Home Care and Resi-Care came from our camping trip down the river, canoeing, archery, camping cooking skills were all on display. A special thanks to Neville and Leanne Scott for all the work they put in to make this trip such a success.

In closing I would again like to thank the efforts and dedication of our carers and staff and acknowledge the support I have received from Stacey Kontongianis Team Leader Family Services, Fiona Williams Team Leader Residential Care and Alan Fox former Team Leader of Placement & Support.

**Greg Robinson**  
**Program Manager**  
**Placement and Family Services**

### Family Services

As I type (and delete, type and delete, type and delete and well I think you get the idea) I sit and ponder what it is everyone is hoping to read in this year's report! Well I am unable to provide you with an "earth shattering ca-boom" (for those who are old enough to remember Marvin the Martian) as I fear the Family Services team are the baby boomers of the agency with rumours spreading fast that perhaps the broader Placement and Family Services team is making significant contributions to this "epidemic".

So as this financial year has come to a close, I wish to share the brief version of the last 365 days in the life of Family Services. Brief? Yes brief as I have been told that I submit the longest report – so the pressure is on!!

Child FIRST: Lucky for Louise Bowes, she can splash more pink around the house now with the perfect little excuse known as Jaynah who has her 2 older brothers (not to mention dad and mum!) doting on her since her birth in December. Personally, I think Louise shared too much cake with Amy Cupper throughout her pregnancy as Amy too is now set to join the "MASP Parents Club". Baby "Bill" is expected to arrive early September, yet whilst "Bill" is by no means a suggestion of the baby's sex, all credit must be given to "Bills" 3yo cousin Will for the nickname. So on the other side of the coin, Sam Rogers has kept a low profile this year however given she has ridden the waves in Child FIRST with both Greg and I since its launch in 2009, Sam's knowledge of the program, networks and resources

certainly helps to keep the foundations strong.

Michelle Knights left the team very early in 2013-14, so we welcomed Samantha Cooke into the dual Child FIRST and Family Services role. Sam has been very eager to share her love of all things Midwifery and Maternal and Child Health Nursing with the team. And when I say "all", I mean the team now have a very clear understanding of the passion and depth these unique professionals share in the field, if you know what I mean! I am certain Sam has enjoyed the different level of exposure that she has been privy to in this field since commencing her new role in August.

Michelle Zmarzly was welcomed back into Child FIRST at the start of the year to backfill Louise Bowes. And it is the diversity in her career and personal experiences that certainly adds a flavour to the team we are all enjoying.



School Holiday Camp- Apex Park



## Program Reports

So while things keep changing up, Child FIRST has tallied up over 930 assessments with service delivery hours totalling over 5400 hours across the Mildura, Swan Hill, Gannawarra and Buloke Local Government Areas. This is a mammoth effort and well over our funded target again. The same can be said too this year for our Family Services team (Belinda McShane and Sam Cooke) whom have provided 1800 hours of service delivery to 17 families throughout the 2013-14 period. While service activity is "off the clock", three grandchildren just didn't keep Belinda busy enough as she welcomed her fourth grandchild, Joshua, into her family in September, thus another little boy for "BB" to spoil with love. Sam Cooke too as mentioned above has contributed significantly to the strong finish by Family Services this year.

Early Childhood Development Program (ECDP) with Jo Finlayson saw new (and very different from the norm) skills and techniques grow. Anything from Puppetry to Face Painting and beyond has kept Jo busy. But I dare not forget to mention the tireless hours she has spent collaborating with other services to make "Pop Up Playgroup" a reality this year. With multiple workgroups on the go, the Best Start 2014 Early Year Conference in October again has been a priority task for ECDP participation this year bringing not only a high calibre guest speaker to the area but two other childhood experts and local industry insiders focusing on connecting children, communities and services. Oh before I forget, with baby "Bill" on the way, Jo will be "Aunty Jo" for the very first time so the excitement spreads from one end of the program to the other!

Last year we welcomed Annie Villiva back to her Finding Solutions role and then babbled and cooed over her new bub Xavier in August. We are hoping to cheer Annie back in the next financial year, but in the interim we welcomed Leanne MacKenzie to the team.

Throughout the year, 11 families were supported by these two highly skilled ladies. Leanne, during her time in the program too adopted a dual role, taking on the Stronger Families position. While Stronger Families is still in the "toddler" phase of its development, it has been able to provide intensive support to 1 extremely vulnerable adolescent and their family (in conjunction with MFC, Berry Street and DHS). So it is with great anticipation that we wait on the next case or 5 to be referred in this financial year. So while Leanne paved the way, this role will briefly fall back into my lap until we can again recruit to this role.

Youth Support Service (YSS) supported 18 young people in the past financial year with support from Laura Reberger. However Laura after getting married mid-June, took flight heading into a new and challenging role with Mallee Family Care. As advice was last minute from DHS that YSS would be recurrently funded after its initial 3 years, a new recruit is now on the horizon, so we will hold tight.



School Holiday outing - Park for Play

We cannot let this year flash by without mentioning the curiosity, fresh skills and knowledge our students brought with them – Jacinta Martin, Natalee Romeo and Lisa Sloan. While Jacinta slipped through our fingers and gained a position with Mallee Family Care, and Lisa opted to focus on her family life whilst completing her studies, we have been able to nail Natalee's feet to the floor with a contract position within Child FIRST. Joey may say the same, having tied the knot with Nat in May. It is with our students that comes a renewed sense of curiosity and spark that filters through the team. So I thank them all for their contribution and hard slog.

While I know our team need new running shoes, before we head off to master the trail run, I must commend our Program Manager, Greg Robinson. While he has not gained the "normal" 20 kilograms during pregnancy that many (and I must clarify, mostly WOMEN) experience, I hear he has kept the gain at bay surprising given the maternity leave (and farewell) morning teas he has attended over the year. Perhaps succumbing to Ken Innes' charm and committing to his third consecutive Kokoda trek has partially assisted. However, I have too heard that his initiation at the gym this year has often left him a little green at the gills. So while he tries to toughen up to push us all through

## Program Reports

another challenging year, our marathon year is unlikely to have been so victorious without his unwavering support and commitment to the program each and every day.

So as I wrap up the 2013-2014 year in Family Services, I cannot close without acknowledging again the outstanding work achieved by a truly committed crew – both individually and as a team, something of which I dare not take for granted. Thank-you all so very much and I look forward to starting another great year alongside you all.

**Stacey Kontogianis**  
Family Services Team Leader

### Residential Care

Another busy year for Resi Care has seen us taking care of 5 young people for most of the year. We have been fortunate enough to have had in-ground trampolines installed for both units which have been well received by staff and young people alike!

Some of the young people attended the camping trip to Merbein with the home based care team and also the trip to Hindmarsh Island which myself and some of the team also enjoyed.

Just recently there has been a shake-up of the team with two staff departing, necessitating further recruitment, one of whom was our student, Jesse who managed very well in the six weeks he worked with us.

This last 12 months has seen us fortunate enough to have training in Positive Behaviour Support, Effective Conflict Management and Working with Young People at Risk of Sexual Exploitation. This professional development improves the ability of the team to manage issues that come our way but they are also a good opportunity to get the team together.

Both of our units are looking good, with the artwork of some talented staff and some of our young people joining in and a couple of dedicated staff taking good care of the gardens.

**Fiona Williams**  
Residential Services Team leader



School Holiday Camp- Apex Park



## Program Reports



Pictured – Veronica Kidd, Garry Keller, Rae Baker, Joy Sullivan, Shirley Daniel, Bill Cole and Samantha Woodberry (Wendy Huggins - Absent).

### Corporate Services

MASP has successfully grown again over the year in support of our Community and our financial position has strengthened with positive results for the year just ended. As one unnamed author once said "If we are not viable then it is difficult for us to help others".

I would like to comment that we have many dedicated people working in our organisation with quiet talents that support the organisation in many ways and with further demand on our services now and in the coming years it is important to ensure that proper systems are in place to support the expected growth and demands not only from our Clients but reporting to our funding agencies.

Last year we started looking to the future by upgrading our existing systems. We launched in June MYOB EXO Business Solutions Systems and the new system should be fully installed over the coming weeks with the final stage Payroll. The new system install went well and is operating as expected with enhanced reporting and budget comparisons. 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 need to spend the time and effort to upgrade systems due to the higher number of programs, additional social housing and reporting requirements which will mean more work or more detail. The way forward for us is 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 (on Maternity Leave), Wendy, Nessie, Shirley and Joy as well as the other members of MASP for their efforts over the past year.

Also I would like to wish Samantha, Luke and baby McKenzie all the best for the future in their new venture to the top end.

**William Cole**  
**Chief Financial Officer**

Admin Assistant Nessie  
Sievwright





## Adrienne's Story

**Each year MASP seeks a former or current client to share their story at the MASP Community Sleepout. This year a very brave young lady by the name of Adrienne proudly shared her story with us. Here it is-**

My name is Adrienne Fielding, I am 21 years old and currently in my second year at La Trobe University where I am studying Bachelor of Education. I was born in Bowral, NSW. I moved to Mildura in 1996 and began living with my grandmother and grandfather. We moved several times from house to house around Mildura then in 2003 we moved to Ballarat so my grandfather could get the care he needed.

At the start of 2005 I lost my grandfather and that's when everything went downhill. By November of that year I was put into foster care as there was family violence, threats and neglect. My grandmother had pulled my hair and threatened my life after I did one minor thing after school. The communication in the household was non-existent. The day after the incident two child protection workers came to my school and talked to me about what had happened the night before and I told them what had happened and that I didn't want to go home as I was scared after being told that there was a threat against my life. When I was talking to the CP workers I was upset and scared. After they had interviewed my grandmother where she had said that

she didn't care what happened to me and didn't want me back as I am not her biological granddaughter, they came and picked me up from school to take me back to the Department of Human Services. I was 12 years old when this all happened. I was put into my first foster home that night. When I got there I was scared and shy because I didn't know what was going to happen next; I was there for 10 months. I was given a copy of my paperwork that had the interviews in it, I found what my grandmother had said and it hurt.

In September 2006 I got moved to another placement that was meant to be more permanent which only lasted six weeks. It ended because the carers couldn't give me that attention that I needed. I was in one more placement before I got put into a residential unit in 2007. I was in the residential unit for 12 months. By being moved from one placement to another it made it very hard to trust people and it still affects me today as I find it hard to trust people and it only seems to get harder as I get older. I lived in uncertainty for nearly three years because I didn't know where I would end up.

In June 2008 after only a couple of weekend visits, I returned to live with my grandmother after there was a situation at the residential unit where one of the residents used violence because they didn't get their



Adrienne pictured on the right with former Vinelaf supervisor Sam at the MASP Community Sleepout.

own way. After only being back in her care for a few weeks we came to Mildura for a bit of a holiday. Everything had happened a little too fast.

In 2010 I moved back to Mildura two days after my Year 12 graduation because my ATAR score wasn't great and my grandmother thought a change of scenery would do me good. I lived with my father, his girlfriend and her son. I started TAFE at the start of the following year where I studied Certificate III and IV in Education Support.

In 2011 after living with them for 6 months things went pear shaped after my father's girlfriend said that I was only a visitor after making me part of the family and told me to get out of her house. I didn't want to live anywhere I didn't feel like I belonged. I spent two weeks staying at my great grandmother's house until an extended family member told me to go to MASP. At the end of June I sought the help of homeless services as I didn't know what I was going to do and had nowhere to go. I went through the intake, then met with Jenny and moved into the student hostel after I was approved.

I moved into the Vineleaf student hostel on the 8th of July. All residents that lived at the student hostel participated in doing chores, group meetings, budgeting and cooking to prepare us for independent living. With there being up to six other residents living at the hostel at once, it allowed me to make new friends from different cultures and backgrounds. I am still friends with some of the students that I met while I was living there. While I was there I built a relationship with the supervisor and her family, I consider them as my second family. Sam was always there if I needed to talk. I could talk to Sam about anything and she would give me advice. She had faith in me when I didn't have faith in myself. Sam always had the time for a talk or yarn as Sam would put it. When I was doing Certificate IV in Education Support and we decorated the classroom with a jungle theme, Sam came to TAFE and had a look at the room. Occasionally Sam would cook all of the residents tea. For my 19th birthday Sam cooked lasagne for tea. If there is one thing I miss it's Sam's cooking.

I participated in the life skills program at MASP where they taught me about budgeting, etc. I learnt so much by going to this program, it really set me up to move into independent living. The living and life skills program is a program that runs twice a year, they talk about housing, budgeting, hygiene, etc. and on the third day the students get the chance to cook lunch and buy the food they need.

The workers at MASP helped with filling out the form so that I could get into the L2P program. For those who don't know, it's a program to help young people up to the age of 21 who don't have access to a supervising driver or vehicle get their hours up so that they can get their P's. I finished up with the L2P program in December

last year when I got my P's. While I was at the student hostel, MASP funded my TAFE fees. The workers helped fill out the application form for public housing. Living in the hostel allowed me to have a sense of belonging again. It also allowed me to become the independent woman I am today. The student hostel was a good stepping stone into independent living.

In November 2012 I moved out of the hostel into public housing where I still reside now. MASP helped me move all of the stuff that I already had plus funded my couch, fridge, washing machine and kitchen essentials. After being in my unit for a few months I got a first round offer into university to do the course that I have always wanted to do. My first semester uni books were also funded by MASP. Even after moving out of the hostel I have still had the support from Sam.

I guess what I'm trying to say is that no matter what happens in your life you can achieve anything if you really want it and have the support of friends, family and community workers. I am one example of this. Through everything that I've been through I never gave up when there were times that I could have easily given up.

To end with I would like to say thanks to MASP for all of the support that they have given me over the last few years and for all the work they continue to do for the people in the community.

**Adrienne Fielding**



## 2014 MASP Community Sleepout

The 3rd annual MASP Community Sleepout was held on Saturday August 9 in Langtree Mall. The event has and continues to create awareness and raise funds to assist MASP in developing further crisis and emergency housing options in Mildura.

140+ community members and businesses supported and attended the 2014 sleepout raising over \$10,000 for the cause.

The night was again full of activities including speakers, street soccer and musicians put on by the MRCC Youth Services Freeza Project and of course magnificent soups prepared by local restaurants.



### Proudly supported by-

Maurice Blackburn  
Lawyers

One Idea

Sunraysia Daily

Complex Institute of  
Education

Mildura City

Fishers Supermarkets

GAF Hire

Christie Centre

Mildura Party Hire

Haven Home Safe

99.5 Star FM/97.9 Sun FM

Aussie Disposals

Sportzprint

WIN TV

Secure Peace

Freeza

MADEC

Sunbeam

Kmart Mildura

Axis Employment

Aroundagain

Aquarius Health Club

Coates Hire

Prestige Staffing

Lencia

Prime 7

Rendezvous Restaurant

Stefano's Cafe Bakery

Seasons

Mildura Grand

Banjos Bakery

Max Employment



## MASP Mildura Women's Charity Lunch

The 2014 MASP Mildura Women's Charity Lunch was held on Friday May 30, 120 local women attended the function at the Mildura Club that was held to create awareness and raise funds to assist MASP in providing housing options for women who are homeless or at risk of becoming homeless.

The day featured guest speaker Naomi Simson, delicious food from Seasons and beautiful wines from Zilzie Wines and was capped off with amazing venue styling from Annie and Anna at French Hen Styling.

\$5100 was raised on the day, this would not have been possible without the dedication of our organising committee, support from many sponsors and those who attended.

Please enjoy the photos taken by Vision House Photography and if you have a future event be sure to support our main sponsors listed below.



### Proudly supported by-

Zilzie Wines

Seasons

Mildura Holiday Villas

Commonwealth Bank

DHM Partners

RI Advice RetireInvest

Indulge Apartments

helloworld Mildura

Vast Interior

Beauty on Eighth

Alluring Lace

Endota Spa

Rose Harvest

Mildura City

Twiggy's

Visible Effects

Price Attack

Chemist Warehouse

Mildura Living

Holisitic Healing Tree

# Continuous Improvement

## Quality Report 2014

The year has seen a continuation of MASPs emphasis on Continuous Quality Improvement through regular Management meetings devoted to Policy and Procedure review and by the consideration being given to the development of broader and better measures of client outcomes. The looming 2015 DHS accreditation review has also been a catalyst for ensuring that quality practices are in place in all that we do and that these practices are well documented and conveyed to staff.

In relation to our deliberations on how to better set (and then later evaluate), client Outcomes we have dealt with many issues, not least of which is the tool we use to identify them in the first place. At the time of writing we are considering what staff resources need to be allocated to the measurement of outcomes and how they can best be captured in a way that is useful as a monitoring tool to senior management and our Board

The management team has also had a particular interest in the introduction of systematic cross agency Evaluation processes (based on Program Logic Analysis) involving annual review of all aspects of current programs and services by the staff running them. Management is aware that it is too easy to become complacent about the way programs are being run and fall back only on consideration of outputs and throughputs as a measure of success. In future we will be asking all staff to regularly evaluate their individual programs or services to ascertain how

we have set up our client services to meet the broad aims and objectives of funders. We need to ask why we are doing what we are doing, to whom, with what resources and what input, with a view to changing any aspect of the program if it appears that doing so would get a better result for the client. It has been agreed to introduce such a process in 2015 after an extensive staff training process.

Hand in hand with review and evaluation of client practices has been a review of our Document Display system and agreement about rules for "hard" and "soft" MASP filing systems to complement it. Since we started to improve documentation in 2009 there has been a massive increase in volume, largely driven by the demands of accreditation. The question we continually grapple with is how to make it more easily accessible to staff and more user friendly.

During the year we were successful in retaining our Commonwealth/State funded HACC accreditation. As noted we are coming up for triennial DHS Accreditation in 2015.

2015 should be the year we finally get all of the appropriate systems in place to facilitate on going continuous improvement processes and then, of course there will be change, as that is the hallmark of the continuous improvement process.

**Michael Jobe**  
Continuous Improvement Co-ordinator



Apricot Packing at MASP's  
Netherby Station Social Enterprise



## 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.



Peter receiving his award from Barb Godden. and pictured right on the Kokoda Trail

### 2013 Recipient Peter Davies

Peter was announced as the 2013 recipient of the Godden Award. Peter has committed the past 3 years as a mentor in MASP's Kokoda Youth Mentoring Program. As a business owner, husband and father this has been an incredible commitment that Peter has made to support young people in need in our community.

Peter has gone over and above with his passion to help and is leading the way as a true community champion.

Congratulations Peter



**\*\*As this report goes to print Peter has just returned from his fourth Kokoda Trek supporting yet another young person as well as recruiting his daughter Mandi to come along this year and share the experience.**



# Mallee Accommodation and Support Program Incorporated

## Statement of Comprehensive Income for the Year Ended 30 June 2014

	2014 \$	2013 \$
<b>Revenue</b>	6,004,754	5,559,680
<b>Expenses</b>		
Employee Benefits Expense	4,322,661	3,913,988
Depreciation and Amortisation Expense	169,414	203,797
Administration Expense	558,783	645,010
Service Delivery Expense	152,021	166,746
Other Expenses	386,662	282,943
<b>Operating income (loss) before income tax</b>	415,213	347,195
Income tax expense	-	-
<b>Operating income (loss) after income tax</b>	415,213	347,195
<b>Other non operating income</b>		
Capital grant received	-	-
<b>Surplus for the year</b>	415,213	347,195
<b>Other comprehensive income</b>	-	-
Revaluation increment	0	319,941
<b>Total comprehensive income for the year</b>	415,213	667,136

# Mallee Accommodation and Support Program Incorporated

## Statement of Financial Position As at 30 June 2014

	2014	2013
	\$	\$
<b>Assets</b>		
<b>Current Assets</b>		
Cash and cash equivalents	1,785,465	1,560,302
Trade and other receivables	71,373	88,790
<b>Total Current Assets</b>	<u>1,856,838</u>	<u>1,649,091</u>
<b>Non-Current Assets</b>		
Property, plant and equipment	4,657,961	4,333,355
<b>Total Non-Current Assets</b>	<u>4,657,961</u>	<u>4,333,355</u>
<b>Total Assets</b>	<u>6,514,799</u>	<u>5,982,447</u>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	409,728	302,352
Borrowings	2,912	0
Employee benefit provisions	537,254	496,989
Income received in advance	323,740	334,378
<b>Total Current Liabilities</b>	<u>1,273,634</u>	<u>1,133,719</u>
<b>Non-Current Liabilities</b>		
Employee benefit provisions	139,588	162,369
<b>Total Non-Current Liabilities</b>	<u>139,588</u>	<u>162,369</u>
<b>Total Liabilities</b>	<u>1,413,222</u>	<u>1,296,088</u>
<b>Net Assets</b>	<u>5,101,577</u>	<u>4,686,359</u>
<b>Members Funds</b>		
Reserves	876,012	876,012
Accumulated Surplus	4,225,565	3,810,347
<b>Total Members Funds</b>	<u>5,101,577</u>	<u>4,686,359</u>

# Mallee Accommodation and Support Program Incorporated

## Statement of Changes in Equity For the Year Ended 30 June 2014

	Accumulated Surplus	Asset Revaluation Surplus	Total
	\$	\$	\$
<b>Balance at 1 July 2012</b>	3,036,358	982,870	4,019,228
Transfers to and from reserves	426,799	(426,799)	-
Surplus for the year	667,136	-	667,136
Other comprehensive income for the year	(319,941)	319,941	-
<b>Balance at 30 June 2013</b>	<u>3,810,352</u>	<u>876,012</u>	<u>4,686,364</u>
<b>Balance at 1 July 2013</b>	3,810,352	876,012	4,686,364
<b>Surplus for the year</b>	415,213	-	415,213
<b>Balance at 30 June 2014</b>	<u><u>4,225,565</u></u>	<u><u>876,012</u></u>	<u><u>5,101,577</u></u>



# Mallee Accommodation and Support Program Incorporated

## Statement of Cash Flows For the Year Ended 30 June 2014

	2014 \$	2013 \$
<b>Cash Flows from Operating Activities</b>		
Receipts from government grants	6,022,775	4,625,878
Payments to suppliers and employees	(5,950,634)	(4,789,975)
Other income	534,513	873,174
Interest received	34,169	2,981
<b>Net Cash provided by operating activities</b>	<u>640,823</u>	<u>712,058</u>
<b>Cash Flows from Investing Activities</b>		
Proceeds from sale of plant and equipment	151,059	470,246
Acquisition of property, plant and equipment	(569,630)	(191,471)
<b>Net Cash used in investing activities</b>	<u>(418,571)</u>	<u>278,775</u>
<b>Net Increase in Cash held</b>	222,251	990,833
<b>Cash and cash equivalents at beginning of financial Year</b>	<u>1,560,302</u>	<u>569,469</u>
<b>Cash and cash equivalents at end of financial year</b>	<u><u>1,782,553</u></u>	<u><u>1,560,302</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 35

(A) Presents a true and fair view of the financial position of Mallee Accommodation and Support Program Incorporated as at 30 June 2014 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements and requirements of the Australian Charities and Not-For-Profits Commission Act 2012 and the Associations Incorporations Reform Act (Vic) 2012; and

(B) 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.


This statement is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-For-Profit Commission Regulation 2013 and on behalf of the committee by:

President:



(Mr. Greg Leslie)

Treasurer:



(Mr. Peter O'Donnell)

Dated: 16th October 2014



## Acknowledgements

### **MASP Sponsors, Donors & Supporters**

Terry & Janet Hill

Wakefields Transport (Charity Golf Day)

Nangiloc 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

Jenny Caldwell

Joan Hill

Mallee Foods

Sunraysia Chickens

Chemist Warehouse

Hon. Peter Crisp MLA

Carinya CWA Branch

Tankard Dental

Google Inc.

Gloria Gilmore

Peter & Fiona Devillee

Lindemans

Centrelink Staff Mildura

Joan Lewin

One Idea

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

Sunraysia Daily

CWA Mildura

Sunraysia Community Health Services

Chris Riordan IT

Burco Plumbing

Chaffey Secondary College

Annette & Leon Power

Besen Foundation

Wendy & Ed Rushforth

Mildura Rural City Council

Mildura City

Lana Stebbing

Stevie Falconer

Irymple Rotary Club

Sacred Heart Primary School

Simon Fethers Horticultural Services

Mildura Specialist School

Nu Edge Solutions

Lenni Downing

Mildura Field Days

Westpac (Matching Gifts Program)

Darling Junction CWA

Oasis Auto

David Rea

Carolyn Peel

Mildura RSL

Jay Jay's

Shirley Butler

Graham Kenney

Jack and Karen Andrews

Amy Mulcahy

Kamryn McRae

Jasmine Lilley

Mildura Football Club

Sascha Healy

Sunraysia Crane and Rigging

Mildura Fruit Company

Wakefield Transport Group

Nangiloc Colignan Farms

## Foster Carers

Judy Brinsmead and Dennis Berry  
 Leanne and Neville Scott  
 Janet Thomas  
 Bronwyn Williams  
 Barb Godden  
 Michelle and Vern Jeffrey  
 Viv and John Whitchurch  
 Cheryl Page  
 Natalie Tramsek and Casey Larson  
 Wendy and Bryan Hibbert  
 Marion Munro

## Volunteers

Jamie-Lee Bloomfield  
 Matthew Powell  
 Don Reid  
 Thora Bennett



Mildura Fruit Company, Wakefield Transport Group,  
 & Nangiloc Colignan Farms Charity Golf day 2013

## Staff Departures

Baris Bakir	01/07/13	Resi Care
Carly Bulger	21/07/13	Resi Care
Fay Giddings	13/04/14	Resi Care
Travis Morvell	30/03/14	Resi Care
Melissa Tyers	30/03/14	Resi Care
John Burfitt	12/01/14	HACC / Disability
Colleen Carter	28/01/14	HACC / Disability
Kataryna Lillia	30/03/14	HACC / Disability
Amanda McCole	28/01/14	HACC / Disability
Ray Walters	30/03/14	HACC / Disability
Roger Steel	06/07/14	HACC / Disability
Alan Fox	13/04/14	Placement & Support
Donna Strong	07/11/13	Placement & Support
Rebecca Hemming	22/06/14	Disability
Natalie Lont	11/05/14	Disability
Michelle Knights	04/08/13	Child First
Leanne Mackenzie	22/06/14	Child First
Lisa McNabb	13/10/13	Housing
Sage Preiss	04/02/14	Housing
Laura Reberger	06/06/14	Family Services

# KolKODA

## Youth Mentoring Program

### 2014 Mentors

Mandi Davies

Peter Davies

Charlotte McKendrick

Allan Long

Coreena Long

Tom Boyle

Leisha Morrison

Tianna Ceracchi

Andrea Izard

Annie Power

Jen Mullane

Shelley Faulks

Kathy Crouch

Chelsea Blight

Mal Hammat

Jim Kirkpatrick

Neil Bradford

Ben Ridley

Craig Stack

Mark Tregeagle

Ken Innes (MASP)

Greg Robinson (MASP)

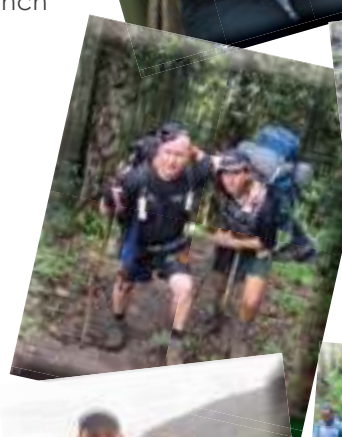




## Program Supporters

MIR Lawyers  
 Mildura Waves  
 Mildura's Finest Quality Meats  
 What's New  
 Merbein Mushrooms  
 Gavin Hogg  
 Hydsol Heat Cycling Team  
 Rose Harvest  
 Lindemans Wines  
 Cafe Ninety 4  
 Sunraysia Community Health Services  
 Canoe Images  
 Kokoda Spirit  
 Mildura Weekly  
 Lower Murray Water  
 Chaffey Secondary College  
 Stefano's Bakery Cafe  
 Tankard Dental  
 Ransom's  
 Hammerton's Jewellers  
 Andrew Peace Wines  
 Westpac Bank  
 Sunraysia Bridgestone  
 Chris Yates

Crowe Horwath  
 Brian Healey (Trek leader)  
 Mildura RSL  
 Aussie Disposals Mildura  
 Mildura Club  
 Collie & Tierney  
 St Joseph's College  
 CWA Darling Junction Branch  
 Indulge Apartments  
 Michael & Greg Pullen  
 Flight Centre Mildura  
 Oasis Auto  
 Best Bottlers  
 Pizza Cafe  
 Fit Mildura  
 Arts Mildura  
 Anne Linett  
 Just Redgum  
 Grand Hotel  
 Coffee Town  
 Hip Pocket Workwear  
 Baldwin Boats  
 Johnsons Trucks



## Hyd Sol Heat Cycling Team

### Riding for the Kokoda Youth Mentoring Program

#### Riders

Annie Power	Jason Hartley
Anne Jones	Jason White
Anthony O'Connor	John Fleming
Ashley Grembka	Ken Wilson
Russel Baren	Mel Ficarra
Brad Fyfe	Margie Howie
David Kernebone	Rob Symons
Fran Medina	Sandi James
Cam Haig	Spiro Melissovas
Greta Haig	Stewart Stephens

#### 2014 Rides

Murray To Moyne - 520km

Port to Port - 400km

Tour De Murray - 120km



#### Support Crew

Veronica Kidd  
 Tom Gardiner  
 Rob Symons



#### Sponsors

Hydraulic Solutions  
 Medina Legal  
 Sunnyland Press  
 Davison Motor Group  
 Sunraysia Locksmiths  
 Tekace  
 Mildura First Aid Services  
 Merbein Mushrooms

Price Attack  
 Sandbar  
 Sunraysia Bridgestone  
 Andrew Peace Wines  
 Wally Green Hygiene Services  
 Bunnings  
 Leon Power  
 Mildura Cranes & Access  
 Mildura Discount Carpets

Murray Darling Wetlands Working Group  
 Seasons/The new Spanish Bar & Grill  
 Southern Cross Farms  
 Coffee Town Cafe  
 Secure Peace  
 Indulge Apartments  
 Quality Grand Hotel  
 St Joseph's College



## Sunraysia Crane and Rigging Gala Ball



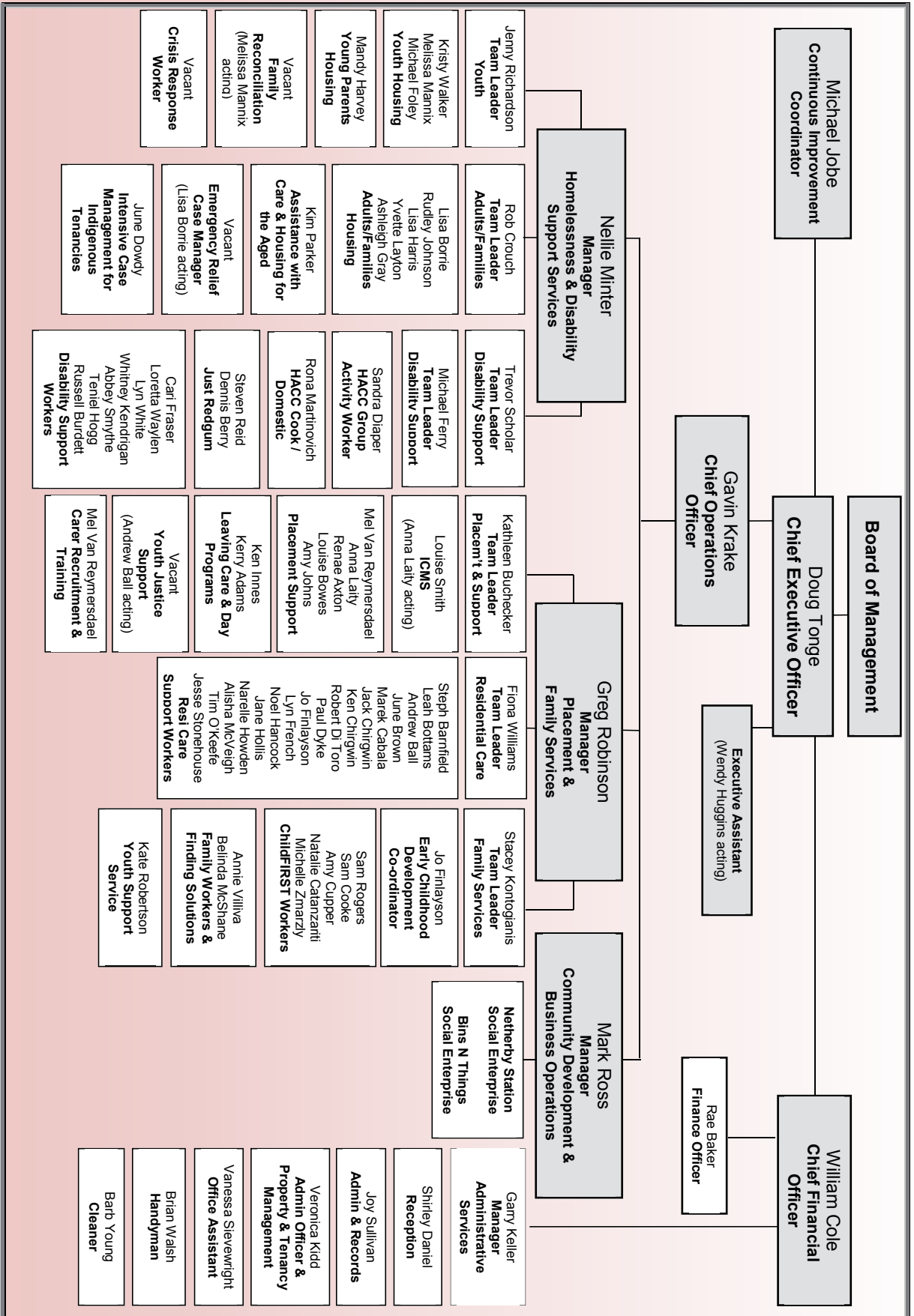
Thanks to Sunraysia Crane and Rigging and the Hurley family for their generosity and putting on an awesome night at the inaugural Lifting Community Spirits Gala Ball on Saturday October 11, 2014.

A great night was had by all with close to \$10,000 raised to support kids in Foster and Residential Care with MASP





# MASP Organisational Structure





2014 Kokoda Youth Mentoring Program Mentors and Mentees



Sunraysia Daily Masters Golf Day - Doug Tonge, Dale Stafford, Greg Herrick and Chris Cleary.



**MALLEE ACCOMMODATION & SUPPORT PROGRAM INC.**

140 LANGTREE AVENUE, MILDURA, VICTORIA 3500

INCORPORATION # A003055R