



MALLEE ACCOMMODATION &
SUPPORT PROGRAM LTD
2015 ANNUAL REPORT



MALLEE ACCOMMODATION & SUPPORT PROGRAM LTD

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MASP Patron



Ken Morgan

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

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

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

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

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

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

MASP has been a member 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.

WHO WE ARE

Our Vision

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

Our Mission

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

Our Values

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

EMPATHY – We show understanding, knowledge and compassion.

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

ASPIRATION – Continue to grow towards future betterment.



OUR STRATEGIC DIRECTION

Strategic Theme - Sustainability

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

Strategic Direction

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

Strategic Theme - Innovation

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

Strategic Direction

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

Strategic Theme - Professionalism

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

Strategic Direction

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

Strategic Theme - Excellence

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

Strategic Direction

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

MASP ORIGINS & HISTORY

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

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

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

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

Eventually, management of all programs was delivered from the one location, with the acquisition of office premises at 140 Langtree Ave in late 1998. These offices were shared at the time with St Lukes Family Care.

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

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

2006 saw the establishment of the MASP Kokoda Youth Mentoring Program, which is now well established and has generated a positive impact on the lives of many young disadvantaged people. MASP looks forward to the 10th anniversary of this great program in 2016.

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

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

Since this time, MASP has been successful in attracting further funding and a number of new positions to the agency – a testament to MASP's capacity for good management

and governance and long history of quality service delivery.

In 2011, MASP entered into a share farming agreement with Terry & Janet Hill at Netherby Station via Wentworth. The Social Enterprise now consists of 8 acres of apricots which MASP manages and at the same time creates opportunities for young people and other MASP clients to undertake a range of duties including pruning, thinning and picking. In 2014 MASP was offered the opportunity by Darling River Packers to take over operational management of the packing shed located at Netherby, extending the job opportunities and experience to our young harvest workers. Now trading as Darling River Produce, MASP enters a second year as packer for two neighbouring apricot growers and along with MASP's crop.

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 30 years MASP has delivered HACC (Home & Community Care) funded services to community members in need. The MASP day centre, due to demand for the service had rapidly outgrown the Lemon Avenue site, requiring it to be relocated to a larger centre. The centre provides approximately 4,500 meals; 14,000 hours of activities and 600 hours of personal care to HACC participants each year, with these numbers continually rising.

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

The year 2015 has seen the establishment of a new accommodation facility tailored on the international accommodation model – 'Abbeyfield'. The facility provides semi-supported accommodation for up to seven residents with a disability, and along with meal provision and limited support, the residents live independently yet benefit from their social interaction with other residents.

This year also saw MASP transition from that of an incorporated association to the legal status of a company limited by guarantee providing further opportunity for MASP to expand its reach and opportunity.

As MASP looks ahead, it is with great anticipation we await the outcome of the Commonwealth Government's National Stronger Regions Fund to be announced at the end of the year. The successful progression of MASP's plans to build new office premises on the corner of Tenth Street and Pine Ave, largely depends on the successful outcome of this submission to the federal government. Hopefully, the year ahead shall see the future stability of MASP unfold with the establishment of a new state of the art facility.

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	Delivered in partnership with Haven and Mallee Family Care, the service provides case management and social inclusion support for young people in managing their accommodation needs.
Supporting Young Parents Program	Delivered in partnership with Centacare and the Mallee Domestic Violence Service. The program provides support, information and referral to homeless young parents and assists them in their parenting role.
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.
Family Reconciliation	Provision of family reconciliation and mediation interventions to young people who are homeless or at risk of homelessness aged 16 to 18 years.



Packing apricots at MASP's Netherby Station Social Enterprise

MASP SERVICES

Family Services

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.
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 (MFC) and Mildura District Aboriginal Services (MDAS), MASP provides the youth meditation and support element of the service.
Early Childhood Development Co-ordination	Responsible for strengthening the integration, linkages and partnerships between early years service providers and ChildFIRST/Family Services providers across the Mallee region to maximize the access and ongoing engagement of vulnerable children and families with universal and secondary early years services.
Youth Support Service	A diversionary case management service aimed at young people aged between 10 & 17 who are at risk of entering, or in the early stages of involvement with the Youth Justice System.

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.
Disability Day Program	An innovative program providing work experience and training for young people with disabilities. The program focuses on personal development, work skills, workplace safety and customer relations.
Adolescent Disability Program	Caters for young people with a disability and their families by providing social group activities, one-to-one behavior modification, family support, parenting skills and school holiday programs.
Peer Relationship & Problem Solving Program (PRSP)	Supports people with a disability to learn independent living skills required to become confident and capable in moving out of home with minimal supports - includes developing peer networks, decision making skills and inclusion in community activities.
Ageing 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.



Placement & Support

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

MASP SERVICES

MASP Properties

Morgan House	Innovative supported housing option for up to 3 young homeless people.
Residential Care Units	Properties owned by DHHS and managed by MASP for up to 5 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	Three 2-bedroom and one 3-bedroom units available for lease to homeless families and/or young people requiring accommodation.
Housing Accommodation	Three 3-bedroom and one 2-bedroom houses available for lease to homeless young people or young adults/families for short to medium term tenancies.
Unit Accommodation	Four 2-bedroom units targeting homeless young people/families. Available for short to medium term tenancy.
Long Term Supported Group Housing	Supported accommodation for up to 7 adults with mild intellectual and/or physical disabilities. The residents are supported by a live in Housekeeper.

MASP Social Enterprises

Just Redgum	The enterprise is engaged in the manufacture and sale of redgum furniture and homewares. Participants are primarily young adults with a disability.
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 N 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.



Jai, Daniel and Liam from Just Redgum with Supervisor Steve and a custom made sign for Wakefield Transport

MESSAGE FROM THE BOARD CHAIR



It is an honour to serve as MASP Chairman – and I have been proud to do so since May 2013.

Our annual report serves to communicate to our funders, our community and our regulators that we have performed responsibly in regards to finances, and towards the defined strategic objectives of MASP.

Each year however, as the time to compose my contribution to this report approaches, it is worthwhile to reflect on the significant achievements of MASP's people for our community.

Those reflections are best told by the individuals who go above and beyond the call of duty to provide MASP's clients with extraordinary care and compassion. You will read those stories throughout this report, they are the true success stories from MASP's year.

This is also a time to acknowledge and thank the many individuals and organisations whose efforts warrant special mention.

The 2014-15 Financial Year delivered a strong financial performance for MASP to which I'm pleased to report an operating surplus of \$683,093, ensuring that our balance sheet continues to reflect a strong and viable position.

I thank the MASP finance team led by CPA Bill Cole for their efforts, and note the addition of Rita Valentich CPA as Senior Finance Officer to his team. Rita's arrival has assisted in the rollout of our EXO Finance and Payroll system, we're well placed to reap the benefits of our increased capabilities.

MASP's finances are overseen by the Board's Finance sub-committee. Thank you to Finance Committee members and especially Finance Chairman Peter O'Donnell for your dedication and input throughout this year. This is another area where we've received a boost by recruiting our newest board member Caroline Smith CPA to the Finance Committee.

Please turn to pages 38 to 68 for MASP's audited financial statements, thanks also to Chan and Naylor for your co-operation.

You will note that our statutory reports for the financial year have been prepared under the entity MASP Ltd. As voted at the Annual General meeting of MASP Inc on November 20th 2013, MASP undertook to transition to a company limited by guarantee.

I am pleased to advise that this transition has now occurred. As a result MASP's structure is more robust and provides increased opportunities to a wider range of funding options. As a board we're eager to ensure that this change has little or no impact on our clients, staff and service delivery.

The board has worked in 2015 to prepare for a new strategic plan to chart the organisations course from 2016 and beyond. Taking a collaborative and consultative approach, our process included a productive day spent with senior and program managers, team leaders and other key MASP staff. I must highlight how much the board valued their contribution to the process. I particularly thank Glenis Beaumont our locally based manager from DHHS for her presentation before our plenary component of the session. I look forward to sharing this document with our community soon.

A major achievement for MASP in 2014-15 was the introduction of a new service that led to the launch of our supported independent living facility at the premises widely known as Vidovic House.

The board has proceeded with its plans and modelling for MASP's office redevelopment. Our plans have received approval and we await the announcement of recipients of the Federal Government's National Stronger Regions Fund, round two allocation. Whilst the board has factored the full cost of construction into current and future financial projections, we hope for a favourable outcome.

MASP is proud of its long history of providing homelessness and related services in our community for our community. We plan to keep doing so for as long as we're needed, to provide on the ground support by locals for locals. Our office project is a clear statement of our intent to do that.

Congratulations to MASP CEO Doug Tonge, to all of MASP's staff and our volunteers for another wonderful year.

I truly value the time, access and flexibility that Doug provides in ensuring that I'm kept across all of the goings on at MASP.

I'd like to make special mention of two couples that have shown enormous generosity towards MASP, not only this year, but it is appropriate that they are recognised for their contributions in 2014-15.

Terry and Janet Hill are long-term MASP supporters, in particular over the last few years, Terry and Janet have welcomed MASP onto their property. They helped us establish a wonderful social enterprise which sees us produce, pack and distribute locally grown apricots to wholesale markets in Melbourne, Sydney and Brisbane. Branded as MASP-Darling River Produce the apricots in the box represent an opportunity for a group of MASP clients to receive life, work and social skills, it is very successful, highly valued and much appreciated – thank you Terry and Janet.

Ed and Wendy Rushforth are well known for their delightful Christmas light display at their Tenth Street home. Perhaps less well known is that each year for the last four years, Ed and Wendy have 'shaken the can', they have collected in excess of \$10,000 for MASP. Towards the end of 2014, Ed and Wendy decided it was time to spend a Christmas or two with their own family. On behalf of your MASP family, Ed and Wendy, we say thank you and good luck for the future.

I finish by thanking my board colleagues for your dedication through this year, it has been a busy one for us. The MASP board loses one of our stalwarts this year; Jo Edgcumbe steps down from her role in November 2015. I personally thank Jo for her dedication to MASP in eight years of service on the board and many others before then as driving force (and driver) behind our cycling team. Jo's presence, her knowledge and especially her humour will be sorely missed. Jo has been of enormous support to me in my role as Chairman. Jo and John plan to spend a lot more time with family travelling the wide open road.

Mildura is a strong and resilient community, confronted with a host of challenges at the moment. In an age where our lives are increasingly affected by decisions and actions made outside our region and without local context; MASP is resolute in its efforts to care for our community – to help us take care of ourselves.

2014/2015 Board Meetings attended

Greg Leslie	11
Jo Edgcumbe	8
Greg Schultz	9
Peter O'Donnell	10
Sue Watson	9
Glenn Milne	5
Kathy Crouch	11
Fran Medina	9
Caroline Smith	10
Total Board meetings held	12

Greg Leslie - Board Chairperson



MASP Deputy Chair Jo Edgcumbe receiving a \$10,000 donation from Ferdi Bergman, Bruno Moras and Ken Wakefield from the Annual Wakefield Transport, Mildura Fruit Company and Nangiloc Colignan Farms Charity Golf Day

BOARD OF DIRECTORS



Greg Leslie – Board Chair

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 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.



Greg Schultz – Board Deputy Chair

Greg is the Sales Manager for Telstra Business in Western Victoria and has been in the telecommunications game for over 20 years. He first joined the MASP Board in 2012. Greg is involved in a number of other committees in the community including the Blue Ribbon Foundation along with his involvement with sporting clubs and Associations, Greg brings all this experience, knowledge and skills to the MASP Board. Greg enjoys most sports, but his true love is cricket and his main love for the mighty Hawthorn football club. Greg also enjoys socialising as well as spending time with his 3 lovely children and close friends.



Jo Edgcumbe - Board Deputy Chair

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.



Glenn Milne

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



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. Sue is a Current participant of the Northern

Mallee Leaders 2015 program and will be relaunching the Sunraysia Cancer Resources Carer Support Group as her project. Sue is also undertaking further studies and is on her way to completing a MBA. Weekends are spent studying, socialising with family and friends and is involved in the community through various volunteer roles.



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 Managed Child and Youth Mental Health Services for Mildura Base Hospital until April 2015 before moving to MDAS as a lead practitioner, supporting staff, families and community, providing trauma informed supports across the early years of life. Kathy brings a wealth of knowledge from child, youth and family psychiatry, systemic and strategic learning and community intervention and development and works alongside many social and health services in our region.



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.

BOARD OF DIRECTORS



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.



Caroline Smith

Bachelor of Business with a major in Accounting and a minor in Human Resource management.

Caroline joined the Board in November 2014. She is currently employed at an NFP health organisation as their accountant. Caroline is also a certified member of the Governance Institute of Australia and is currently studying to complete her graduate diploma in accounting with CPA Australia. Caroline enjoys home gardening arts and crafts, and watching the local footy.

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



MASP CEO Doug Tonge thanking Ed and Wendy Rushforth for their support of MASP. Ed and Wendy have raised over \$10,000 for MASP in four years with their Christmas light display

MESSAGE FROM THE CEO



Whilst it is challenging to separate from the negativity which is endured by the many people we see, I am constantly reminded of the worth of our work at MASP. Recent examples of the achievements of young people we have assisted reinforce such worth and bring a satisfaction which drives us to continue our efforts to improve the lives of those less

fortunate members of our community.

Often it is a fine line between achieving success and failing, and for many of the people we assist at MASP this comes with the added burden of disadvantage, abuse or neglect. We all too often dismiss the misfortunes of some simply as a result of a lack of effort and endeavour, or just as their lot in life.

Services such as MASP exist for a reason, having grown from the demand of emerging social need to the current demands of escalating and critical need.

Communities now face a far more complex array of issues which can often result in life defining outcomes. The integrated range of programs offered at MASP provides a connectedness for community and to community. Life futures unfold, as with the timely mix of support and resources, success and achievement is witnessed for many of the people we assist.

I would particularly draw your attention to Tim and Rebekah's story, within the pages of this Annual Report. Through the efforts of Tim and Rebekah, their story is one of success and self-determination. It doesn't always work out this way, but it does demonstrate that with that timely mix of support and resources, lives can and are changed.

Once again, ably led by Chairperson Greg Leslie, the year has been a busy one for the MASP Board of Directors, and it is pleasing to see the organisation in such a strong position as we move forward with future major projects. Through the efforts of many, significant highlights throughout the year include the facilitation of the 2016-18 MASP Strategic Plan, advancement of our future new office project's planning in readiness for construction in 2016, acquisition and commissioning of our supported disability accommodation facility, taking over of packing shed operations at our Netherby Social Enterprise, and completion of MASP's transition in legal status as a Company Limited by Guarantee.

Prominent supporters throughout the year have included the Medina Legal sponsored Cycling Team, Nu Edge Solutions Australia, Telstra Kids Foundation, the Seven Fields Sunraysia Daily Masters Golf Day and Mildura Fruit Company, Wakefield Transport Group and Nangiloc Colignan Farms Charity Golf Day, Terry and Janet Hill – Netherby Station, Fethers Horticultural Services, Newsboys Foundation and Zilzie Wines. The continuing support you all offer along with the many other donors and supporters is outstanding and in many ways ultimately contributes towards the successes of MASP. I encourage you to peruse the 2015 Annual Report and note the many

supporters of MASP throughout the year, many of whom have been great friends of MASP for some years. MASP greatly appreciates this support, 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.

I would also like to acknowledge our major funder, the Department of Health and Human Services, and acknowledge the support of DHHS Mallee Manager, Glenis Beaumont and her staff throughout the year. The critical work we share presents many challenges, and working collaboratively provides the greatest opportunity to generate positive outcomes.

The support of our local members Andrew Broad and Peter Crisp has been most appreciated and we look forward to this continuing relationship. Along with our many partner organisations, in many ways together we help forge the positive future of our community.

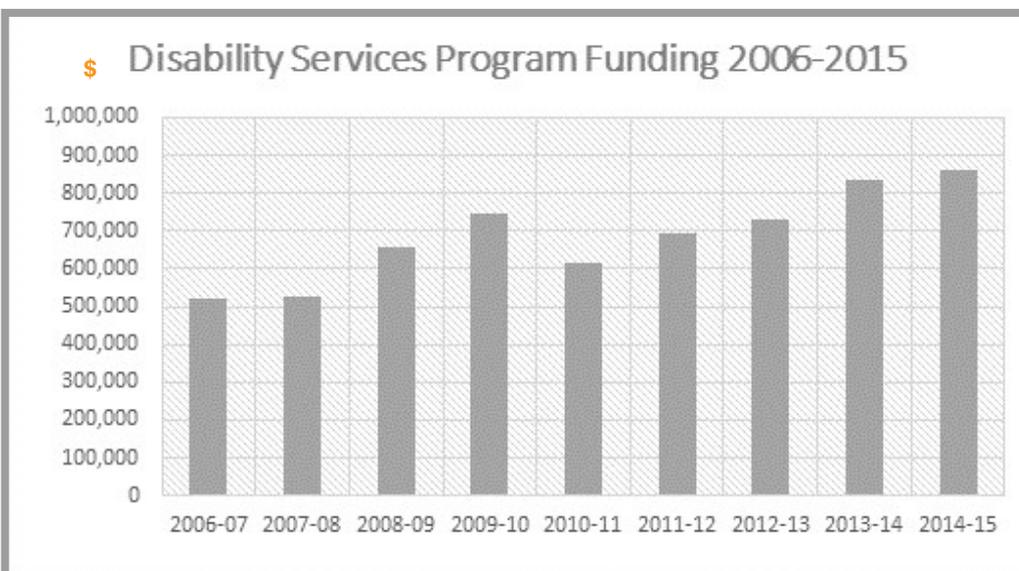
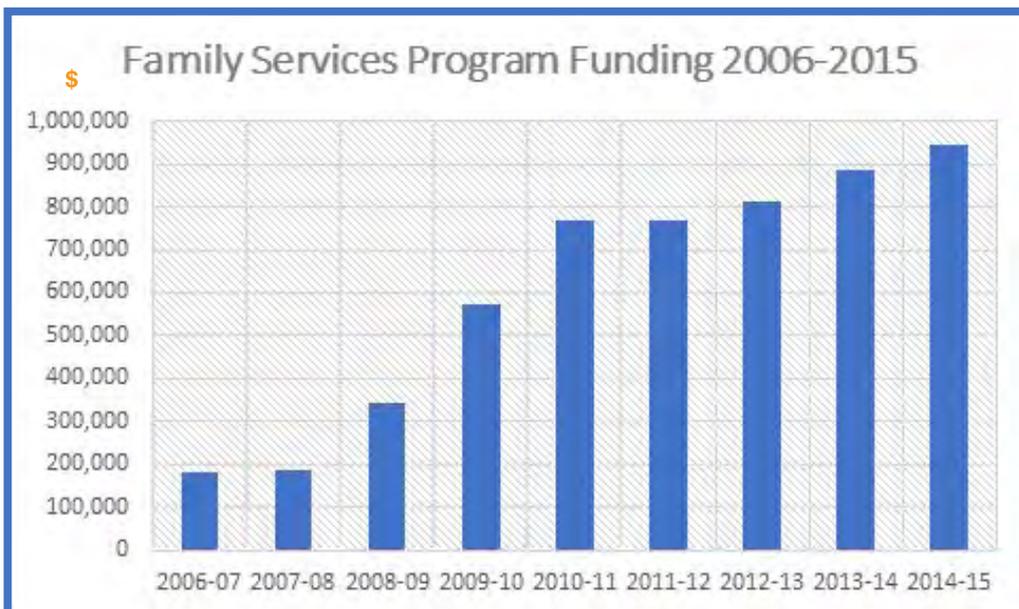
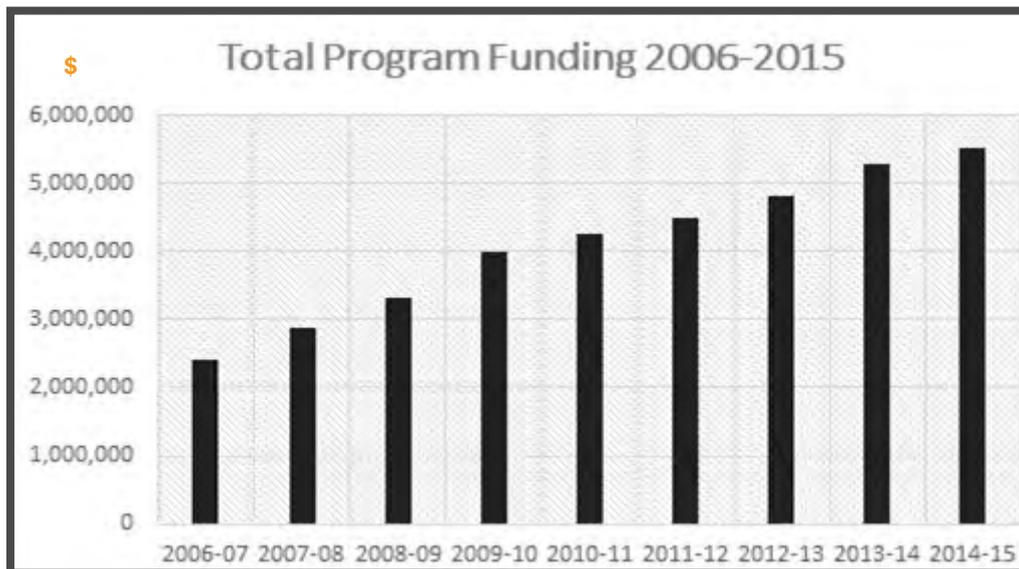
Finally, I thank the Board, Management Team, Staff Members, Carers, Volunteers, and Supporters for your ongoing support and commitment shown throughout the year. I congratulate you all for your dedication and endeavour and look forward to another great year ahead.

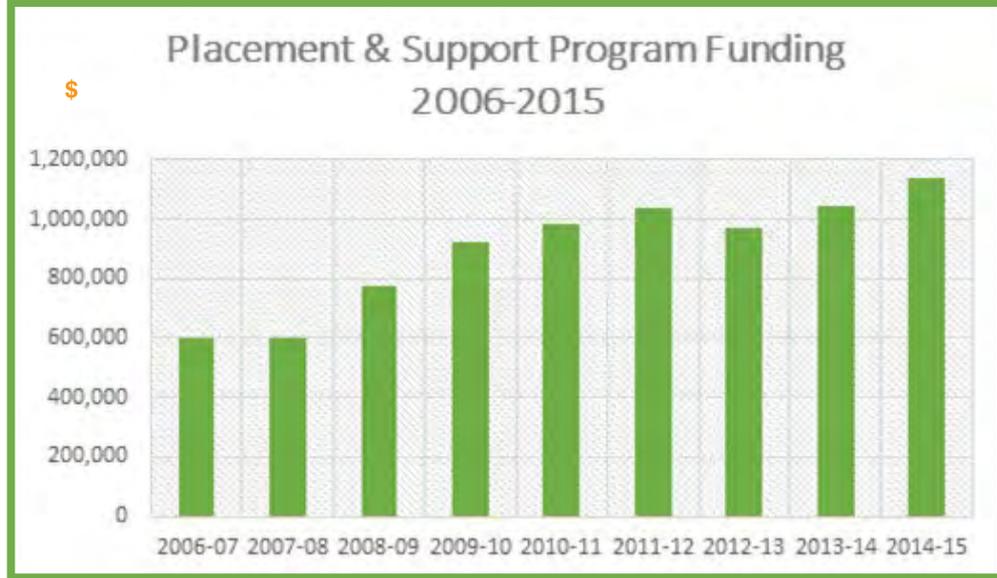
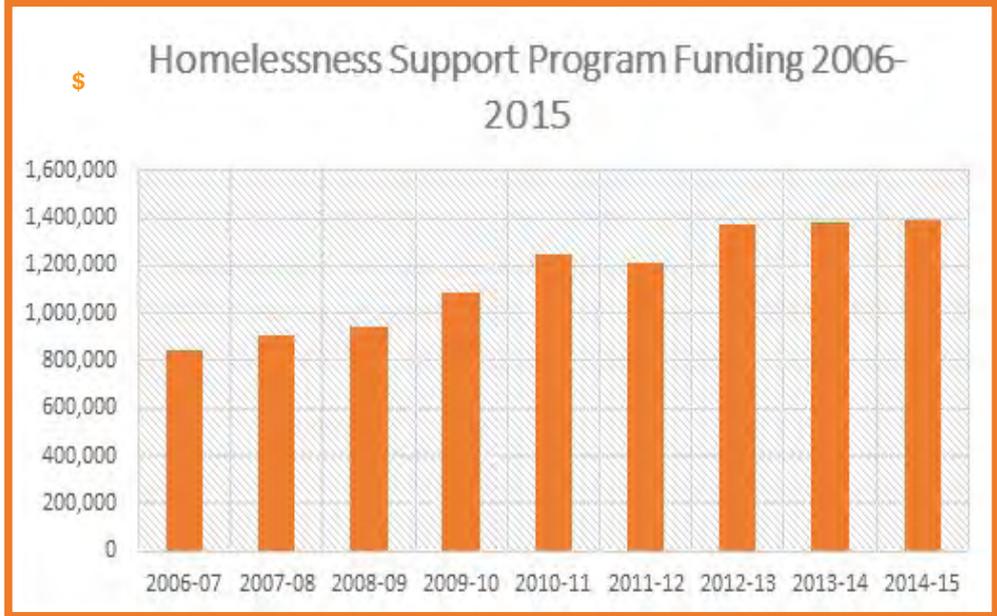
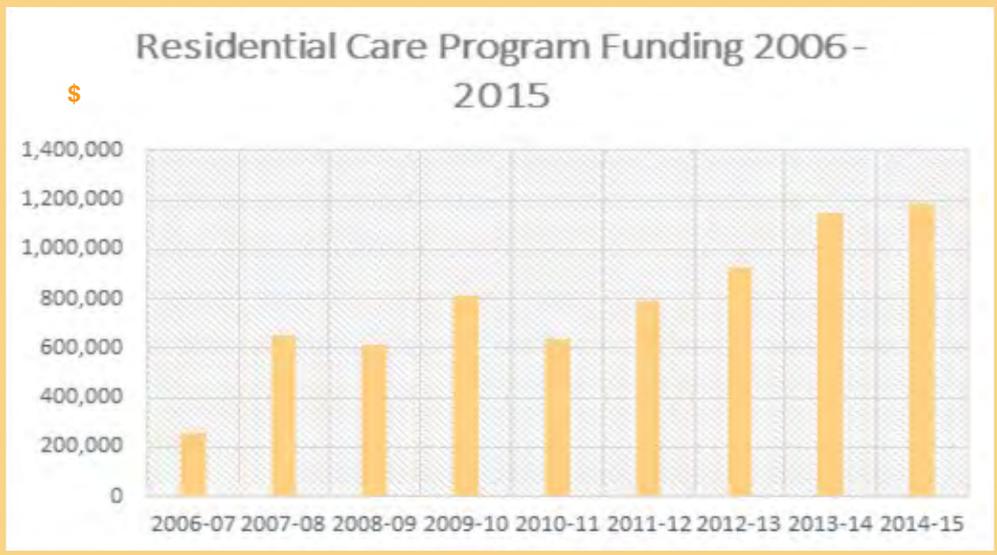
Doug Tonge
MASP Chief Executive Officer



MASP CEO Doug Tonge being presented Christmas Gifts for those in need by Shelbie Lynch of Ray White Mildura as part of the "Little Ray of Giving Program"

AGENCY OVERVIEW - FUNDING





KOKODA YOUTH MENTORING PROGRAM

Kokoda Stories & Quotes

Dear Ken, Greg, Kathleen and the rest of MASP

Thank you all so much for not only inventing / establishing a program such as the Kokoda Youth Mentoring Program but for continuing to improve, build, evolve and develop a program that I now have no words for in order to give it the justice it truly deserves.

The program is such an amazing opportunity for our community, both children as mentees and adults as mentors in order to provide support, guidance, motivation and desire to dream.

I took this opportunity and adventure, as just that, an adventure and an opportunity to help support and engage a young person and in some way provide a model or future that they could have as their own. This has forever been my passion and probably explains why I became and love being a teacher every day. However, it became much more than this. It became a personal journal for me, a lifelong connection with my mentee and a new family, one that I am proud to call my Kokoda family.

I cannot begin to explain the feelings that I have had over the last few days as normality has settled back in, everything from relief and disbelief that it is over to an enormous emptiness (not to mention a desire to do it all again!). Although the real highlight has been seeing the kids back at school and the excitement and passion they now show on their face when asked by other staff outside of the Kokoda experience what it was like and what is next.

Again no words can express this once in a lifetime opportunity that I have been fortunate enough to be a part of and I thank each and every one of you for everything.

Cannot wait to see what's around the corner for all involved.

Stacey / Armsy

Stacey Armstong Kokoda Mentor

"The bond that naturally occurred with my porter, the unconditional concern for my safety and getting me through the trek was one of the best things about my Kokoda experience."

Belinda Dixon Kokoda Mentor

It has been a great privilege to walk where our heroes fought. To now have better understanding of what they did so that we can live in such a free and beautiful country. Their sacrifice and those of the Fuzzy Wuzzy angels will never be forgotten. The amazing dedication of Brian, Ken and Greg make this journey one that brings community together and fosters youth growth and well being. An amazing group of mentors and mentees. We now have a special Kokoda family and it has been such a pleasure to see these wonderful young people embrace this journey, respect and show empathy to others. Well done, memories that will last a life time for all. Lest We Forget.

Jennifer Berry Kokoda Mentor



Well what an amazing physical & emotional roller coaster of an adventure!!

My involvement with the MASP Kokoda Youth Mentoring Program started a few years ago (not long after moving to Mildura) with what is now the Tour De Medina Cycling Team.

The cycling team raises badly needed funds to help support this incredible program run by Ken Innes & Greg Robinson.

A few of the riders had been on the Kokoda trip previously & all had nothing but positive words to say about the program.

The Kokoda Track had been on my bucket list & I thought this program would tick that box but also provide so much more than just walking the track.

The training began in February/March firstly with the mentors only & then the mentees got introduced into the training sessions.

It took time to get to know people & their names.

For the most the mentees were mostly apprehensive & so were the mentors.

By about week four the mentees starting to mingle more readily with the adults.

As each week went on remarkable changes in the mentees' attitudes & how they view adults in general.

Mentor/mentee matches were done. I got matched with Peter who reminds me of me in many ways. I kept things close to my chest, so does he. Peter was a bit of a "part timer" in that he liked to go "fishing" & miss out on training a bit however when he was there he was fully committed to the program. Overall I think Peter got a fair bit out of the program & hope he does the things he said he would do once he gets back.

Throughout the seven months of training & whilst over on the track I have seen the kids grow so much. The level of respect that they now show not only to one another but to adults is amazing. I spoke to one of the parents recently about the changes I have seen in their child & just the little things they are now doing that would never have been done some 6-12 months ago.

I really believe this program works, not only for the kids but for the adults.

I felt privileged to be part of it.

They called it the Kokoda Family & it is.

Everyone is there for the same reason – to help others & become better people in themselves.

The track itself is everything you want it to be & then some.

Brutal, beautiful, peaceful, eye opening, brutal, breathtaking, brutal, stunning, have I mentioned brutal yet!!

It is well lead by Brian Healey of Kokoda Spirit & the band of 50+ porters.

Brian has a true a passion for the track & you cannot help but get swept away in the raw emotion he shows.

I really hope the kids now have a more positive outlook on life & strive to be the best people they can be.

They all know that there are 20 odd there to help them when needed.

I know this probably gets said every year but I couldn't think of going on this journey with any other people than this group of awesome, amazing bunch of kids & adults.

Luv yas all

Spiz

Spiro Melissovass Kokoda Mentor



Taking on the Kokoda Track



Spiro and mentee Peter on the track

It's very difficult to put this experience into words that will truly give you an accurate description of the journey we have all been on! Training with 20 fantastic mentees and 20 awesome mentors for seven months in a close knit environment, I truly feel like I have known each and every one of them my whole life. I can honestly say I have never loved 40 people at one time before and it's an amazing feeling. They are not kidding when they say you will become a "Kokoda Family".

It brings tears to my eyes at how proud I am of every mentee and how far each and everyone of them has come since the very first training session, just seeing the kids confidence grow to be able to mingle, talk and relate to people with respect and ease is wonderful. The love and support that the mentees provided to their peers and mentors throughout training and on the track was outstanding.

A very emotional journey with services held at Brigade Hill and Isurava, even though I have been and experienced the Kokoda Track I still cannot get my head around the fact that this war took place there. It truly is amazing what our soldiers accomplished and I am forever grateful for their Courage, Endurance, Mateship and Sacrifice.

To me the track itself was absolutely beautiful, the village people and porters were all wonderful. Love the simple happy life the track absolutely had its challenges, you can never train too much and I for one am very grateful for putting in extra training sessions.

KOKODA YOUTH MENTORING PROGRAM

The wall was a standout day to me, I really enjoyed climbing it with Kylan singing most of the way. What a proud moment to get to know the inner Kylan. Corrie and I became walking buddies and soon were nicknamed the Wonder Twins, we shared so much on this trip, laughed, cried, swore and laughed some more.

While I am proud of each and every one of my Kokoda Family, I am mostly proud of my mentee, Connor. While he did the track physically with ease, there were some hard emotional times and I am very proud of Connor and how he faced these challenges. We share a bond that will last a lifetime and I can't imagine my life without my whole Kokoda Family.

Renee Korreng Kokoda Mentor

The Kokoda trail for me involved some of the most extreme emotions I've ever felt in my life. I felt pain, love, anger, sadness to the fullest extent that I've ever come across. Not once did I ever want to come home. I may have been sweating like hell but the gorgeous views, amazing people and positive emotions everywhere I looked.

The natives and culture of Papua were honestly a beautiful experience I haven't really ever gotten in my life. They're all so happy with what they have and the lives they live. Seeing each smile of the children you'd receive from just giving them a toy and some of your time. Except for one small child that bawled up as I gave her a teddy bear.

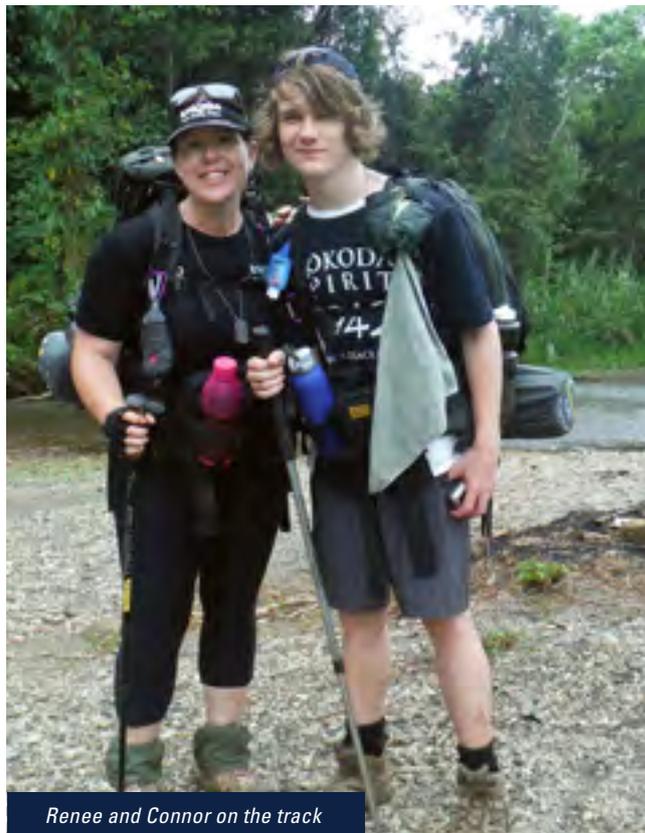
History is one of my favourite subjects in school and the history I got on the Kokoda trail. All of the emotions I felt during Brian's speeches brought a tear to my eye. There was one day where we listened to what'd happen in this very place and we sat down and looked at the view and sort of just teared up. It really shown the impact of Kokoda and how much it can take out of you.

What really got me through this extremely difficult trek was my beautiful mentor Renee. She got me through the difficult times, physical and emotional. She had never stopped loving me once and I couldn't appreciate the amount of help she's given me anymore. Our bond grew as strong as the farts we were rippen on each other on some of the days of the trek but never the less I love her all the same.

The thing I'm definitely going to miss is my "Kokoda family". They brought a positive look on everything every time I came to training and I couldn't love them enough. I know that we're all going to continue seeing each other and I know that this experience has given me the best of friends I'll have for the rest of my life.

Connor McFall Kokoda Mentee

When I first came into the program, I'm not sure I had the slightest idea what I was getting myself into. I'm still not sure what I was thinking! One thing I do know is that I wouldn't change a moment of the journey for the world.



Renee and Connor on the track

Along the way I met some amazing people and learned so much about myself.

I was lucky enough to be paired up with Billie, an amazing young woman who continues to amaze me with her strength and resilience. Billie and I were partnered in a 'mentor mentee' partnership, but nearly from the moment we met, we were so much more than that, we were able to learn so much from each other and also be there for each other during some particularly difficult times along the track and in our lives

Besides Billie I also met some absolutely amazing people, both adults and teens, and I was continually inspired by the people who surrounded me on the track. I can quite comfortably say that I would still be sitting 45 minutes out of Owers Corner on day one bawling my eyes out, if it weren't for my Kokoda Family!

The results of this program are evident in the changes these kids have made along the way, I am so incredibly proud to see these amazing kids making so many positive changes in their lives, not only after walking the track but throughout the course of the program. I am absolutely privileged to have been a part of these changes, and to have come into such an amazing second family! I wouldn't change a second of my journey, blood, sweat, tears and all. Our Kokoda journey certainly didn't end on the track, there are many more chapters in that book.

Corrie Quinn Kokoda Mentor

PROGRAM REPORTS



Homelessness Support Team- Back Row L-R, Ashleigh Gray, Rob Crouch, Lisa Harris, Rudley Johnson, Michael Foley, Lisa Borrie, Amanda Harvey. Front Row L-R, Kim Parker, Nellie Minter, Melissa Mannix and June Dowdy. Absent - Jenny Richardson and Celeste Smith

Homelessness Program

The Homelessness support program staff have continued to provide case management to disadvantaged members of our community that are homeless or at risk of Homelessness in a professional manner. I would like to thank all staff in the program for their ongoing commitment and professionalism in providing services to people in need.

All staff strive to provide a quality service by ensuring a holistic approach to their work in endeavoring to address the needs of all those we assist. Our program has provided case management to 616 people in need of homelessness support and assistance.

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 tends to be difficult to source that is, affordable and appropriate to the various target groups and continues to be the ongoing challenge.

I would like to thank staff that have participated in organizing and facilitating our 'Youth Living and Life Skills program' which is held twice per year, for their efforts as managing competing demands is always challenging. Young people that attend this group work have an opportunity to learn and develop their cooking skills, communication skills, increase their understanding of successfully sustaining a tenancy and

has a focus on health and wellbeing. The program earlier in the year held one session at a local gym. The participants were given a tour of the complex and provided with a brief workout. The gym provided the participants with a free two week pass and two participants have now joined the gym and attend regularly which is pleasing as this will enhance their health and wellbeing.

The MASP Homelessness program has been fortunate to participate in the new 'Hearspace' program in Mildura and is a consortia member. As the program is an early intervention health and wellbeing service for 12-25 year olds, we have staff members that are based at the Hearspace office two afternoons per week to provide an initial assessment for young people that maybe homeless and/or at risk of homelessness. Thank you to the staff that participate in this program as it is an opportunity to build capacity and partnerships with other community services that are based at Hearspace and provide an early intervention response to young people that might be homeless or at risk of homelessness.

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

PROGRAM REPORTS CON'T

The Assistance with Care and Housing program (ACHA) continues to provide support to persons that are aged and homelessness and/or at risk of homelessness via a case management approach exploring appropriate housing options and linkages with the health and aged care sector. The aged care sector is currently in a transition period with the introduction of 'My Aged Care' which is a centralised website and phone number for accessing aged care information and aged care services. This new system commenced in July 2015 and is an Australia-wide central contact point for older people, their families and carers to find out about local aged care services and to determine their aged care support needs. This will mean all clients referred to our ACHA program will need to register with this website and we will also be able to receive referrals via this access point.

The Intensive Case Management of Indigenous tenancies program has supported Indigenous people in public housing and Aboriginal housing. The program supported 20 people/families in their long-term housing assisting them to resolve issues that may have placed their tenancies at risk and have all successfully maintained their tenancies.

The ERF program provided financial assistance to 1387 people in financial crisis. This includes assistance for food vouchers, food parcels, rent assistance, transport to name

a few. A small number of people seeking emergency relief were referred to the financial case management program. This program provided support to people in financial crisis to address and alleviate financial stress. The Department of Social Services called for re-tendering of emergency relief in 2014 and unfortunately MASP was unsuccessful after providing this service to the local community for the past 20-25 years.

I'd like to thank Jamie-lee Bloomfield and Mathew Powell our Lead Tenants at Morgan House for providing live-in support to the young people that reside there and I would like to acknowledge the commitment they have made in a voluntary capacity in residing on-site.

In this past year we have not had many staff changes. We did however farewell Kristy in June this year as her family decided to relocate back to Queensland and be closer to their family.

Once again I would like to thank all the staff in the homelessness program for working together to achieve positive outcomes for people who are homeless and/or at risk of homelessness in quite stressful situations at times.

Nellie Minter
Homelessness & Disability Program Manager



Young people taking part in MASP's Living and Life Skills Program



Disability Services Team: Back Row L-R, Michael Ferry, Steven Reid, Russell Burdett, Rona Martinovich, Sandy Diaper, Loretta Waylen, Lyn White, Front Row, Trevor Scholar, Nellie Minter and Jessie-Lee Cordwell. Absent - Cari Fraser, Teniel Hogg, Abby Smythe, Judy Wakefield, Barbara Stroud, Leanne Faux & Dennis Berry

Disability Support Program

I would like to thank all the Disability Support staff for their ongoing commitment to the program and people we support who are some of the most vulnerable people in our community. The last twelve months has been a transition period with the re-structure in the Disability program creating two Team Leader positions and the departure of Rebecca as the Manager after many years. Both staff and clients have welcomed me into their program and their lives as the new Disability Program Manager and although I am based at the main office I do spend time at the Disability buildings every week and have had the opportunity to get to know all staff over the 12 month period as well as many of the clients.

The HACC program has had another good year with a few new participants joining the centre. Our veggie garden and chooks continue to thrive and are looked after by the participants and they enjoy the produce and eggs in our home cooked meals at the centre. The breakfast program came to completion earlier in the year with a few participants learning to prepare breakfast and replicating this in their homes. Participants and staff have outings on a regular basis and some of the favourites have been; picnics by the river, fishing and going out to lunch at local bistros. In the new year we will be employing an additional activity worker in the Day Centre and this will enable us to improve our service by providing more activities and giving participants more options with two staff participating.

Last year's Christmas party was held at the Irymple Hotel

bistro. We had a great meal and a lot of fun including a visit from 'Santa' who handed out presents to everyone.

Just Redgum has had a great year with three new young people joining our workshop, learning new skills and participating in outings and generally enjoying themselves. Just Redgum has attended The Mildura Field Days and Renmark's Field Days as well as the Mallee Almond Blossom Festival and held a display at Centro. Attending these events enables us to promote the program and products to the community and generate new orders. Sales have been good this year and we look forward to the New Year.

Last year's Christmas party was great with program staff and participants going to Tenpin bowling, the Hogs Breath for dinner followed by a drive by of the Christmas lights in town. It was a full night and everyone enjoyed themselves.

We continue to provide direct support and assistance to people on Individual Support Packages to live and maintain their independence in the community. We offer them support to maintain and manage their home, identify and engage in appropriate employment and education opportunities, attend to shopping and appointments and participate in social and community activities. We encourage the people we support in this program to be as independent as possible and to develop their personal skills with assistance. Three clients that we have been assisting for a number of years relocated out of the Mildura district

PROGRAM REPORTS CON'T

so we have wished them well in their new adventure. We have also gained two new clients into this program over the year.

The Independent Living Program which focuses more intensely on training young people to 'live independently', has had three young people take part this year. Two of these young people are now receiving funding under an Individual Support Package within the MASP program. This program focuses on assisting the individual to develop skills necessary to live as independently as possible with minimal support. It focuses on all life areas from shopping, budgeting, cooking, cleaning, attending appointments, banking and accessing the community in general and has a 'hands on' approach. This program can be hard work for the individual but also provides room for opportunities for some fun activities while accessing the community.

The Social Group (Community Respite) program has been actively operating for quite a few years. This program offers respite to parents who have a child/children with a disability for a few hours per week. The aim is to provide a constructive activity for the child to take part in, and encourage positive social skills while ensuring the participants are having an enjoyable time. Activities include bowling, cinema, swimming, visiting parks, a trip to Monash playground, a visit to Woodsies Gem shop and Perry Sand Hills. We run three groups per week with a maximum of eight participants per group with afternoon tea provided.

The Social Group Holiday program operates during school holidays for 2 days per week from 9am to 4pm attending an activity and includes lunch. The program provides the parents with respite for the day whilst confident that their children are receiving quality care with staff they are familiar and connected to due to their regular participation in the Social Group during the year.

One of the major events of the year for the Disability Program has been the opening of a supported accommodation home which can accommodate seven people. The home offers adults who have a disability, safe, secure and supported accommodation with meals provided and live-in support. Judy the Housekeeper resides on the premises and provides support during the week whilst Barbara provides support on the weekends.

I would like to acknowledge and thank all community members who have continued to support the Disability Programs at MASP by volunteering and/or making donations as without their contributions the programs would not be the success they are.

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

Nellie Minter
Homelessness & Disability Program Manager.



MASP's newly established Supported Accommodation Facility



Placement and Family Services Team- Back L-R Natalie Catanzariti, Maddison Dichiera, Louise Bowes, Greg Robinson, Kiara Noter, Renee Axton, Michelle Zmarzly, Front L-R Kathleen Buchecker, Ken Innes & Rachel Thomas. Absent - Stacey Kontogianis, Sam Rogers, Amy Cupper, Andrew Ball, Kerry Adams, Louise Smith, Mel Van Reyemersdael, Amy Johns, Jo Finlayson, Racheal Jaensch, Annie Villiva, Kate Robertson & Fiona Williams

Placement & Family Services Program

Another year highlighted by the quality tireless work of our ever dependable foster carers and our committed and dedicated mentors. In times when it seems to be OK to simply say "I'm busy, someone else can do that" or "I've had my turn, someone needs to step up" this hearty band of volunteers continue to answer the call, again and again.

Foster carers are the backbone of the Out of Home Care system "no foster carers" no foster care placement, it's as simple as that. The frontline work these people perform day in day out (year after year for most of them) should never be understated and should always be recognised as "champions of the community". Their work is invaluable and immeasurable in the lives of young people!

I'd like to personally pass on my thanks to these amazing people and their families.

I write my report on the eve of this year's MASP Kokoda Youth Mentoring Program.

Once again MASP have come up with a great bunch of local people keen to support young people in a mentoring role including making the trip over to Papua New Guinea to take on the Kokoda Track. The program continues from strength to strength and this year we have almost 40 people participating.

As years before show, memories and friendships will be made for life.

Another thanks must go out to Sunraysia Crane and Rigging for the generous donation made to ensure young people in Out of Home Care enjoyed Christmas and were given opportunities to participate in community activities of their choice.

Camping down the river for a week in January and a weekend away in Melbourne in July certainly hit the spot with more than 15 young people participating in these events. Canoeing, swimming, camping out while down the river and football at the MCG, IMAX cinema and the House of Bounce in Melbourne were just a few of the activities experienced by the young people.

Thanks to Neville and Leanne Scott for their efforts for putting on and running the camping adventure. The young people who attended are already asking about next year's camping trip with Nev and Leanne!

In closing I would like to thank Team Leaders Kathleen Buchecker Placement & Support, Fiona Williams Residential Care and Stacey Kontogianis Family Services, and their teams for their commitment, hard work and dedication to such an important role in our community.

Greg Robinson

Placement & Family Services Program Manager

PROGRAM REPORTS CON'T

Well the baby epidemic is finally over in not only the Family Services team, but within the broader Placement and Family Services team (for now I believe) after 9 years and close to 30 babies!

The program wrap for the last year looks a little like this:

Child FIRST: Amy Cupper welcomed her first child Thomas to the "MASP Parents/Baby Club" early September. Amy was welcomed back to the office at the start of June this year.

Sam Rogers is enjoying the joys of a kinder aged child and all the fun challenges that brings!

While we welcomed Samantha Cooke into the dual Child FIRST and Family Services role, she didn't kick off her shoes for long, returning to her primary field of passion, Maternal and Child Health Nursing in August. This opened up the opportunity for Sarah Wattie to have her husband wave his magic wand (and yes he is a Magician) to return home (born and bred Mildura girl) in November. Sadly, Mildura cold was too much and they returned to Townsville early July.

Michelle Zmarzly has since secured a substantive role within the team and also experienced her son fleeing the nest to commence university this year.

Natalee Catanzariti too secured a substantive role within the team. Like Michelle, Natalee made a significant impact on our team during her Social Work Placement, so being able to reel them both back in was great for the team.

So, a hectic year it has been for Child FIRST, completing nearly 1100 assessments with service delivery hours totaling over 5300 hours across the Mildura, Swan Hill, Gannawarra and Buloke Local Government Area.

A repeat of much the same has occurred for our Family Services program (Belinda McShane) who has provided over 1100 hours of service delivery (of a targeted 990 hours) to 22 families throughout the 2014-15 period. As mentioned earlier, Sam Cooke put in a strong effort for part of the Family Services program, so I wish to acknowledge her input and commitment again.

Early Childhood Development Program (ECDP) has ensured Jo Finlayson has been on her toes, with the biggest piece of work set to roll out early in the new financial year - an education package for early year's services in collaboration with MFC and MRCC.

As always, Best Start workgroups have meant continual networking but too reflection upon last year's Early Years Conference in October providing a great line up of guest speakers to over 150 professionals in the local area.

Jo too works within the Stronger Families program, having secured this position early 2014-2015, where she was privileged to be able to support four new adolescents in the program throughout the year.

Again, Annie made a strong comeback from round two of maternity leave into her Finding Solutions role post birth of Xavier the year before. Annie supported 14 families within

the Sunraysia area in this passing financial year, and I'm certain this coming year will present many new challenges for this program that Annie will take in her stride.

We were able to recruit Kate Robertson into our Youth Support Service (YSS) with recurrent funding also secured (previously funded for three years)! Kate in her role successfully supported 16 young people to divert them from the hands of Police and the Youth Justice system.

Our students also deserve a mention, Elissa Mewburn (La Trobe) and Jillian Frasca (SuniTAFE) put in tireless time and effort craving exposure in the field. Both ladies have since landed employment in the field, thus it is doubtful they will be strangers – Elissa at MDAS Family Services and Jillian within our Residential Care team.

So in finally wrapping this up as 2014-2015 has come to a close in Family Services, I cannot finish without commenting on my amazing team. Without the spark, strength and skill that each and every person brings to the team – we would not have the successes that we have even in those testing roller coaster moments.

Stacey Kontogianis
Family Services Team Leader

It has been a busy year for all programs in the Placement Support Team here at MASP, including the agency providing a high number of Out of Home Care placements over the past 12 month period.

In regards to staffing, we saw the transition of Andrew Ball from the Youth Justice Community Support Service to the Intensive Case Management Service resulting in the loss of Anna Laity, and the welcome of Kiara Noter to fill the YJCSS role. Over the past twelve months we have also welcomed back from maternity leave Louise Bowes to the out of home care team and Louise Smith to the carer recruitment and support role, and lastly we recruited Amy Johns to the growing out of home care team. Aside from this, over the past twelve months, the team also welcomed SuniTAFE student Jamie-Lee Bloomfield to the team for 6 weeks, and it was a pleasure to have her in the team. Students certainly ensure staff are kept on their toes knowledge wise.

Over the past twelve months the team has placed great focus on the recruitment and training of Foster Carers, which has seen staff support Louise Smith in a range of community events including the Wentworth show, Mildura Field Days, Little Day Out, pop up stands at Mildura Central and Mildura Mall. Leaving Care staff member Melissa Van Reymersdael also facilitated a MASP Foster Care team for the 2015 Relay for Life which was successfully completed by those who participated. More recently, Louise has completed a number of poster drops to local businesses providing details about Foster Care. Due to this recruitment drive the agency has been able to recruit three more couples to the MASP Foster Care pool. Thus, Louise has been busy with not only the recruitment and training of these new carers, but also the ongoing support provided to our current long term carers. Aside from this, we also



Melissa and Louise promoting MASP's Foster Care program at Mildura Central

celebrated one of our carer couples providing their 100th placement which is a significant achievement for a Foster Carer, and we now look forward to celebrating their 200th with them.

In September 2014, the agency's carers also participated in Foster Care Week by holding a morning tea for the Agencies carer. We are currently in the process of arranging the 2015 Foster care week celebrations, which will this year include a joint celebration with Mallee Family Care and Mildura District Aboriginal Service carers at Tin Pin bowling with the attendance of the Foster Care Association Victoria being an added bonus.

As mentioned above, the Out of Home care program has provided placements to a record number of young people over the past 12 months. Thus, staff have been busy not only with client contact but the work entailed in supporting these placements. Due to the increased number of placements the agency has been able to successfully apply for two more Kids Undercover bungalows, with one already being constructed. These bungalows allow us to provide ongoing long-term placements to teenagers and provides opportunity for them to develop age appropriate independent living skills, and they were a welcomed resource.

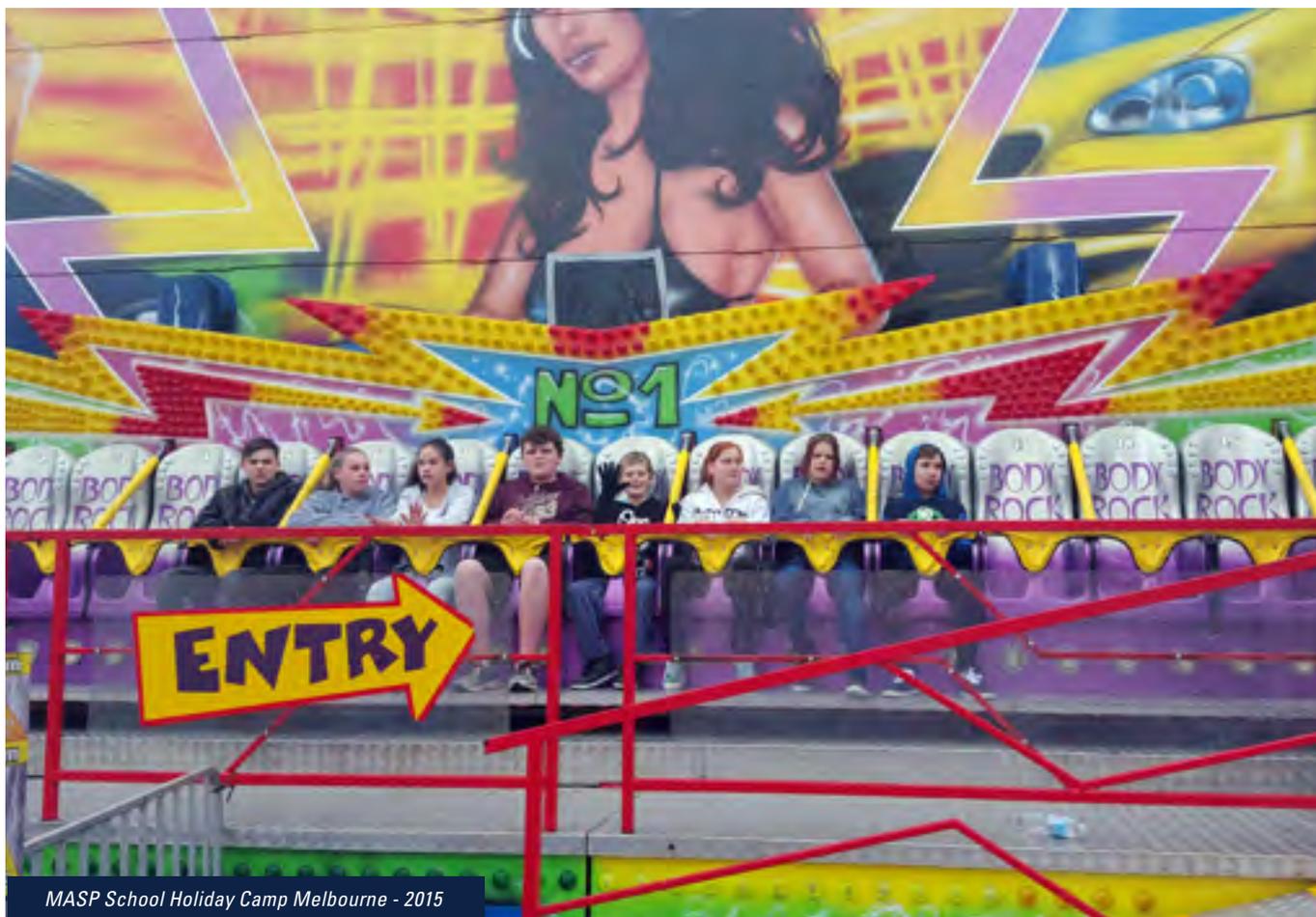
On the 11/10/2014, local business Sunraysia Crane and Rigging held a Ball at the Mildura Grand Hotel with donations from the event being provided to the Out of Home Care team to allow us to continue providing school

holiday programs and activities for young people in our care. Due to their substantial donation, the team have been able to facilitate the purchasing of camping items to take the young people camping during the school holidays with the assistance of two foster carers and also facilitated a trip to Melbourne where the young people attended a football game, Luna Park, Imax cinema, Bounce Inc. and the Eureka Sky Deck. Aside from this, the donation also allowed staff to facilitate smaller activities locally including Ten Pin Bowling, Inflatable World, the Cinema and Putt Putt.

Over the 2014 Christmas period, the out of home care program was provided with a substantial amount of donated presents by the wonderful staff at Ontario Medical Clinic and then also received further presents donated by Southern Cross Farms. These donations allowed us to provide the young people in our care with fantastic gifts during our Christmas party. The generosity overwhelmed staff and certainly led to some happy faces among the gift recipients.

In 2014, the Kokoda Youth Mentoring program saw 17 mentees and 18 mentors along with two MASP staff successfully complete the trek and in September 2015 18 mentees and 19 mentors again with the support of two MASP staff will also complete the Trek. Thus, the Kokoda Youth Mentoring program continues to be able to support a high number of young people, while still being able to locate a number of adult mentors from within the community. The ongoing support of the community in general continues to ensure the Program will run into the future.

PROGRAM REPORTS CON'T



MASP School Holiday Camp Melbourne - 2015

The Leaving Care After Care program has been able to celebrate two young people successfully obtaining their Probationary driver's licence, which is a significant achievement for both of them. Aside from this more recently, a number of young people have also successfully obtained their learner's permits and will be supported with driving lessons and then mentoring to ensure they can complete their required hours.

So to conclude what has been a busy year, I'd like to take this opportunity to thank the program staff for their dedication and ongoing hard work. They are truly committed to the work they do and the clients they have contact with, thus ensuring some great positive outcomes and support.

Kathleen Buchecker
Placement Support Program Team Leader

2015 has been somewhat of a quiet one for residential care, we have seen the departure of several staff members who have been replaced by some vibrant new workers. Once again in May we were able to attend Resi Rocks, a celebration of Residential Care workers, where there were some fabulous stories of people who had experienced

adversity and managed to rise above it to go on and excel in their fields.

We have created three contract positions which has allowed for a level of stability previously lacking on the roster. This has also allowed us to provide the young people with a key worker each, giving them a 'go to' person for needs that may be slightly more complex than their day to day needs.

We have been able to send one of our young people to the various holiday programs that the home based care staff have organised. We are also fostering a vegetable garden in the backyard at Chaffey and hoping to build on this for a bumper crop of summer tomatoes!

Two of our young people have been star recruits at Netherby, giving them some handy pocket money in time for the Mildura Show.

This year we have been able to access Youth Mental Health First Aid training and we are looking forward to improving our skills in Looking After Children data collection in November.

Fiona Williams
Residential Services Team leader



Finance and Admin Team, Back L-R Brian Walsh, William Cole, Garry Keller, Middle- Rita Valentich, Veronica Kidd, Joy Sullivan, Front: Nessie Sievewright, Shirley Daniel and Rae Baker

Administrative and Financial Services

Once again MASP has successfully grown over the past year enabling us to support members of community.

Our financial position has further strengthened with positive results for the year just ended both in financial performance and balance sheet stability. This in turn enables MASP to deliver better support to our clients.

I would like to comment that we have many dedicated people working in our organisation who support its operation. Veronica Kidd has taken on the role of EA to the CEO Doug Tonge and prior to that supported social housing staff assisting our clients with their immediate housing issues. Garry Keller has been instrumental in improving our information technology throughout MASP. Garry has enabled all of our centres to be linked remotely, giving them greater access. We are focusing on technology and, with further demand on our services, it is important to ensure that proper systems are in place to support the expected growth and demands, not only from our clients but also reporting to our funding agencies.

As previously stated, we started looking to the future by upgrading our existing systems. We recently launched MYOB EXO Business Solutions Systems, upgraded our technology to include remote access, and will be looking at ways to increase

the security of all staff through smarter communication links.

This year we welcomed Rita Valentich to our team as Senior Finance Officer. Rae Baker and Rita have spent many hours working on the annual financial reports and the upgrade of our accounting software.

In regard to our new business system we are starting to see benefits in reporting, budgeting and better recognition of costs. Reporting is important as we must report to our funding agencies, in particular the Department of Health and Human Services (DHHS). DHHS is a major funder of MASP as most of our programs delivered in North West region (the Mallee) are funded by the Department.

Our property portfolio has expanded over the past 12 months. We bought three houses close to the CBD to accommodate our clients and these houses were purchased from donations and fundraising activities managed by Mark Ross over the last three years. Further, a group accommodation property was purchased in Vidovic Avenue for clients with disabilities. All of these properties were refurbished and a lot of good work was done by Garry Keller and Brian Walsh (maintenance) to get the properties up to the required standards to suit client accommodation.

PROGRAM REPORTS CON'T

Brian is a qualified builder and has greatly expanded our ability to refurbish and renovate our property portfolio and I would like to thank Brian for his significant contribution over the past twelve months.

Shirley Daniel and Joy Sullivan have been the front line of MASP for many years and we all appreciate the work they do.

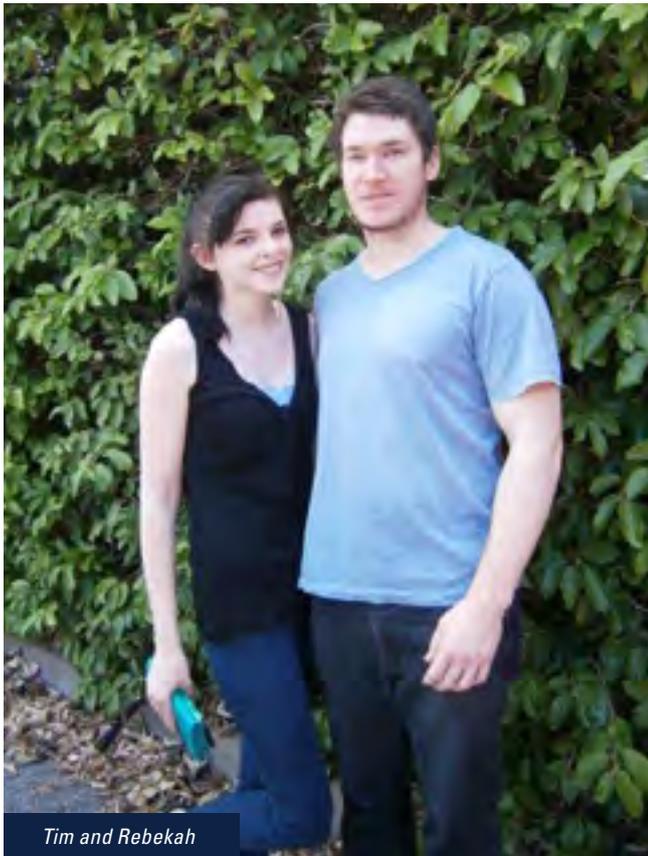
In conclusion, I would like to thank the Finance and Administration teams Garry, Joy, Veronica, Rita, Nessie, Shirley, Rae and Brian as well as the other members of MASP for their efforts over the past year.

William Cole
Chief Financial Officer



MASP staff, Melissa, Veronica, Joy, Sam, Renae, Natalie and Shirley taking part in Footy Colours Day

TIM & REBEKAH'S STORY



When we think back to the first time Tim and Rebekah came to MASP it's hard to believe how their lives have changed.

We first met Tim and Rebekah two and half years ago; they were on the verge of homelessness, they were unemployed and their belongings could fit in the back of a ute.

Since that time, Tim and Rebekah, with the help of their support workers at MASP, have turned their lives around. They have seized every opportunity presented to them with open arms and the result is a credit to them.

Their first opportunity arrived when they applied through the MASP Homelessness Support Program for one of MASP's 2-bedroom long term properties which was vacant at the time they presented as homeless; and they were the successful applicants.

The first sign that the young couple were to become excellent tenants was when they made the difficult decision to give away their new little kitten as the tenancy called for "no pets". A difficult decision but a responsible one!

They settled into the property quickly and slowly gathered a few belongings. Not long later, the first hurdle presented itself... their unit was burgled and their valuables were stolen. This was very disappointing for them, but it did not cause a setback or alter their determination to make their lives better.

It was at this time that Rebekah started her own small business – selling candles – even coming into MASP and leaving a book for staff orders - very enterprising for such a young shy girl.

They were slowly getting ahead. It was then that staff identified Tim after successfully proving himself as a hard worker at MASP's Netherby Station Apricot Orchard as a potential employee for MASP's Bins and Things Social Enterprise business* and offered him a job. Of course, he accepted and by now Rebekah had started working part time at the Mildura Central.

Tim committed himself to his new job for almost two years and without a doubt it was life-changing for him. It was not a very pleasant job but he stuck at it. He changed over time from a young man with low self-esteem, lacking confidence to being more communicative and much happier.

By now they had been living in the MASP 2-bedroom property for two years... this was a long term property and they could have stayed for as long as they wished but they made the decision to apply for their own private rental and move out of the MASP property... as, in their words, they wanted someone else to be given the same opportunity that they were given.

So they filled out all the forms, sought out references and started applying for their own private rental. The day came... their first application... and they were successful... to their great excitement... and well deserved!

Tim is now working as a security guard for two local security firms and is happy to be putting the bin cleaning behind him and Rebekah has two part time jobs locally. They both love their jobs and they are looking ahead to the future with renewed enthusiasm.

*The Bins and Things Cleaning Service is a MASP Social Enterprise involving the cleaning of domestic garbage bins, skip bins, brick pavers and concrete cleaning and continues to provide other young people with the opportunity to become gainfully employed and give them the chance to change their life's direction.