

# Mambourin Enterprises Inc 2010 Annual Report

Dignity | Empowerment | Diversity | Partnerships



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# OUR VISION / OUR MISSION / OUR VALUES

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## Our Vision

- A community enriched by people with disabilities achieving their potential and enjoying independence.

## Our Mission

- Mambourin Enterprises Inc is a not-for-profit community service organisation which forms partnerships to empower people with disabilities to achieve their potential.

## Our Values

- Dignity
- Empowerment
- Diversity
- Partnerships

# PRESIDENT'S REPORT



Don Atherton

It is with great pleasure that I present to you the 38<sup>th</sup> Annual Report for Mambourin Enterprises Inc.

This is the tenth Annual General Meeting for me as President, and will be my final one in this role. I have taken the decision to resign from this position at the conclusion of this AGM. I feel that I have given everything that I possibly can to this role, and Mambourin is well-positioned and ready to move into its next phase with a new President. I will continue to contribute as a director, and will fully support the new President in any other role the Board and President would like me to undertake.

This decision has given me pause to reflect on the last decade, and the many steps both large and small that this great organisation has taken. For example, during this time, Mambourin has:

- grown in annual turnover from \$2.4 million in 1999/2000 to more than \$6 million in 2009/10 and will be over \$9 million in this current financial year due to the merger with Westnet;
- added sites of operation in both Stanford Street Sunshine, Market Road Sunshine, Melton, expanded significantly at the Werribee site with the additions of the Café and Ison House, and recently added Braybrook, Deer Park and Maidstone;
- increased the number of people to whom we provide services to more than 400 from around 100 in 1999/2000;
- changed from a Committee of Management with a heavy focus on operations to a Board of Directors which is business-like and highly professional in its approach to leading the governance of the organisation.

As I have reported in previous Annual Reports, as a result of our strategic planning work, we had come to the conclusion that Mambourin must grow substantially to be sustainable in the longer term. This was considered necessary so that we could:

- meet increasing compliance requirements such as an externally audited quality system across the organisation;
- appoint specialist roles in key areas such as human resources, quality, information technology and Individualised planning and service delivery;
- continue to develop and improve the quality of services we currently provide; and
- meet the needs of the rapidly growing population in our region.

In the last 12 months we have put very considerable energy, focus and resources into a range of initiatives, including:

- completion of the extensive redevelopment of our Werribee South site;
- an exciting new venture in our Packaging Division at Market Road Sunshine; and
- the merger with Westnet Inc.

I congratulate the members of the Westnet community for their decision to merge with Mambourin and for their legacy which they have entrusted with us. We will repay the confidence they have shown in Mambourin.

I note that during the year we have committed or spent significant capital funds to improve many areas of Mambourin, including both the employment areas and day services. I continue to be reassured by the excellent financial management and prudent decisions of the Board, its committees and our executive team.

All of these success stories are extremely exciting for us, but Mambourin's Board is conscious that we cannot rest on our laurels and assume that the work completed to date will deliver the growth and prosperity that we need. The Board continues to work diligently and professionally to ensure that the organisation has the right plans in place to drive quality of outcomes for the people we support well into the future. To this end, we will be embarking on another round of strategic planning in the coming months and we look forward to sharing the results of this work with you in due course.

I acknowledge and thank the Commonwealth Government for the recurrent funding of our supported employment and the Victorian Government for funding our day services and respite activities. Without this ongoing financial support, we would be unable to deliver our services.

Financially we are in good shape. We are confident that we have the correct strategies in place, and the right people in the right roles, to adequately address the financial loss recorded in 2009/10 in the coming year. This result was the result of a combination of accounting adjustments and capital purchases, and was also due in part to our dedication of resources to the Westnet merger and is not of particular concern to the Board. Of course, our focus is not purely a financial one and the Board accepts that certain levels of investment are necessary in an organisation such as Mambourin.

I would like to thank the other directors for their tireless efforts. This dedicated band of people toil behind the scenes in support of Mambourin. The various members of the Board bring to the table a broad range of skills and competencies and all are committed and dedicated to the long term success of Mambourin.

I would like to extend our appreciation to Mrs Therese Awad. Therese tendered her resignation from the Board in April 2010 due to the difficulties in travelling a long distance to and from meetings after a full day of work. In her letter of resignation, Therese said: "To feel that I am letting go a pleasurable task that was occupying a huge part of life, the surrounding that I have grown to cherish, the people that I have met throughout my association with Mambourin. Believe me this was one of the hardest decisions that I have had to make." Indeed, the Board will also miss greatly Therese's many quality contributions, her incessantly cheery disposition and her wise counsel. We extend our heartfelt thanks to Therese for her contributions as a director since November 2005.

I would like to acknowledge Julie Mason, who resigned in September 2010 after eight years on the Board, and fulfilling the role of Vice President for the past five years. Julie is the Principal of the Baden Powell College and an active member of Wyndham Rotary among other significant community involvements. Prior to joining Mambourin's Board in September 2002, Julie had been Chair of Mambourin's capital fundraising committee, dubbed "Grow Ability". Julie has helped lead massive changes since joining the Board, and has contributed significantly using her professional skills. Governance processes have been developed substantially, together with encouraging an enterprise culture and more professional approach throughout the organisation. Typical of Julie's professional and considered approach, she described in her resignation letter how her workload as Principal had increased dramatically in the past three years and "I cannot be a part of something unless I can contribute in a satisfactory manner so I know that the resignation is the best thing for all concerned." Julie's erudite and thoughtful contributions will be very sadly missed and Mambourin will be the poorer for her decision, but of course we understand Julie's reasons, thank her for her contributions to Mambourin, and wish her all the best for the future.

In September 2009, Barry Fitton was elected onto the Board. Barry holds a Diploma in Superannuation Management and Occupational Health and Safety, and a Certificate IV in Training and Assessment. He was a director of Co-Invest (Building Industry Long Service Leave Board) for five years and a licensed dealer in securities when working as a co-ordinator for C-Bus. Barry has extensive experience as an advocate in various State and Federal tribunals and extensive experience in the management of occupational health and safety and workers' compensation matters. Barry has also represented Government as the chairperson of various committees. Barry is the father of Michael who is supported by Mambourin.

In October 2009, the Board co-opted Megan Puszkas onto the Board. Megan holds a Bachelor of Laws and a Bachelor of Media Studies, and has been admitted to Practice as a Barrister and Solicitor in the Supreme Court of Victoria and High Court of Australia. In her current role she is practising with Harwood Andrews Lawyers. In previous roles Megan has worked for Job Watch Inc and as a Customer Service Officer in Darebin Libraries. Megan is a young lawyer who practises, and lives her life, with a very strong ethical and moral compass. She is driven to help improve the lives of people who experience disadvantage in our community.

On behalf of the Board and indeed the entire Mambourin community, I would like to pass on our sincere appreciation for a job very well done to all staff and volunteers for your dedication, hard work and skills. The success of the organisation relies on your contributions. Without you, quality provision of services and support would be impossible.


Finally, I thank our management team. Our Chief Executive Officer, Rohan Braddy, our executive team and all Mambourin staff, continue to move Mambourin forward with great purpose, energy and an unwavering focus upon the people we serve.

I feel greatly honoured to have had the privilege of being the President of such a wonderful organisation, which is so valuable to the people of the western suburbs of Melbourne.

#### MEMBERS OF THE BOARD AND MEETINGS ATTENDANCE 2009-10

DIRECTOR	TOTAL	*POSSIBLE	NOTES
Don Atherton	8	8	President
Therese Awad	1	5	Resigned April 2010
Krist Davood	5	8	
Barry Fitton	5	8	Joined September 2009
Vern Fettke	6	8	Treasurer
Mary Gillett	0	8	Secretary, leave of absence granted
Cathy Jeffkins	6	8	
Andrew McGowan	7	8	
Julie Mason	5	8	Vice President, resigned September 2010
Megan Puszkas	6	7	Joined 27 October 2009

\*From AGM 2009 to end of financial year



Don Atherton, President

# TREASURER'S REPORT

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It is with pleasure that I present to you the audited financial accounts for the financial year ended 30 June 2010.

This year's loss of \$37,855 is a decrease of \$388,615 over the previous year's result.

Total income increased by a modest \$121,478 (2%). Increases in State and Commonwealth Governments Funding of \$70,225 (1.5%) together with an increase in Australian Disability Enterprises' (ADEs) income of \$106,416 (14.6%) were offset by a decrease in interest income of \$35,283 (65%) and other income of \$18,086 (32.9%).

Total expenses increased by \$510,093 (9.1%). Labour costs increased by \$534,785 (12.7%) reflecting a significant increase in provisions for staff entitlements, the employment of an internal IT specialist (which represents considerable savings in Contractors over the previous year) and some departure payments for a number of long serving staff. The significant increase in provisions for staff annual leave and long service leave entitlements is attributed to the high retention rate of our experienced staff, which is a win on all fronts, because with lower-than-industry-standard turnover, our recruitment and training costs are lower than average and our experienced staff are better placed to provide great outcomes for the people we support whilst knowing that their entitlements are fully provisioned.

A considerable amount of work has been done by the Finance and Administration team to review the asset register during the year. A number of adjustments were made to bring assets to cost price by removing the previously recorded asset revaluation reserve. In addition a number of assets were written off as they no longer provided economic benefit to Mambourin. This has brought the asset register in line with modern accounting standards and creates a solid platform for our balance sheet moving forward. Asset register changes, combined with the trading loss, have resulted in total equity being reduced by \$116,044 to \$2,562,213.

The highlight of the financial year was the increase in Australian Disability Enterprises' (ADEs) income of \$106,416 which is a 14.6% increase. Growth of this magnitude is something most businesses would be pleased to achieve, especially off the back of the Global Financial Crisis.

The reduction in our cash position during the year from \$746,439 to \$380,172 is in large part attributed to the payments that were made during the year towards the completion of the Werribee South building project and for the outright purchase of a new wheelchair hoist equipped bus, both of which are being thoroughly enjoyed and appreciated by the clients and staff who use them. The remainder reflects the trading deficit.

Due recognition should be paid to Mambourin's small Finance and Administration team, ably led by Philip Lange, together with Robyn Power, Alma Zulovic, Maree Robinshaw-Standring and Warren Yates for the mountain of work that they got through in this financial year even while the merger with Westnet loomed large and added to their workload. Significant gains were made in a number of areas, and all were achieved with a cheerful smile and a professional attitude. We are very grateful to you for all of your hard work and for your support.

A handwritten signature in blue ink, appearing to read 'Vern Fettke', with a stylized, looped initial 'V'.

**Vern Fettke, Treasurer**

# CHIEF EXECUTIVE OFFICER'S REPORT

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Rohan Braddy

Mambourin has experienced a year of rapid growth, dramatic change and exciting new opportunities.

## **Packaging Business relocated**

In the 2009 report, the President Don Atherton said, "We are already planning Mambourin's 'next big thing', and will enjoy sharing with you our plans in the coming months". In my report I described in detail changes that we had made in the Australian Disability Enterprises (ADE) group. We made these changes to ensure that these businesses are viable and therefore the jobs of all of our supported employees and their supervisors are secure in the longer term. One change I mentioned was "investigating possible new income streams such as...major new contracts for our Packaging business".

The 'next big thing' that Don and I were referring to was the move of our Packaging business to a new warehouse totalling some 2,200 square metres, located in Market Road Sunshine. We commenced operations at this site in October 2009, and the Honourable Bill Shorten MP officially opened the facility on 15 December 2009. This new facility allowed us to take on much more work so the reductions in hours reported last year could be reversed. It provides a much more diverse range of work activities allowing our supported employees to learn new skills and maintain interest in and enthusiasm for their work by varying their working day more. It also addresses serious OH&S concerns that we had due to the very cramped facility at Werribee South, and provides the opportunity for our supported employees to participate in a more integrated work force.

We had to make some very difficult decisions and were acutely aware that these decisions caused pain to some, but they provided the basis for a much stronger ADE group overall which will be able to provide many more opportunities to supported employees in the longer run. After some initial concerns, all supported employees and supervisors have settled into this new facility really well and are thoroughly enjoying working there. We are very grateful to them and their families for embracing this change, and assisting us to make it as smooth as possible.

One significant issue that continues to be of great concern is the lack of a controlled pedestrian crossing near our facility. We are proud and pleased that many of our supported employees travel independently to and from work, using the bus that very conveniently comes right past our front door. But Market Road is busy with traffic, and difficult to cross safely. With the construction of the Western Link in the coming years, this situation will only worsen. We have actively lobbied all levels of government and the relevant government department (Vicroads) and will continue to do so until our concerns are adequately addressed.

We sincerely thank (then) Parliamentary Secretary Bill Shorten, who managed to secure a fair indexation increase in our funding for our Australian Disability Enterprises from 1 July 2010. We worked very closely with Mr Shorten and the ADE sector to achieve this result at the time, but this work continues, and we are contributing to a price review process that will hopefully deliver a better funding outcome for our ADEs into the future. Other work taking place in the ADE space at a sector level is the development of a ten year vision, to which Mambourin has also significantly contributed.

## **Completion of Werribee South**

Over the past 18 months or so, we have undertaken extensive redevelopment of our Werribee South site. This has required an investment of approximately \$900,000, and has created a facility that is absolutely first rate in every regard. It provides modern, clean, safe and bright spaces for our clients and staff, and provides the opportunity for substantial growth in client numbers at this site in the coming years.

Unfortunately, completion of the project took many more months than we had planned due to circumstances beyond our control. We are still waiting for new furniture, but at the time of writing, the delivery of this furniture is imminent, and once we have all of these details addressed, we will arrange an official opening of the new facility and celebrate this success with the wider Mambourin community.

This is extremely exciting for us, and I am very pleased whenever I visit the site to see the clients who use it enjoying these wonderful new spaces. I am very grateful to these clients and their families, and also to the Werribee South staff, for their patience and understanding over the many years that it took us to save sufficient funds to undertake these works, and then for their forbearance during the inconvenience of having to temporarily relocate during the construction period, and finally for putting up with and working around the 'teething' problems we have had once we moved into the new building. Thank you everyone.

## **Merger with Westnet**

The merger with Westnet did not officially occur in the 2009/2010 financial year, with the resolution of members to voluntarily wind up and transfer their assets to Mambourin occurring on 30 June 2010, but not taking any legal effect until 1 July 2010. However, a huge amount of work was done in the eight months or so from when the possibility was announced by the then Administrator of Westnet, including the development of a new organisation structure, an extensive due diligence examination of the business required before any decision to proceed could be taken by either party, and detailed business and operational planning.

This merger required an enormous amount of work for our small finance and administration team, and created a sustained period of uncertainty and change for our staff. However, it has already shown that it was the right thing to do, and I believe the people we support across the new Mambourin will reap the rewards of this decision well into the future. Benefits include:

- better service to provide individualised support services and meet quality standards allowing people with a disability to choose what services should be provided to them;
- improved training and development and career opportunities for staff;
- greater staffing certainty;
- cost savings and efficiencies in administration which maximises direct service benefits;
- rationalisation of transport services, including cost savings and reduced journey times for individual users; and
- opportunity to review management and staffing structures to enable us to respond better to changes in the planning and delivery of services.

We thank the Westnet Administrator, members, staff, clients and families for choosing Mambourin as their merge partner.

When Mambourin merged with Westnet, Mambourin inherited the operation of the Horseshoe Bend Farm, a property owned by Parks Victoria in Keilor.

However, it quickly became clear that the owner Parks Victoria were not willing to vary the conditions of the lease to make it sufficiently attractive to us to continue operating the Farm, and if we were to continue doing this we would be stuck with unsustainable losses of hundreds of thousands of dollars per year, whilst providing quality outcomes for a relatively small number of clients. Consequently, we took the decision to exit the operation of the Farm. Affected staff were transferred to other roles, alternative programs were developed for affected clients, and the animals on the Farm were gifted to Parks Victoria.

Whilst we regret that Parks were not willing or able to negotiate an acceptable lease arrangement with us, we do not feel that all is lost because of this decision. The Farm will continue to be available to our client groups as a public resource to visit if they wish. We will express an interest in operating the Farm in the future if the terms of the offer are acceptable to us, and if another group operates the Farm we will negotiate to have client programs such as operating the kiosk or working in other capacities on the Farm.

### **Inclusion and Partnerships, Individualised Planning and Service Delivery (IP&S)**

One of the great benefits of merging was that it made our organisation big enough to be able to afford a couple of very important specialist positions. Ana Pisani was appointed to Inclusion and Partnerships Manager, and Melissa Chapman was appointed to the role of IP&S Manager. Both of these people have proven to be outstanding contributors who have simply excelled in these new roles. They each have a wonderful capacity to always put the people that we support first and foremost in all of their thinking, and are working tirelessly to ensure that the quality of outcomes we deliver for each of the people we support is as high as possible. Recently, Melissa led an Information Evening for families who are interested in exploring more individualised service options, and we look forward to working in partnership with these and all families as we strive to ensure that the needs, wants and goals of each person that we support continue to be met over time.

More generally, we are working towards a new service culture that focuses on increased access to and participation in services. For example, Ana has been focussing on the supports that we provided to people who may exhibit behaviours of concern. Our goal is to be always able to provide a quality service to each individual, regardless of their needs, and I am delighted to report that through Ana's focussed work, several individuals who might have previously been denied a service due to certain behaviours, are being supported in a healthy, safe and happy way for everyone concerned.

### **HR Manager**

Another benefit of a larger organisation is that we can now afford to have a dedicated HR Manager. Cassandra Smith recently started in this role, and has already achieved a lot as she commits her time and effort to creating improved career opportunities for staff and a greater capacity to broaden their skills, capabilities and qualifications.

### **National Disability Insurance Scheme (NDIS)**

Mambourin has joined a growing list of organisations supporting calls for an NDIS. Mambourin has joined the cause because we believe this scheme has the potential to transform the lives of Australians with a disability and their families.

An NDIS would provide people with a disability with the care, support, services, therapy and equipment they need to lead an ordinary life. As a Medicare-type scheme it would create a secure and consistent pool of funds for services and support. Most importantly, it would provide support and assistance to all people with a disability no matter how their disability was acquired.

The NDIS is a transformational reform on the scale of Medicare and compulsory superannuation. But it will not become a reality without broad-based support. Politicians of all persuasions as well as the general community will need to be convinced of the necessity of the scheme. It is not enough therefore to simply think it is a good idea. The sector will have to actively campaign to secure commitment to the scheme. Mambourin continues to do just that, and has contributed significant funds to the campaign.

### **Golf Day**

The **Metro Corporate Entertainment/Mambourin Charity Golf Day** was held on 22 March 2010 and was a great success. Thank you most sincerely to Mr Brian Munn for his generosity in taking up Gold Sponsorship of the day, and for his ongoing support of this event and Mambourin more generally. We are most gratified that there are solid and upstanding members of the community who support us in our work in empowering people with disabilities.

The golf day was again held at the prestigious and beautiful Sanctuary Lakes course at Point Cook. We are extremely grateful to Sanctuary Lakes for their support.

I would like to say to each and every sponsor and participant a most sincere thanks for your contributions and support.

I would like to thank very much the organising committee led by volunteers John and Jeannie Burbidge for their leadership in organising this outstanding event. The money that they raise is of course extremely valuable to us, but just as important are the other intangible benefits associated with making ourselves better known to others. For example, there are businesses that previously did not know much about us but now fully support us because they subscribe to our mission.

Proceeds from the past two golf days were used to purchase a Ford Transit Dual Cab 7 seater. The truck proudly displays Mambourin's logo and contact details, and is used for daily gardening jobs throughout the western suburbs. Mambourin's regular clients include Rose Grange and Heathglen Retirement Villages and the Werribee Racecourse. Our supported employees are very happy with the new purchase and have gone to great lengths to keep it looking clean.



Our next Golf Day will be on Friday 25 March 2011, and we would greatly appreciate your support of this significant event in the Mambourin calendar.

## Generous support

Every year, we are very fortunate to receive generous support from a range of people and companies, and this past year was no exception.

The merger with Westnet was a complex and difficult task from a legal perspective. We had to ensure that the respective constitutions of the two organisations were followed, together with a range of legislation governing this area, importantly including the terms and conditions of the staff affected by the transmission of business. John Mann who is a partner with Middletons and Kelly-Marie Lorimer who is one of Middletons' Legal Advisors, provided countless hours of pro bono advice, guidance, support and help through the myriad issues that we faced. We simply could not have achieved such an outstanding result for the people we support without Johns' and Kelly-Marie's contributions, and we are extremely grateful to them.

**middletons** | *straight talking*

David Rintoull and his staff from **Mossfiel Electrical & Safety Management Pty Ltd** continue to make the very generous contribution of ensuring the safety of all of our service recipients and staff, and saving us a considerable amount of money as well by electrically testing and tagging all of our equipment.

Judith North of NOW Architecture was the principal architect and project manager for the redevelopment of our Werribee South site. A significant proportion of this work has been undertaken pro bono, at considerable expense to Ms North personally and her business. We have been humbled by her generosity on many occasions. As our architect, Ms North has an amazing capacity to quickly come up to speed on our issues and concerns and because of her dedication to and passion for helping us deliver our goal of providing the highest possible services to people with disabilities, she goes the extra yard, taking the time to understand the special set of circumstances associated with our particular client group, and disability issues more generally such as the State Disability Plan, and legislation that impacts on this area.



## Staff changes

In the period 2009/10, the following staff have left Mambourin: Allan Brack, Lindsay Coates, Noel Forbes, Ron Holman, Olga Mazel, Warren Penna, Carol Scarica, Katherine Sullivan and Helen Walker. Thank you for your many and varied contributions to Mambourin and best wishes for the future.

We have welcomed onto our permanent staff: William Brooks, Michael Homann, Irene Kerr, Peter Marsden, Qamer Mirza, Lea Richards, Kathy Strauss, Georgia Theodoropoulos, Katie Walker, Somchit Yateman. We extend a very warm welcome to all new staff and hope that you have a long, productive and enjoyable association with Mambourin.

## Volunteers

As in most not-for-profit organisations we benefit from the valuable services and supports provided by a dedicated band of volunteers across the organisation and without their contributions Mambourin would not be able to supply the quality service that it does. Thank you to all of you.

### Special mention

Yvonne Vroom continues to provide amazingly high quality support to both the Board and to myself. Her professionalism, dedication and diligence, and her willingness to 'go the extra mile' all serve to make her an extremely valuable member of our team.

### Board of Directors

On behalf of the entire Mambourin community, I extend to each director our gratitude for their willingness to take on such an important and responsible position.

Don Atherton (President) has always worked extremely diligently in his role and been available to support me and the broader organisation in any way that he can. I sincerely thank him for his excellent work. It will be strange not working so closely with him after his resignation from the Presidency, because Don has been the President for the entire time that I have been in the CEO role which is nearly nine years. However, I am heartened to hear that Don will not be lost to the organisation and will continue to serve as a director on the Board.

### Final comments

I am pleased to report that our safety outcomes continue to improve each year and that in every area we have experienced excellent quality outcomes. We welcome quality audits that are so important to the continuous improvement of the organisation. We continue to diversify our activities, yet remained focused on the people we support. We are determined to focus on the needs, wants and goals of each and every individual and to achieve this a diverse organisation is needed such as the one into which Mambourin is growing. We also continue to spend more and more time taking our rightful place amid the broader community, and to provide increasingly robust pathways for people.

It is abundantly clear that the sustainability of the organisation as a whole comes under increasing pressure as compliance and other costs rise, expectations of quality increases, and funding in real terms declines. We continue to plan and implement changes designed to deliver sustainability of the organisation as a whole and quality of services.

Mambourin will go on **empowering people** for many years to come. We are sound financially, our staff and management team are second-to-none, we enjoy the encouragement and support of the broader Mambourin community, and the leadership of the Board is first-rate. All of our clients and supported employees participate and engage in programs, activities, and employment with great enthusiasm. What more could we ask for!

With kind regards,



**Rohan Braddy**  
**Chief Executive Officer**

# WELCOME TO WESTNET

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How quickly time flies by especially with the whirlwind changes and progress that has been made over the past twelve months.

Both Deer Park and Braybrook campuses have seen some significant events, activities and training opportunities for both staff and service users throughout the year. Some of the most memorable include events such as the Expressive Arts production themed 'Hey Hey It's Thursday'. Individuals were able to present on stage through singing and drama - a great live performance which attracted an audience of approximately three hundred people.

This year saw our pilot program of 'Music Band' showcase the musical talent in our organisation. The band comprised of eight people expressing themselves through vocals, percussion, and the use of instruments. The band performed live on many occasions visiting aged care facilities, in house performances and a major appearance at the community event Carols by Candlelight held at Horseshoe Bend Farm. The band performed amongst other leading performing artists including the Sunbury Divas and the Melbourne Police Pipe Band.



2009 concluded with our annual and eagerly awaited dinner dance, which was held at the Lakeside Receptions in Taylors Lakes. All staff and service users enjoyed a three course meal, live entertainment and lots of dancing. It was a perfect way to unwind and celebrate the years' achievements.

During the year and the many activities offered to service users, some personal major achievements should be recognised. Individuals have achieved the following:

- securing a position as an employee with the Western Bulldogs Football Club
- transitioning part time from group programs to managing the reception area two days a week
- becoming a member of the Rockbank CFA
- independent travel from home to day service

With the further development of Individual Support Packages, some of our service users have been able to achieve aspirations that otherwise may not have been possible. This flexible service arrangement is the ongoing direction of the organisation; supporting people with disabilities to achieve more individualised life goals.

Supporters of the organisation in particular of our service users, have come in the form of volunteers and students from varying colleges throughout the region. These people who have injected their time and efforts have provided increased opportunities and support to our staff and service users, and we are very grateful to all of them for their valuable contributions.

Our staffing team continues to provide quality outcomes through continuous training and education. Throughout the year training has come in the form of a two day visit from renowned Canadian consultant in Individualised Service arrangements, Mr Michael Kendrick, training from Simon Wardale from the Office of the Senior Practitioner around restrictive interventions and further training in CPR and Fire Warden requirements.



Overall it has been a year of development and change and we look forward to continued accomplishments for all in the year ahead.

Following the merger, **Jeanette Young** was appointed Unit Manager of Allara and **Georgina Poulis** the Unit Manager of Braybrook. We congratulate them on their appointments.

# AUSTRALIAN DISABILITY ENTERPRISES



Michael Homann

## Introduction

And what an interesting and challenging year it was!

In my report last year I made reference to a number of actions which I felt were required by the organisation to address the immediate issues facing the Café and Sensory Garden operations and also the need to invest in facilities, equipment and staff to enable the Packaging operation to find new work, grow revenue and reduce reliance on the existing long standing customer base. I am pleased to report that all of these issues have been addressed throughout the year with varying degrees of success.

While the overall ADE result was negative \$39K (compared to the previous year's modest positive \$5K), much work was done in maximising efficiencies, securing new work and creating a platform for sustainability to ensure we continue to provide the best possible service to both our commercial customers and supported employees.

Despite the effects of the Global Financial Crisis on many of our loyal customers the overall revenue of ADE increased by 7.7% primarily due to the securing of the Encore Tissue contract for the repacking of toilet tissue for the Aldi corporation. We also continued to enjoy the support of Abey Australia, Crown Casino, Australia Post, Pall Filters, Suzuki, Manor Lakes and Cross Docks.

Major highlights celebrated by ADE throughout the year included the move from supported employment to full-time award wage employment for:

- Kylie Tait (Cafe) to McDonalds, and
- Warren Buckley (Gardening) to Werribee Racecourse.

The success of these two individuals is a credit to the hard work they have both done, the efforts of their Supervisors in training them and the organisations they have joined in giving them the opportunity to be the best they can be. Well done Kylie and Warren!



Photo courtesy of Wyndham Weekly

- The official opening of the Market Road Packaging facility by the Honourable Bill Shorten and a memorable speech by supported employee representative Dion Smith.
- The Mambourin Golf Day held 22 March 2010 at Sanctuary Lakes Golf Course was a great day and raised a significant amount of money to assist in the purchase of a new (and much needed) vehicle for the Garden crew. Special thanks to John and Jeanne Burbidge who once again volunteered their time to organise this fabulous event.



I would also like to commend and personally thank the ADE staff for their never ending patience, professionalism and commitment to providing the best possible support to our employees and also the supported employees themselves for their unfailing enthusiasm, always happy dispositions and 100% effort in their work. It is indeed a pleasure to come to work each day.

Following is a short review of each of the business operations.

### **Catering**

Once again this department has proven a challenge and for the full year each \$1 of revenue earned has cost \$1.38 of expense, however further reductions in operating hours (ceasing weekend opening) and simplifying the offerings to reduce material costs has reduced the loss by \$23K from the previous year (negative \$82K to negative \$59K). The Café now provides supported employment for four employees.



### **Sensory Garden**

This has been another difficult area where significant efficiency improvements have been made resulting in halving the previous year's deficit (from \$100K to \$50K). The crew now numbers five supported employees and one Supervisor. Although boasting a number of loyal clients such as Manor Lakes, Heathglen Retirement Village and Werribee Racecourse, and also tackling a major tree planting contract for LandPlan Developments, a large part of the revenue is made by the water truck over the summer months (which does not use any supported labour). The crew also carries out the gardening for Mambourin's Werribee and Werribee South Centres and maintains the Sensory Garden.

### **Packaging**

A huge year here with the move to Market Road Sunshine undertaken in October 2009 due to the Encore Tissue contract to repack toilet tissue for Aldi stores around Australia. This resulted in an increase of 38% of revenue, however a slower than expected start up (due to packaging material delays and slow store uptake) meant that labour costs and full commercial rental rates were incurred for several months before full volumes were achieved. The result of this is a reduction in surplus of negative \$131K (\$187K to \$56K) however there will be a significant improvement in the next financial year as the volumes have now stabilised at around the originally estimated levels.



There have also been a number of major benefits for our supported employees due to the Encore work in that:

- It has enabled many to learn new packing skills and perhaps even more importantly teamwork. The work is carried out in a 'flow line' arrangement where each process is dependent upon the one before and the team needs to work together to achieve their targets.
- The workforce is now truly integrated as the supported employees work together with non-disabled casuals.
- The requirement of strict delivery targets has taught the supported employees the importance of achieving daily targets to ensure that deliveries are available for despatch on time, and
- The move to Market Road has also enabled us to win other new jobs (e.g. Coventry Fasteners, computer recycling) which provide a wider range of daily job options and skills development.



### STEP Program

An increase in participant numbers from four to six from the beginning of the calendar year has increased revenue significantly (\$72K actual to \$64K budget). The additional numbers have meant the need for a vehicle for the group and this, along with more accurate cost allocation has meant the result was \$5K less than the previous year (\$14K compared with \$19K).

The resignation of Carol Scarica during the year has resulted in the appointment of Wally Holod to job share with Kim Marsland-Kelsey in the instruction of this group and much work has been done on developing a more formal program structure to enable active promotion of this program and to create much better outcomes for participants.



### Summary

Given the challenges faced in the 2009/2010 financial year I believe that we have achieved many good and positive outcomes for the people that we provide service to and that the future for the ADE division is indeed bright.

Our supported employees have shown great flexibility, learned a vast array of new skills, and demonstrated a willingness to embrace a large number of changes without fear, while maintaining a positive attitude. A lesson to us all!

# DAY SERVICES



Margaret Kennedy



David Kennedy

As we see the end of 2010 approaching, it is time to summarise the events of the last 12 months at Mambourin day services.

In the last 12 months we offered supports to 205 clients, an increase of 10 from 2009, and continued to deliver group and individualised supports according to client choice and need.

Guided by the DHS Quality Framework introduced in 2007 and in preparation for independent monitoring to commence in 2012, we have been reviewing and improving procedures vital to the provision of quality services to our clients. For example, the education of our clients to gain a greater understanding in one of the key components of the framework—the 16 Life Areas. This is delivered in the form of staff presentations in client and client council meetings. The Life Areas have also been introduced into our Support Plan process and can be identified in all programs chosen by clients. This also supports carers in developing an understanding of the concept.

## Highlights of the last year include:

- Completion of the redevelopment of Werribee South buildings. The project consisted of the redevelopment of the existing old school building and construction of a purpose designed building.



- Mambourin's participation in the Wyndham Leadership Program has become an annual project. The success of the last two years has prompted the extension of the project into other local governments. Positive outcomes for clients include an increase in self-awareness, sensitivity and compassion, personal empowerment and capacity to exercise leadership.



- The Mambourin Choir continues to perform at community social events such as Victoria University Footscray Open Day, Sunshine Shopping Plaza, Mambourin's Annual Golf Day and 2009 AGM, and at the Newport Substation performing with the local community choir. In addition, the choir combined with Werribee's drama group and performed for parents and carers and other invited community members.
- Mambourin's continued participation in the North West Communication Co-Ordinator Network. This participation resulted in the following:
  - Implementation and development of individualized communication resources and aids for clients presenting with complex communication needs;
  - Ongoing staff training in the area of alternative communication; and
  - Analysis of existing support plan documents with a particular focus on clients with complex communication needs.
- Introduction of new programs including:
  - Wheelchair soccer for five clients supported by volunteers and parents;
  - Brain Gym has been welcomed by clients and staff. Brain Gym is very effective in assisting the neural pathways of the brain to forge and connect them. It is a series of simple and enjoyable movements that enhance whole-brain learning;
  - Participation in Certificate 1 in Visual Arts delivered by Encompass Community Services in Geelong. This program is particularly popular with our mature aged clients; and
  - Participation in art exhibitions at various locations, including Sunshine Plaza, Newport Substation, Federation Square.

### **Staff Training**

Mambourin continues to support staff through professional development opportunities which enhance the quality of services offered to our clients. Listed below are some of the areas in which training sessions have been delivered over the last 12 months:

- Autism
- Communication
- Chemical Safety
- CPR Updates
- Defensive Driving
- Case Management—Component of Diploma of Community Service
- Social Stories
- OH&S for staff representatives and Managers

### **Respite**

Respite has become a well-established service of Mambourin Enterprises and continues to offer a wide selection of community based, recreational activities. This popular program is widely sought after by all clients including those new to day services.

## Partnerships

Mambourin's significant achievements would not be possible without the partnerships developed and maintained over the last year. An example being the extension of an established partnership with Deakin University leading to 12 students studying occupational therapy completing a practicum placement with Mambourin.

These mutually beneficial relationships are developed in the atmosphere of trust and strong teamwork. Positive outcomes achieved by our partnerships with other service providers include:

- An increased sense of opportunity for all community members;
- Promoting community education and awareness of life issues; and
- Provision of quality, integrated programs for people with disabilities

Thank you to Mambourin staff, who each bring their individual talents and skills and help to create a community spirit within our day services which is widely recognised.

In conclusion we would like to acknowledge and thank parents and volunteers for their assistance and hard work during the year. Your support to the services is greatly appreciated by clients and staff.

Following the merger, **Margaret Kennedy** was appointed Unit Manager of Werribee, **Vicki O'Neill** was appointed Unit Manager of Werribee South, **David Kennedy** was appointed Unit Manager of Altona and **Jasna Cvitkovic** was appointed Unit Manager of Sunshine. We congratulate them on their appointments.

# RECOGNITION OF YEARS OF SERVICE & ATTENDANCE 2010

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We recognise the following Clients for their years of attendance at Mambourin.

## 25 YEARS

Davis, Sandra  
Ford, Ann  
Knox, John  
McIntosh, Michelle  
Pirota, Bill  
Skehan, Barbara

## 20 YEARS

Smit, Sylvester

## 15 YEARS

Dignan, Martin  
Monaghan, Rory  
Steve, Elvira

# PERMANENT STAFF

The following people worked at Mambourin in a paid capacity during 2009-2010. We acknowledge each and every contribution with gratitude.

## ADMINISTRATION AND FINANCE

BRADDY, Rohan  
HOLMAN, Ron  
LANGE, Philip

POWER, Robyn  
VROOM, Yvonne  
YATES, Warren

ZULOVIC, Alma

## ALTONA

BARRETT, Margaret  
BEEHRE, Tanya  
CARELSE, Jasna  
FENECH, Maryanne  
GERACITANO, Bernadette  
HOLOD, Vladimir  
KENNEDY, David  
KERR, Irene  
KNIGHT, Anne

McGROARTY, William  
MIRZA, Qamer  
REMBOLD, Carmen  
ROBERTSON, Elizabeth  
ROBERTSON, Evelyn  
SAULEP, Karen  
SCHMIDT, Janette  
SKINNER, Lynette  
SUELL, Brendan

SWENSON, Cheryle  
THEODOROPOULOS, Georgia  
WILLIAMS, Leonie  
WILLIAMS, Suzanne  
WILLS, Phy  
WILLS, Stephen  
WILSON, Anne

## AUSTRALIAN DISABILITY ENTERPRISES

HOMANN, Michael

STRAUSS, Kathy

## CAFE

FULLARTON, Rebecca

## PACKAGING

ALLWOOD, Ray  
BARTOLO, Lorraine

BRACK, Allan  
BROOKS, William

MARSLAND-KELSEY, Kim

## GARDEN

HALL, Ian

SCARICA, Carol

## SUNSHINE

AGIUS, Melinda  
AUMAU, Fou  
CVITKOVIC, Jasna  
DELLER, Peter  
HAJEB, Mohammad

MAZEL, Olga  
MCFARLANE, James  
MOORREES, Christine  
PENNA, Warren  
RICHARDS, Lea

ROBERTSON, Catherine  
SULLIVAN, Katherine  
VASSALLO, Alfred

## WERRIBEE

ANDRIGHETTO, Irene  
CAMILLERI, Charles  
COATES, Lindsay  
ENGELEN, Christine  
EVANS, Keith  
HARRISON, Debra  
HOLOD, Brigitte

JOUNING, Susan  
KENNEDY, Margaret  
MASON, Tina  
McGRATH, Lucy  
O'NEILL, Vicki  
RIDDIFORD, Patricia  
SANTIAGO, Stephanie

SMITH, Rebecca  
STEWART, Michelle  
TAIP, Lumturije  
WALKER, Helen  
YATEMAN, Somechit

## WERRIBEE SOUTH

FINDLAY, Janet  
FORBES, Noel  
MARSDEN, Peter

REILLY, Karen  
ROBINSHAW-STANDRING, Maree  
STYLE, Wayne

WALKER, Katie  
WHITE, Rodney

## CASUAL STAFF

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The following people worked at Mambourin in a paid capacity during 2009-2010. We acknowledge each and every contribution with gratitude.

AGIUS, Linda  
BROWN, Nicole  
BROWN, Evelyn  
CORNELL, Raeleen  
DONNELLAN, Cherie  
EUDEY, Melissa  
FOX, Leonard  
GOSS, Lee

HOWE, Anne  
KNIGHT, Gillian  
LINQUIST, Valerie  
LOCKWOOD, Cheryl  
LUGHERMO, Daniel  
McDONALD, Maureen  
MICALLEF, Phillip  
NAZIFOVSKI, Ayshe

PUNIVALLI, Lise  
REES, Julianne  
SHAW, Jessica  
SHAW, Mary  
SPOSITO, Mary  
VASSALLO, Antoinette  
VOLARICH, Jenny  
WATKINS, Yvonne

## SUPPORTED EMPLOYEES

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The following people have worked in Supported Employment Programs at Mambourin during 2009-2010. We acknowledge each and every contribution with gratitude.

AINSWORTH, Dean  
ALLWOOD, Brendan  
ARBLASTER, Leigh  
AVENT, Megan  
BARRERA, Anamaria  
BORG, Dianne  
BRADDY, Andrew  
BROOKS, Sarah  
BUCKLEY, Warren  
BURDETT, Mark  
CANNIZARRO, Guiseppe  
COLLINS, Nicholas  
COLLINS, Daniel  
COPPING, Bridgid  
CORDIER, Robert  
COUTSOUEVELIS, Shelly  
DINGEMANS, Russell  
GANDOLFO, John  
GRIFFITHS, Danielle

HALL, Rachael  
HAUK, Monica  
HAWTHORN, David  
HOWDEN, Gareth  
KABBOUT, Ahmed  
KENNEDY, Kirsten  
LANDELLS, Michelle  
LUPTON, Kathy  
MCDONALD, Alan  
NIDDRIE, Kathryn  
PARKER, Sue  
PITTELLA, Adrian  
PRIEST, Christopher  
REDFERN, Rhyce  
SAMPSON, Callum  
SANDERSON, Colin  
SANDFORD, Sean  
SEARLE, Tristan  
SINGH, Jalkamal

SMITH, Kylie  
SMITH, Dion  
SMITH, Steven  
SOULSBY, Glen  
STOTT, Brian  
SUTHERLAND, Malcolm  
SUTHERLAND, Murray  
TAIT, Kylie  
TEMPLETON, Dwayne  
TRAN, Tuan  
TRICKEY, Lisa  
TRIMBLE, William  
WEBB, Steven  
WICKHAM, Jason  
WORTH, Kim  
ZAHRA, Pamela  
ZAMPERONI, Michael

# CLIENTS

The following people attended Day Services at Mambourin during 2009-2010

ADAMS , Troy	EVANS, Daniel	MAGRI, Jeffrey	SAMMARTINO, Salvarore
ANTONIC, Darko	FARRUGIA, Josephine	MALLIA, James	SAUNDERS, Leanne
BARRAZA, David	FAT-LAY, Sem	MALLIA, Steven	SCHULTZ, Phyllis
BARTOLO, Malcolm	FITTON, Michael	MARASPIN, Zoe	SHADLOW, Michael
BAUTISTA, Hazel	FORD, Ann	MARIN, Juan Pablo	SHAW, Kelly
BECKER, Ashley	FRACASSI, Fiona	MARKOVSKA, Maria	SHEILDS, Meagan
BERGER, Jo-anne	GALICKI, John Michael	MAYO, Jessica	SHILLETTO, Jennie
BERRYMAN, Leanne	GANO, Joshua	MCINTOSH, Michelle	SIELAWA, Adriana
BINKS, Wayne	GILDEA, Paul	MCKENRY, Craig	SIOTAS, Jon
BLACK, Alicia	GILL, Corrina	MCLEAN, Boyd	SKEHAN, Barbara
BLAKE, Ben	GLASGOW, Mary	MILNE, Jackson	SMIT, Sylvester
BLAZEVSKI, Valentina	GLEESON, Kate	MITCHELL, Andrew	SMITH, Dianne
BOICOVITIS, Steven	GOODALL, Shirley	MONAGHAN, Rory	SPOSITO, Arthur
BORG, Anthony	GOODE, Leanne	MORRISON, Matthew	SPRIVERI, Lawrence
BOTHA, Christopher	GOONAN, Daniel	MORRISON, Christopher	STEVE, Elvira
BRIANT, Leanne	GRAHAM, Kane	MILNE, Lyn	STEWART, Robert
BRIGGS, Anthony	GRAINGER, Shane	MILNE, Elizabeth	STEWART, Mandy
BRIGGS, Owen	GRAVORA, Lydia	MOUSSA, Michael	STREET, Carol
BRISCOE, Jaymi	GRIMA, James	MULLINGER, Barry	SULLIVAN, Susan
BROOKS, Daniel	GUY, Jamie	MULLUCKS, Leigh	SULTANA, Michelle
BUI, Quyen	HAMILTON, Adrian	MURPHY, Doreen	TANK, Ugur
BURRELL, Stephanie	HART, Michael	NEAL, Damian	TERRILL, Deborah
CAGYILL, Veronica	HAYWARD, Damien	NGUYEN, Berndadette	THOMPLOULOS, Andrew
CAMILLERI, Samantha	HEATH, James	NGUYEN, Hieu	THOMPSON, Beverly
CAMMARANO, Stephen	HENNESSY, Leonie	O'KEEFE, Christopher	THORNTON, Rachael
CARUANA, Ben	HIGHAM, Darren	O'KEEFE, Patricia	THORSEN, Jac
CAUCHI, Stephen	HILLIER, Mark	O'SULLIVAN, Susan	TOGNON, Christopher
CHAPMAN, Ernie	HOLLIS, Vicki	OUTTEN, Daniel	TRAINI, Laura
CLARK, Matthew	HRUSHKAR, John	OUTTEN, Dianne	TRAPLIN, Steven
COATES, Belinda	Huynh, Tony	PARRY, Andrew	TRUMAN, Andrew
COLLINS, June	ISMAIL, Mujgan	PARSONS, Ken	TUCKER, Linda
COSTI, Andrew	ISMAIL, Salih	PATERAS, Phillip	URQUHART, Danae
CRAIG, Michael	JONES, Sally	PHIENBOUPHA, Amath	VIENGXAY, Alan
CULLETON, Trevor	JONES, Kiel	PIPER, Karen	VON ROEHL, Michael
DALE, Helen	KAMARELDDIN, Ali	PIROTTA, Bill	WALL, Anne
DALE, Patrick	KARAMOSKOS, Natalie	PORTELLI, Mark	WATT, Julie-Ann
DART, Jason	KENNEDY, Martin	PRESLEY, Tom	WHELAN, Sharon
DAVIES, Tanya	KIDON, Charles	PRITCHARD, David	WHITE, Terry
DAVIS, Sandra	KNEALE, Jodie	PUDDY, Ian	WHITE, Michael
DEBRINCAT, Frank	KNOX, John	RATTRAY, Malcolm	WILLIAMS, Alan
DEL BORRELLO, Lucy	KULEVSKI, David	READ, Andrew	WILSON, Shauna
DELANEY, Leigh	KUZMAN, Anna	RONCTVIC, Ante	WILSON, Julie
DEWAR, Barbara	LAMBERT, Leslie	RONDO, Angelique	WNEK, Tim
DIGNAN, Martin	LANCIANA, Rosa	ROSS, Amanda	YAXLEY, Angie
DIXON, Jordan	LEE, Edward	ROSS, Michaela	ZAHRA, David
DORU, John	LENOURY, Bianca	ROURKE, Brendan	ZAMPERONI, Louise
EBINGER, Robert	LEWINDON, Christopher	RUMBLE, Mary	ZGADZAJ, Bartosz
EL-ZEINE, Walid	LOVERIDGE, Trent	RUNIC, Elvira	
EMERSON, Sarah	LOWRY, Kylie	RYAN, Margaret	





# Mambourin Enterprises Inc

## Annual Report 2010

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### Australian Disability Enterprises

**Café & Functions** 9731 8226

**Garden Services** 9731 8204

**Packaging Recycling Distribution** 9008 2430

### Day Services

**Altona** 9398 4022

**Braybrook** 9313 0800

**Deer Park** 9361 8500

**Sunshine** 9364 7999

**Werribee** 9731 8210

**Werribee South** 9742 1000