



Annual report 2018-2019



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I love watching our community members grow and thrive in what they do. I'm proud of every little thing our community members achieve each and every day.

Raeleen,
Sunshine Hub Manager

We have been supporting people with a disability for almost fifty years with the purpose of connecting people to every opportunity and supporting them to get what they want out of life.

Our Mambourin

Vision

Our vision is a world where all people can live a life they want.

Purpose

Our purpose is to connect people to every opportunity and support them to get what they want out of life.

Values

Our values are at the centre of everything we do. At Mambourin we act with the following values in mind, every single day.

Our customer charter

At Mambourin, our community members are at the heart of everything that we do. This means more than just providing varied and exciting choices and supports.

It means engaging with our community, retaining high quality staff, maintaining a strong financial base, managing risks and embracing innovation. All of these things are key to ensuring that Mambourin continues to open up opportunities for people with disabilities to live great lives.

Putting the person first – you are the reason why we are here

We see every customer as an individual with their own potential

We listen and take time to understand what motivates and inspires each individual

We don't tell people what they need, we work with them to discover exactly what they want

Service excellence – you can count on us

We are true to our word and accountable for our actions

We don't over promise but we strive to do our very best

We listen to feedback and work continuously to improve

Making a difference – creating opportunities

We find ways to say "yes"

We work together across our networks to ensure exceptional outcomes

We continually innovate and create new opportunities for people

Our community – together we are one

We ensure a safe and secure environment and will speak up if we have concerns

We work as a team to achieve and support each other

We grow strong community connections and partnerships



Our patron

We thank Mambourin's patron Julia Gillard, for her ongoing support and continued endorsement of Mambourin's vision.

Julia Gillard, the 27th Prime Minister of Australia, currently serves as the Chair of Beyond Blue; Chair of the Global Partnership for Education; and inaugural Chair of the Global Institute for Women's Leadership.

Meet Mario!

Mario enjoys cooking and says "Cooking is nice – jam and cream is nice on scones."





It is my great pleasure to present the 2018-2019 annual report for Mambourin Enterprises Ltd.

Paul Larcher



Chair's report

The Mambourin board has been extremely busy and productive since last report.

We said farewell to three directors. I would like to extend my thanks to Vittoria Chiarella, Afroz Hudli and Cory Becker and acknowledge their commitment, knowledge and enthusiasm for engaging and building genuine relationships, whilst progressing the work of the organisation.

We conducted thorough recruitment processes to identify directors with relevant board skills including in accounting, communications and marketing and, as always, with a strong preference for people with a lived experience with disability. As a result of this recruitment we welcomed Edmund Wong and James Barrie to the board.

Edmund brings to us 30 years' experience in executive roles and is on several boards including YMCA Services and is the Chairperson of the Rights Information Advocacy Centre. James brings valuable experience in governance, stakeholder relations, financial accounting and reporting and capital management and is passionate about the disability sector.

The board regularly evaluates its own performance both as individual directors and collectively as a board, and during the year we identified strengths, areas for improvement and skills gaps to be considered in future recruitment rounds.

The board has reviewed and strengthened its governance policies, risk management framework and strategic plan. We appointed a new financial auditor, Moore Stephens, approved a new investment policy, and the purchase of a property in Melton.

We have been exploring the commercialisation of our software called MERP for some years. AbilityX formed as a new company during the year, with the board of AbilityX including representation from Mambourin and AbilityX's co-owner HealthTechX, and an independent chair. Existing MERP customers have been notified and started on the new platform and AbilityX is working hard to attract new customers. If this new venture is as successful as we plan, it will produce a significant new income stream for Mambourin.

The board is well aware of its fiduciary duties. Sensible decisions taken by the board have led to sound financial management and a solid surplus at year end amounting to \$395,056 shows strength in our financial control.

The relationship between CEO and chairperson is based on trust, respect and a willingness to rely on each other's strengths along with a common understanding of Mambourin's goals and the strategies required to get there. We have had an interesting and challenging year and I have enjoyed a wonderfully supportive and professional working relationship with the CEO, and I would like to acknowledge Rohan Braddy's significant contributions to Mambourin's ongoing success.

I want to thank fellow directors and all staff for their contributions, cooperation, resilience and professionalism. The board and management team meet regularly to plan for the future and to monitor the work and performance of the organisation; this is a big commitment and reflects their dedication to ensuring the success of Mambourin.

I look forward to celebrating further success in 2019-2020.

Our board

Our board

Mambourin's board of directors are accountable for the performance of our organisation. The board's work is underpinned by meaningful engagement with our community, instilling a culture that supports our purpose.

Our board committees

Our board delegates some of its work to committees to more effectively handle specialised issues such as governance or risk and audit. Committees make recommendations to the board.

Governance committee

Claire Thomas (Chair), **Les Chitts**, **Afroz Hudli** (to 19 May 2019), **Barbara MacKinnon**, **Emanuel Tumino**

The governance committee successfully managed director recruitment following a number of movements due to resignation and retirement. This has resulted in a board with a strong, capable and varied skillset. The governance committee also provides oversight of our governance policies and procedures.

Risk and audit committee

Fiona Schutt (Chair), **Les Chitts**, **Barbara MacKinnon**, **Jennifer Webster**

The finance committee merged with the risk and audit committee early this financial year in order for the board committees to be more efficient, consider financial risks alongside other risks, encourage integrated outcomes and to enable a more strategic view for risk oversight.

The risk and audit committee oversaw development of a new investment policy, reviewed organisation risks and reviewed all external compliance audit reports to ensure identified opportunities for improvement were resolved. The risk and audit committee also conducted the recruitment for a financial auditor.

Remuneration committee

Paul Larcher (Chair), **Fiona Schutt**

The remuneration committee reviews the CEO's performance. The committee agreed that, under the CEO's leadership, strategic priorities were optimal, finances were ahead of target and the organisation is continuing to grow to meet the needs of our community members.

Our directors



Paul Larcher
Board Chair

Director and advisor with over 25 years' engineering and business experience in infrastructure operations and multi-disciplinary projects.



Fiona Schutt
Deputy Chair

Financial executive and commercial enabler with extensive expertise in delivering strategic commercial advice.



James Barrie

Business owner with considerable experience across resources, pharmaceuticals, retail and professional services industries.



Les Chitts

Parent of a man with a disability and experienced board member heavily involved with several community organisations.



Barbara MacKinnon

Mother of two adults with a disability and director of a cleaning company for 31 years before retiring.



David Markus

Experienced founder of an IT company and engineer with a passion for solving problems and helping people to work more efficiently.



Claire Thomas

Independent public policy consultant with a strong background in public policy and administration, and academic research.



Emanuel Tumino

Commercial litigation lawyer who provides a highly strategic approach to decision-making and makes a strong contribution to corporate governance.



Jennifer Webster

Retired educational leader with expertise in project management, strategic and innovative thinking, case management and community engagement.



Edmund Wong

Corporate executive who is performance driven and customer focused; current Chair of Rights Information Advocacy Centre (RIAC).

A young woman with dark curly hair, wearing glasses and a white headband, is smiling at the camera. She is sitting at a desk in a classroom, with another person partially visible behind her. The background shows a wall with several photos or posters. A yellow circular callout box is overlaid on the right side of the image, containing text about her experience at Mambourin.

Meet Dalia!

Dalia comes to Mambourin because of her friends and says, "I come here to enjoy myself. I have been here for seven years and love it. Literacy is my favourite because I like to learn." This year she achieved her goal of learning how to make hot drinks in the café program.



Mambourin's purpose and values have essentially been consistent over our 50 years in existence – our vision is a world where all people can live a life they want, and we strive to achieve this by opening opportunities and putting people at the centre of everything we do.

Rohan Braddy



CEO's report

In 2018/19, the National Disability Insurance Scheme (NDIS) commenced full roll out. We have supported everyone through the planning process, and processed NDIS plans as they have come in. We continue to manage a large volume of enquiries and are pleased that our intake steadily continues to grow, demonstrating that people are seeking out our high-quality services.

We have tackled a number of issues in relation to the NDIS transition, including gaps in service provision for school leavers, changes to the NDIS price guide at short notice and aligning workforce terms and conditions to funding models. Successfully navigating recruitment and on-boarding of sufficient support workers of quality for the needs of the people we support is increasingly a challenge. We have a number of strategies in place to address this, including a successful employee engagement strategy.

The new NDIS Quality and Safeguarding Commission was established and we spent many hours preparing for its commencement on 1 July. This year's annual quality audit report again showed that Mambourin was compliant in all areas. The auditors' comments affirmed the positive feedback from our community members was very powerful.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was announced and we commenced preparing submissions that will be required by the Commission, and working to provide support to people engaging with or affected by the Commission.

We are solid financially due to prudent management of our finances. We have undertaken a review of key organisational tasks including Business Solutions (employment and training), customer relations and NDIS planning to drive further organisational growth and efficiency. We want to build on a culture of learning and place a greater focus on the application of our learnings, including empowering each staff member to be a decision maker and leader in their area of responsibility.

Leading an organisation through change can be difficult, however, it is made less so when surrounded by a supportive board and positive, visionary leaders. I have the greatest admiration for our governance and management teams and staff who throughout the year remained unwavering in their commitment to the work we do.

Our hubs are continually growing and changing to better meet our community members' needs. We now provide flexible options in Sunbury and our Bacchus Marsh hub will be moving to more suitable premises. Continued growth at our Melton hub in Collins Road has led us to make an exciting new property purchase to better accommodate the increase in customers. The Collins Road property will run as a Business Solutions warehouse offering employment and training options. We continue to look into other areas where there are requests for service provision. This growth is encouraging and indicates an exciting future ahead.

This year's annual report reflects some of the incredible work undertaken by our teams working in line with our strategic direction, values and vision. I continue to be inspired by the courage and determination of those we support, and how their stories unfold in pursuit of a positive future.

Finances

The financial statements presented in Mambourin's annual report are an extract from the audited annual financial statements and provide a snapshot of the major income and expenditure items for the organisation.

As we transition into the NDIS funding environment, our focus is on building a strong financial position for Mambourin.

The finance team is continually working on streamlining processes to align with NDIS systems. We are striving to remain agile, adapting to new rules and regulations as they are announced and ensuring we are always compliant and ready for new challenges.

We thank both Federal and State Governments for providing funding to help Mambourin connect people to every opportunity and support them to get what they want out of life.

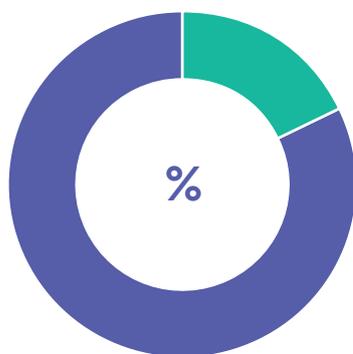
Total income for 2018/19 \$13,702,222

Total expenses \$13,307,166

Surplus \$395,056

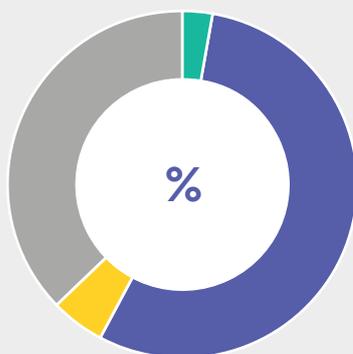
The full audited financial report of Mambourin Enterprises Ltd ACN 159 527 036 for the year ended 30 June 2019 can be obtained from our website www.mambourin.org or by writing to the Chief Executive Officer at 159 Derrimut Drive Derrimut VIC 3026.

Income split



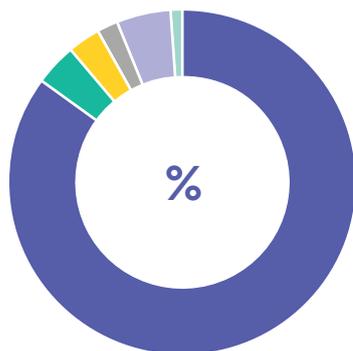
- **82%** Funding
- **18%** Other income

Funding Sources



- **3%** Department of Education
- **55%** Department of Health & Human Services
- **5%** Department of Social Services
- **37%** NDIA

Expenses as a percentage of revenue



- **85%** Labour costs
- **4%** Depreciation
- **3%** Program costs
- **2%** Rental and lease expenses
- **5%** Transport
- **1%** External services

Our team

Mambourin understands that our team members are our greatest asset. That is why we recruit the best staff, nurture them to ensure they feel valued and passionate about our vision and support them to open up opportunities that provide great outcomes for the people we support.

Training

STAFF RECEIVED

3,640 hours

OF TRAINING



Current staff snapshot

163 staff

56 SUPPORTED EMPLOYEES

50 TRAINEES

13 VOLUNTEERS

26 PROMOTIONS



Students

57 

STUDENT PLACEMENTS

9 

STUDENTS ON PLACEMENTS BECAME EMPLOYEES

StepUp opportunities

StepUp recognises our shining stars and future leaders. This program provides great professional development opportunities towards career progression.

Communications Training



Physical resources manager



Social squad



Horticulture program supervisor



Altona team leader



NFP people conference



SIX OPPORTUNITIES FOR 36 STAFF MEMBERS



Meet Daniel & Kitty!

Daniel says he likes coming to Mambourin to get out of the house and spend time with friends. This year he achieved his goal of being able to unload and fill the dishwasher. When asked what his favourite programs are, Daniel said, "all of them!" though he does especially enjoy going to the library.

Mighty Mambourinite Awards



**Shaun Cini,
August 2019
winner**

In September 2018 we introduced a monthly award for our team members – the Mighty Mambourinite Award. Nominations are made by team members who recognise people on their team living and breathing Mambourin's values. Nominations can be made in four categories: Service Excellence, Putting the Person First, Making a Difference and Our Community.

Winners to date

[Brendan Suell](#)

[Tina Mason](#)

[Peter Risk](#)

[Lea Wright](#)

[Ha Nguyen](#)

[Judith Dare](#)

[Wendy Rogers](#)

[Viji Venkatesh](#)

[Erin Rixon](#)

[Jenny Volarich](#)

[Brad Miller](#)

[ADE Garden
Team](#)



I love the challenges and opportunities that working at Mambourin brings.

Mahal, Manager Community Hubs

Our services

We have a huge range of services we like to call choices. Choices include life skills development, social and interest groups, community participation and leisure and recreation. We also have a team dedicated to providing NDIS support.

Our Business Solutions span the Australian Disability Enterprise (ADE) and Training Centre and offer a range of employment opportunities, training options and School Leaver Employment Support for people whose goal is to find and keep a job.

Community hubs

At Mambourin, our community members are at the heart of everything that we do. We support more than 500 people in the western region of Melbourne to live the life they want.

We asked some of our team and community members to share what they like about Mambourin.



I love working with our community members and staff – I love making a difference – it's a new page every day.

Kitty, Altona Facilitator



100+



WEEKLY LIFE SKILLS,
SOCIAL INTEREST AND
COMMUNITY ACTIVITIES

7



COMMUNITY HUBS WITH
BETWEEN-SITE TRAVEL OPTIONS

50+



SPECIAL EVENTS
HELD ANNUALLY

60

PEOPLE PARTICIPATE IN
WORK EXPERIENCE AT OUR
WAREHOUSE EACH WEEK





Meet Laszlo!

Laszlo likes coming to Mambourin to have a chat and see his friends, and enjoys going bowling. This year he achieved his goal of walking around Braybrook.



I love working with our community members and especially those moments you get pleasantly and unexpectedly surprised by them – reminding me why I worked in this field and how much each individual can achieve and offer.

Georgia, Braybrook Facilitator



I go to the movies and go to Woodgrove for dinner. The best part is being able to choose who I go with."

Mason, Melton community hub



Meet Marc!

Marc enjoys volunteering in the office and on the reception desk at Deer Park. Marc likes bike riding to keep fit and also enjoys the cooking program.



Supporting people achieve their goals is rewarding; it always lifts my mood to be part of an organisation that prides itself on service delivery and people first.

Tayana, Deer Park Facilitator



I now have one-to-one activities on Wednesday afternoons with a support person from Mambourin and love going to the movies, clothes shopping and window shopping.

Scott, Bacchus Marsh community hub

Scott is also currently using some of his NDIS funding to access an opportunity in radio broadcasting. He is using his choice and control to spend time with the radio host at Apple FM who is training Scott to help him achieve his goal of having his own radio show after hours.

NDIS support

Approximately 350 individual preplanning meetings have been held since the introduction of the NDIS transition team in May 2018, with many requests for further meetings once it is closer to the time of a person's NDIS planning meeting. Our recent customer survey highlighted that the majority of people feel very well supported by Mambourin. The introduction of a quarterly NDIS newsletter has been introduced and this was as a direct result of feedback through our survey.

Solid relationships have been built with NDIS representatives who consistently report the information packages prepared by Mambourin provide vital evidence of a person's ongoing need for support. This package includes a quote that is developed through Mambourin's comprehensive IT system. This system is constantly being enhanced by our innovative IT team and can provide information in a matter of minutes around pricing details, including the different rates for ratios, days and number of weeks and hours.

Many people have received increased funding in their NDIS plans and have taken up the opportunity for additional supports through Mambourin, such as one-to-one weeknight activities, support on weekends, and a weekend social club formed by a number of Mambourin's supported employees, just to name a few.

The NDIS team also manages all intake enquiries and the last 12 months have seen an increase of approximately 80% from the previous year.

431
ELIGIBLE
COMMUNITY
MEMBERS

339
NDIS PLANS
PROCESSED



My proudest Mambourin moment this year was the culture day because I loved seeing community members express themselves with their peers and how happy this made everybody - especially the opportunity to share things that they normally would not be able to do, including Ethiopian coffee made over a fire and an Aboriginal smoking ceremony.

Leah, Team Leader Melton and Bacchus Marsh



Each week we are planning new and exciting activities that get everyone enthused and engaged as a group of friends.

Tina, WAM/Flexi-choices Coordinator



Leisure and recreation

Our wide range of leisure and recreation choices include Weekends At Mambourin (known as WAM!) – group social activities on the weekend, and Flexi-choices – individual activities as and when you want them.

Leisure and recreation update

We are now providing services to over 220 community members across all hubs. Last financial year we provided over 130 activities for our community members, both group and individual. We continue to gain interest from people outside Mambourin for our services and we are providing more and more individualised services allowing community members personalised choice to attend the activities that interest them.

Social Club has also started up for the supported employee and SLES teams to great success.

Existing Mambourin staff members have rallied to the flexi-choices weekend work and are providing excellent staffing options on the weekend for community members.

The groups tell us they love going to the wrestling at Melbourne City Wrestling, AFL games (we have a lot of Doggies supporters), discos, dinners out, the movies, music programs with Andrea Toohey and adapted sports program with Luke from Stylized Sports. Every weekend is a great weekend with flexi-choices and WAM!

**Narelle and Tina (pictured),
WAM/Flexi-choices Coordinators**



I like going out with my friends. Staff are great and make the days fun. I get to go out with WAM (the group activities) and by myself. I am going to the footy this weekend with Robert. I like going to the footy. Narelle has helped me organise some great activities – footy, Melbourne Show and Wizard Music Festival.

Mark, WAM/Flexi-choices community member

Training Centre

20

**CERTIFICATE II
WAREHOUSING
OPERATIONS**

5

**CERTIFICATE III
WAREHOUSING
OPERATIONS**

The introduction of School Leaver Employment Support (SLES) to Mambourin's suite of offerings has been very successful. SLES is designed for young people post year 12 who aspire to work but need some support to reach their goal.

Mambourin's program is highly individualised and tailored to the participant's needs and covers a range of activities such as job training skills, personal development and wellbeing activities and nationally accredited training.



6

**CERTIFICATE II
IN HORTICULTURE**



3

**TRAINEES OBTAINED
FORKLIFT LICENCE**

"Working for Mambourin makes me feel like I am a part of a big family that makes a positive difference to the community. It excites me to work at Mambourin as I am in a position that allows me to see the endless possibilities that are available to support young people with a disability. Management are open to new ideas and encourage innovative thinking. I myself am a firm believer that "there is always a better way" (Thomas Edison), and with Mambourin I get to experience and practise this belief every day.

Every time a young person with a disability receives their qualification, their forklift licence, or gets a job even before they finish their training is a proud moment for me. Knowing that I have been a part of that young person's journey to better themselves, to work towards gaining skills and make different opportunities open for them makes me feel really proud about the work I do and the company I work for.

Being part of the team which helped organise and introduce the new School Leaver Employment Support (SLES) program also made me feel really proud. This year four new schools have come on board with the program, and we continue to source new partnerships to be able to offer pathways to students with intellectual disability. Mambourin makes me want to do things, not because it's work, but because I can make a difference."



**Anna, Traineeships
and Pathways
Coordinator**



I like working at Mambourin because it is fun, and I get to meet people and make new friends. I get the work experience and skills necessary to get a job. It is also a safe place to work. I have received my Cert 2 in Horticulture and started my Cert 3 in Warehouse Operations. I also started my training to get my forklift licence which I wouldn't even have the confidence to try for had I not received the proper encouragement from Mambourin.

Mambourin is a great support for people with a disability. Mambourin offers opportunities to help a person with a disability gain skills and build their independence.

Monica, Trainee



Meet Chris!

When asked about being on the gardening team, Chris said, "I like the job and it is fun." This year Chris achieved his goal of getting a traffic management qualification.



I love Mambourin because of all the different disabilities that everyone has, everyone here is very helpful and friendly. Especially the staff because they not only help you with your work but also help you with your personal stuff as well. I also love Mambourin because of all the different friendships I have made over the eight years I have been here, and all the new skills that I have learnt along the way.

Dee-Jay, Business Solutions Employee



18

WAREHOUSING
AND PACKAGING
CONTRACTS



15

GARDENING
CONTRACTS

Business Solutions

"I love working with the Business Solutions team and I'm passionate about helping people. I believe my contribution makes a difference in people's lives.

In the last 12 months we received several compliments from our commercial customers and one of them donated personal protective equipment (PPE) to our trainees. I'm really proud of our team when customers visit us and see the solutions and efficiencies we put in place so the customer achieves their sales targets.

This year we focused on bringing in new work, and successfully gained nine new commercial customers, as well as maintaining our existing customer base and expanding our services with them."



**Ameen, Business
Development Manager**

Gardening Services

"One of the things I love about working at Mambourin is the supportive and empowering environment that is created here. I was so proud of the garden team winning the Mighty Mambourinite award, and ticking off goals that the supported employees have achieved. This year we have strategically focused on the Sunshine Nursery Development and attracting new commercial customers. We are currently developing a plan for the garden and horticulture team for the next two years."



**Rhys, Team Leader,
Garden and
Horticulture**

3

SUPPORTED
EMPLOYEES
WORKING ON
RECEPTION

1

SUPPORTED
EMPLOYEE
GAINED OPEN
EMPLOYMENT
WITH GARDENING
CUSTOMER

1

SUPPORTED
EMPLOYEE
WORKING
WITH THE
ADMIN TEAM

4

NEW
COMMERCIAL
CUSTOMERS

1

SUPPORTED
EMPLOYEE
OBTAINED
THEIR TRAFFIC
MANAGEMENT
QUALIFICATION

A man with glasses, wearing a bright yellow high-visibility polo shirt and khaki cargo pants, is seated in a wheelchair. He is leaning forward, reaching into a metal wire cart filled with cardboard boxes. The boxes are stacked and feature the Australia Post logo. The background shows a warehouse setting with shelves and other boxes. A yellow circular callout box is overlaid on the right side of the image, containing text about the man. A teal decorative shape is visible on the left side of the image.

Meet Ben!

Ben enjoys going to the Sunshine community hub where he does a gardening program, catches up with friends and talks footy. He especially enjoys mowing the lawns. Ben also works in our Business Solutions warehouse three days a week and likes the balance of working and attending a hub.

Contact us

There are many ways to get involved at Mambourin:

[receive our newsletter](#)

[volunteering](#)

[student placement](#)

[become a member](#)

[make a donation](#)

To find out more get in touch

hello@mambourin.org

03 9731 9200

mambourin.org

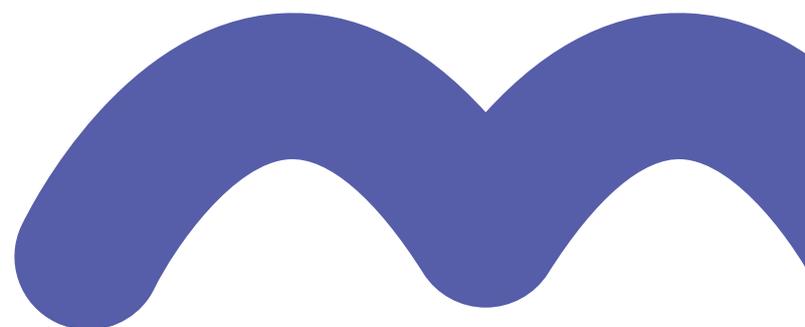
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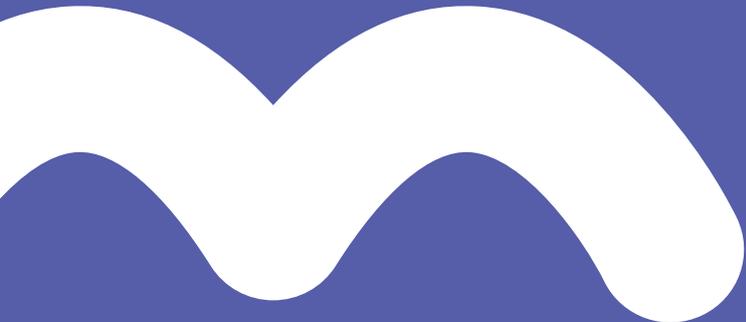
Mambourin is grateful for support received in the form of donations, grants and funding, partners in the community, volunteers and our members. We extend our thanks to everyone who provides us with support.

Mambourin acknowledges the support of the Victorian and Federal Governments.



Australian Government





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03 9731 9200
www.mambourin.org

mambourin 

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Warehouse**
159 Derrimut Drive
Derrimut VIC 3026

Training Centre
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Derrimut VIC 3026

Altona
130 Queen Street
Altona VIC 3018

Bacchus Marsh
164 Main Street
Bacchus Marsh
VIC 3340

Braybrook
1 Ravenhall Street
Braybrook VIC 3019

Deer Park
Cnr Miles Street
and Ballarat Road
Deer Park VIC 3023

Melton
1 Collins Road
Melton VIC 3337

Sunshine
50 Stanford Street
Sunshine VIC 3020

Werribee
11 Walls Rd
Werribee VIC 3030