

# 2015/16 Annual Report

**Pictured on cover:**  
Carolyn, Tanino, Toni,  
John, Daniel and  
Benjamin

**Pictured below:**  
Melani and Gary



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# Forward

Welcome to McCallum's 2016 Annual Report which highlights the milestones and events that have shaped our 2015/16 operating year. The strength of any organisation relies on its people and McCallum has great people doing great things, as can be seen and read in this report through the stories and events that have occurred over the last 12 months.

While it is appropriate to celebrate the achievements of the last 12 months we have deliberately made the transition to the National Disability Insurance Scheme (NDIS) a theme in this year's Annual Report. This focus on the NDIS is presented by way of feedback from the stakeholders impacted by its implementation. We hope that it assists individuals understand and prepare for this substantial change in disability support funding occurring next year. As time draws closer to the 1st January 2017 start, there will be many opportunities to hear presentations, attend forums, engage with McCallum staff and peruse newsletters in order to build your knowledge.

Please read and enjoy the stories of the individuals we support and expand your knowledge of the contribution the staff of McCallum makes within our community.



McCallum Industries and Murdoch are an Australian Disability Enterprise (ADE).

As an ADE, McCallum operates as a provider of services to the business community as well as being a specialist provider of employment for people with a disability.

Employing over 130 people in Ballarat and St Arnaud, McCallum ADE is a quality driven business.



McCallum Community Connections program provides flexible day support in St Arnaud and Ballarat tailored to meet individual need. We support people to meet their goals in group and 1:1 arrangements, depending on their needs.



Lifestyle Options provides a service that is flexible and in tune with the changing needs of the people we support based on a person centered format.

The Lifestyle Options program's primary focus is for people to assume as much control of their life as is possible, and to use our staff to assist them in this pursuit. The Lifestyle Options program provides support to people in their home, or in the community.



NDIS will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers. The NDIS will mean peace of mind for every Australian - for anyone who has, or might acquire, a disability.



**Pictured:**

Ruth, Stephen, Karen,  
Ed and Anne

## McCallum Industries Lifestyle Transition Group



McCallum Industries began a Lifestyle Transition group in April 2016. The intention was to offer an employment option to supported employees who are migrating from the traditional role of a supported employee at McCallum Industries.

The target group is people who may be suffering a degenerative illness such as early on set dementia or employees who are simply ageing although not ready to retire. We provide the opportunity for people to continue to be employed at McCallum and associate with their long-time friends and co-workers for as long as possible, whilst exploring alternative possibilities for our employees once they choose to retire.

Many of the participants have been long time employees and we recognise the importance of helping them and their family members prepare for life after McCallum Industries while ensuring they continue to enjoy their time at Industries for a long as they wish to.

The program also looks to build skills such as eye hand coordination and gross motor skills via the use of activities such as craft work, art, drawing and puzzles. The group will often create craft or art work for their fellow employees such as birthday cards, sympathy cards, get well cards etc which contributes to a feeling of belonging and helping their work mates. The group has also been enhancing their cooking skills by cooking meals such as pumpkin soup, salad rolls and chocolate

brownies. It is hoped that eventually they will be able to prepare healthy options for their work mates to eat such as salad wraps and rolls.

Each week the group will choose a movie each week or music to listen to while participating in activities. Quite often the movie will be repeated for a couple of weeks which creates opportunity for stimulating memory. Music is associated with childhood memories which makes for excited conversation.

The group has bonded well and are very supportive of each other's individual needs and daily routines. The success of the group is apparent when they come together as a group and share ideas while everyone is respected and given a voice which is occurring each Thursday.

There are many benefits for those who participate in this innovative program from environmental familiarity by continuing to attend during working hours with familiar faces through to being able to accept new challenges while being supported by peers.

Special thanks must be given to the work of Karen Fraser who supervises the group each Thursday and who's dedication and enthusiasm for the group has ensured its great success .



## Friday Afternoon Social Group

The Friday afternoon social group was introduced as a trial for those who live at home with their families and were looking for something to do on a Friday afternoon. The social group activity runs from 1.30pm – 5:00pm on the Friday and the group discuss each week what they would like to do the following week.

Due to the popularity another social activities was introduced in term 2; both are supported by a McCallum Support Facilitator.

They access the community for recreation options and public transport to get around town.

The many activities that have been enjoyed include

- Movies (gold class)
- Ballarat Library
- Stockland's Shopping Centre
- Art Gallery
- Vic Park for walks and sports
- Coffee shops
- Mill Market
- Swimming at Ballarat Aquatics
- Laser force
- Ten pin bowling
- Golf range
- Wildlife Park

This activity has been a huge success and everyone involved is enjoying the range of activities within their community access.

MCC

**Pictured above:**  
Scott, Shane,  
Tori, Connor,  
Emma, Tara and  
Christian



## Support Worker Sarah talks about the NDIS

Sarah is a support worker in the Accommodation area, she has worked with McCallum Disability Services since 2010 and is a much valued member to the team

### 1. What do you know about the NDIS?

That this is a new and fresh system, it aims to be client focused, it also aims to allow client flexibility and allows the client to control their own funding.

### 2. What are you most looking forward to?

That the clients have more opportunity to make their own decisions about what support they need, and who they would like to provide it to them.

### 3. What, if anything are you worried about?

From the information I have read I have no areas of concern.

### 4. Where have you found information about the NDIS?

The information I have found, I have obtained from the internet and on the NDIS website.



## Sharyn – Support Facilitator talking about the NDIS

Sharyn is a support facilitator working in Community Connections. Sharyn has worked for McCallum Disability Services for 4 years and has seen many changes over her time in the field.

What I know about the NDIS is that it is an Insurance Scheme intended to help support people with disabilities more efficiently.

The information I have been provided with has been from McCallum, the Australian Education Union meetings, online webinars, the internet, also from talking to other Support Facilitators.

I'm not really sure what I'm looking forward to with the NDIS as I can't really imagine how it will be implemented and what that looks like from a support facilitators perspective.

What worries me is when the NDIS is implemented; will the quality of support people with disabilities deserve be maintained? I know McCallum will work diligently to ensure everyone they support are given quality care.



**Pictured Top left:**  
Edward, Sharyn and Tansy.

**Pictured Bottom left:**  
Sarah

**Pictured Right:**  
Janet



## Janet Wraith Manager

### What do you know about the NDIS?

I know that it will be one of the greatest social reforms in my lifetime.

It is an incredibly exciting time for people with disabilities and service providers as it is a new way of providing individualised support for people with disabilities, their families and carers.

The NDIS has been rolled out in pilot areas over the past three years. However, in January 2017 it will be part of providing support to people with disabilities in the Central Highlands area. It will be progressively rolled out in Victoria over three years. The intent of the NDIS is to ensure that people with disabilities receive more equitable, transparent and appropriate funding, based on individual needs. The scheme will provide a flexible and innovative whole-of-life approach; to support people with a disability to continue to achieve their goals and dreams.

### What are you most looking forward to?

January 2017 is going to be an energising and inspiring time for McCallum. The organisation has been preparing for the NDIS for nearly 3 years. It will be exciting to work with participants and their families who will benefit from this new social reform.

### What, if anything are you worried about?

The only concern that I have is that participants, their families and carers as well as staff are receiving the correct information about receiving support in the NDIS world. Any change management can create fear for people. However, I think McCallum is managing communication about the NDIS really well, by providing participants and their families as well as staff, regular information sessions using different mediums such as forums, social media and team meetings.

### Where have you found out information about the NDIS?

I have been attending forums for the past five years that have had a focus on the NDIS and how organisations will manage the change. I regularly visit the website and have been to information sessions in the Geelong pilot area. McCallum also has a NDIS Transition Manager and part of that role has been ensuring that correct communication and information is being disseminated to the relevant people in our community.



## Deb Watson – NDIS Transition Manager talks on NDIS

### What do you know about the NDIS?

What I know is that;

- This is an Insurance based scheme and ensures that NDIS funding will support what is reasonable and necessary for an eligible person to live their life
- That the scheme is committed to helping enable as many people as possible who have the capacity to work into meaningful work roles with the appropriate support to succeed
- People will be supported as their disability specific impacts are identified and not have to wait for a resource to become available
- That most disability service providers will stretch, grow and change to meet opportunities they face in a changing business environment and embrace the ability to more readily offer supports people are looking for.

### What are you most looking forward to?

People not having to wait for sometimes very long periods of time for support to meet the most basic of their needs related to their disability.

### What, if anything are you worried about?

Right now that would be the governments capacity to get the system working expediently and effectively and into the future that the system remains a bipartisan high priority that will continue to meet the schemes stated core principles of;

- a. People with disability will be supported to participate in and contribute to social and economic life to the extent of their abilities;
- b. People with disability and their carers will have certainty that people with disability will receive the individualised care and support they need over their lifetime;
- c. People with disability will be able to exercise more choice and control in their lives, through a person-centred, self-directed approach to service delivery with individualised funding;
- d. People with disability, their families and carers, service providers, the public and governments will have greater transparency and certainty of funding for disability care and support;
- e. Disability care and support will be more accessible;
- f. Disability care and support will meet nationally consistent standards;
- g. Disability care and support will be sustainably resourced; and
- h. Disability care and support will contribute to governments' commitments to closing the gap on Indigenous disadvantage.

### Where have you found Information about out the NDIS?

My learning about the NDIS has come from a variety of sources including the NDIS themselves via meetings and forums and their website, the National Disability Service (NDS), various media articles and reports, NDIS Grassroots Facebook Forum, Disability Service Providers located in the Barwon area and Social Media Forums such as NDIS Grass Roots Facebook page



**Pictured left:**  
Deb  
**Pictured right:**  
Lynden



## **Lynden Hayes McCallum Board Member talking about NDIS**

As well as being a Mother/Carer of a young man who has Downs Syndrome, I work at Carer Respite and Support Services, supporting Carers in the community and have therefore been very aware of the decision of the Productivity Commission's recommendations, regarding the need for better funding choices for people with disabilities and their Families and Carers. I am also on the Board at McCallum and I am witness to the amount of work our wonderful staff have had to do and continue to do to be NDIS ready.

I have watched with interest the test site of Geelong. I am now hearing all the good news stories coming out of the Geelong experience via information sessions I have attended. I am also very aware of course that it has not been plain sailing and there are still many hurdles to overcome. I also understand the anxiety this uncertainty can cause Family and Carers, I too am experiencing some anxiety about the changes we face.

At a recent information session I attended with NDIA, there were many questions from concerned families with fairly obscure answers, and yes of course, until the roll out in January, some of those things cannot be answered. My main concern is in regard to the ADE. My son loves what he is doing and I haven't heard how the NDIS fits with his program. Respite is of course another concern but I understand this is being addressed.

Change is always a challenge, I trust, or is it hope, that with time, more people with disabilities get services they have longed for and that life is better for them and the people who love and care for them.

*Lynden Hayes*



## Michael talking about the NDIS

Michael is a resident in one of McCallum's accommodation houses in Ballarat

### What do you know about the NDIS?

It will be a lot easier when I need something, to be able to obtain the funding without having to wait a ridiculous amount of time.

### What are you most looking forward to?

Not having to wait for funding.

### What, if anything are you worried about?

I am only worried about one thing and that is if it doesn't go as smooth as it is supposed to because I realise it is a massive undertaking.

### Where have you found out the NDIS?

On the internet and the TV.

## Staff member and Carer Rebecca talking about the NDIS

Hi my name is Rebecca Douglas and I am a carer [sister] and an employed Support Supervisor.

### What do I know about the NDIS?

The NDIS (National Disability Insurance Scheme) is going to support thousands of Australians with a disability and their families and carers financially with lifestyle options.

### What am I most looking forward to?

I am looking forward to having the funding support for a person with a disability to be able to enjoy their lifestyle activities, which they choose e.g. bowling, movies and respite (supporting families and carers).

### Am I worried about anything?

Yes I am, I am worried as a paid support worker this is going to take away funding for us. As it may take jobs away from employees as a client may wish to choose a different activity during their Australian disability employment service or their day services.

I found out about the NDIS through my brother attending McCallum for an information night and through McCallum Facebook page.



**Pictured Top left:**

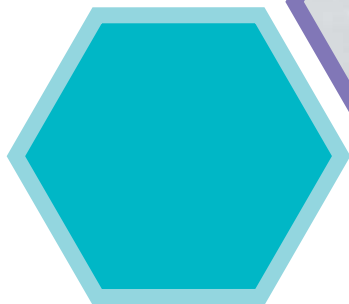
Michael

**Pictured Bottom left:**

Michael and Rebecca

**Pictured Right:**

Cherie and Chantelle



## Cherie talking about the NDIS

Cherie is a support worker in St Arnaud and also has a daughter with a disability.

The National Disability Insurance Scheme is a new healthcare program which will change the way people with a disability receive their funding from the government.

It will be a new way to receive support, give them a greater choice, more control and a lifetime approach to their needs.

It will roll out over the next three years and will start in the St Arnaud area in October 2017.

It will be an independent statutory agency which will be responsible for implementing and overseeing the NDIS.

NDIS will pay for daily personal activities, transportation for participation in community, social, economic and daily life activities. It will help the person get employment in an open or supported workforce. It will also help with household tasks, so the person can maintain the home environment.

To be eligible the person has to have a permanent disability that effects ability to be part of everyday activities, aged less than 65 years of age and be an Australian citizen.

If the person is already accessing services, you will be contacted at a later date to discuss now the process will be undertaken.

If the person is eligible, once the scheme comes into effect, a planner will contact them to make an individual assessment and discuss what the needs of the person are.

After agreement with the planner, the person will be given a budget. They can then choose how and which service providers they wish to spend it on.

This will give my daughter more variety and freedom. My concern is will my daughter have too much freedom and not enough work, or no incentive to make her want to go to work, when all these other options are going to be available to her. Also I'm concerned as to the funding, will she get less now, or will she lose her pension or many of the benefits that come with this?

I'm also very concerned as to the implications of what effect it will have on my job position, will I get less work or more work. Will there be more travel involved? If I get less hours will I have to get another part time job to make ends meet?





**Pictured left:**  
Mark and Madeline

## Family Member Madeline talking about the NDIS

Madeline's daughter lives in one of McCallum's accommodation independent living houses

### **What do you know about the NDIS?**

We know it has been a long time coming! We know that its aim is to provide supports for people with a disability to enable them to live as productive, happy and as independently as possible. We are aware that each person will have their own "plan" and we are hoping that the original intention of the NDIS is adhered to and not "adjusted" with changing governments and agendas. This is not an optional plan for people with disabilities in Australia it is a necessity.

### **What are you most looking forward to?**

We are most looking forward to this scheme enabling parents of people with disabilities (like us!) to be able to sleep a little easier at night, with more of a certainty that their children will be cared for in a safe, choice-driven and happy environment once they can no longer care or oversee their care. We are secure in the knowledge that McCallum has the people, the experience and the drive to make sure that clients like our daughter and ourselves can be assisted during this planning process to make it as painless as possible, but get the best possible outcome for our girl.

### **What, if anything are you worried about?**

We are not looking forward to the "paper chase" and meetings and the possibility of having to "prove" what our daughter needs, we want this to be a positive transition and not another battle focusing on what our daughter can't do, but what she can do and to be able to meet her full potential. One major concern we have is that the NDIS won't provide the vehicle to enable supported housing for the people of Australia who need it, with the option of choice which is so desperately lacking at the present time.

### **Where have you found out about the NDIS?**

We have read about the NDIS mostly online and get regular email updates. Also we've received information from other parents.

Because it has been in the pipeline for so long, and so much seems to have changed we haven't really immersed ourselves in the fine print yet! But we know that McCallum can help us through this process.

## One on one with Toni

Hello, my name is Toni and I am 39 years old. I will be 40 this December and am hoping to have a big party.

I live with my mum and dad, and have two sisters that don't live at home.

I have attended McCallum for a long time and have been in a few different units including employment, but I like my current Day Program the best. Some of the activities I enjoy are Tour Group because sometimes I can visit my sister's farm. I like animals, we go to places like the Wave Pool and Middle Creek. I love the Art Studio and have made lots of things including a winning mosaic in the Ballarat Show. I was lucky to win some money.

Things I like about McCallum are I get to make my own choices and the staff listen to what I have to say.

I'm looking forward to moving back up to the centre but I don't know what the program will be called. Sprats (Staff member Karen Spratling) helped me to write this as she has known me since I was a baby.



**Pictured above:**  
Toni



**Sally is  
really  
living life  
to the full.**

**Sally** has been supported by McCallum Lifestyle Options since August 2012 when she received an unexpected call regarding a vacancy for

Independent Living Units. Sally was expecting to be on the waiting list for a couple of years, so when the call was received, Barb (Sally's mother) said Sally was quite apprehensive about moving in, even though she knew her new flat mate quite well. Sally had not really spent any time away from home over the years so the transition to independent living was quite significant.

Sal burst onto the scene and coped very well with her new environment however after two different flat mates over the next two years, Sal decided she really didn't like sharing a unit so moved into her own place. She has embraced this new independence enthusiastically and just loves living by herself. The best part of living by herself Sal will tell you is she gets to have her dog Felix live with her and her two (very fat) bunny rabbits Kiwi and Pebbles.

The rabbits cause quite a bit of stirring by staff. Sal loves being able to do her own thing, watch what she wants on TV and do what she wants. She enjoys the way staff support her around the house and with her shopping.

Sally leads a very busy life with work at BRI where she has worked for 20 years, 2 days a week, as well as Funky Turtles one day per week (an original member) and after 12 years still loves it! On top of all this, she attends gym one day a week with staff support, plays Table Tennis on a Monday night (and just won Best Player of the Season as well as the Grand Final) and Indoor Cricket on a Thursday night. Sal has a number of nieces and nephews and being the good aunty she is, loves going to watch them play all manner of sports around town and hates to miss any of their matches. And just to close the weekend off, will often attend the Country and Western Club Dance on a Sunday night with her Mum Barb. Sal really enjoys this as quite a few of her workmates also go, so a great night hanging out with family and friends. Sal is really living life to the full!

**Pictured:**  
Sally,  
Felix and  
Pebbles





**Mel is now looking forward to the future and has confidence in her own ability to again live by herself.**



**Melanie Carpenter** commenced with the McCallum Home Support as an Outreach client back in 2007. At that stage Mel was living by herself in a unit and Home Support provided assistance with household management, bill paying, grocery shopping and meal preparation. Mel lived in the unit for about 3 and a half years until an event occurred that had a huge impact on Mel's life. Her unit was broken into one day and Mel no longer felt safe – her confidence for living independently by herself was shattered. After a few weeks Mel moved in with her Aunt Grace. Mel has continued to live with her Aunt Grace and her husband since that time.

Mel had always been quite a shy person and after the break in at the unit Mel withdrew even more socially. Kaye (Direct Support Worker) who has supported Mel for the last 9 years through the McCallum Home Support (now Lifestyle Options Program) remembers Mel being quite reserved and shy at the

start. Kaye has supported Mel to develop her confidence and watched her grow into a bubbly and eager to engage 'mother hen', particularly at Interclub. As Mel will say herself "I just love looking after everyone!" And her way of doing that is cooking for them! Mel with the support of Kaye, will usually cook at Interclub on the Tuesday she is supported by Lifestyle Options and whips out batches of muffins or pancakes for all to enjoy. Mel will serve everyone and true to her nature, will happily clean up afterwards too!

Mel is now looking forward to the future and has confidence in her own ability to again live by herself. This will be the next chapter in Mel's life and as she says "I want to live independently in my own place." And naturally she will cook and clean to her hearts content!



**Pictured left:**  
Luke



## McCallum Linen

The formally named Coronet Laundry, now McCallum Linen, was purchased by McCallum in November 2015 after a long process of due diligence, scrutiny and evaluation. This commercial sized laundry has been operating in various forms for over 20 years and services a large number of hospitality businesses right across the Central Highlands area. The laundry is a contemporary and modern work environment and provides McCallum a number of complementary work options given our existing employment business McCallum Industries, which is already heavily involved in the cloth and rag business.

The Board's decision to purchase this business was in part predicated on the fact McCallum Industries customer base had been declining for some time. This reflected the Ballarat manufacturing sector more generally which has experienced contraction over several decades to which McCallum Industries also suffered as a result of this decline. The Board however are committed to providing supported employment as a key platform for improving the lives of the people we support because McCallum appreciates the enormous positive social impact that a working environment provides to individuals.

McCallum Linen is based on a Social Enterprise model, which in essence means

that we pursue a sustainable, financial return with this standalone commercial business and do not intend to rely on Government handouts or help. This is an important psychological change for McCallum and reflects our belief that to be a truly viable business, and assure ongoing employment and career development for supported employees, can only happen on a sustainable business platform. Our vision is that this Social Enterprise model paves the way for a great number of supported employees to trial and if desired to migrate into the business over time on terms consistent with the goals they have set themselves in their forthcoming NDIS plans.

Since taking over the operations McCallum has facilitated over 30 supported employees to experience working in this new space to gain new skills and try different working conditions and jobs. We have also now three supported employees taking up permanent roles and a number of part-time positions regularly and enthusiastically being used by other employees with our direct support.

Most importantly we thank the many local businesses that have got behind McCallum Linen and continue to support our business so that we can support our community.



## VALE Ricky Kinnersly

Ricky moved into McCallum's My Future, My Choice Home in 2011. Before coming to McCallum Ricky had been living with his parents. Several years ago he had been diagnosed with a degenerative illness.

Ricky enjoyed being part of the Spencer St household. He was a dedicated Collingwood supporter and loved to watch any sport on TV. Ricky was a chef during his life and loved to give a lot of feedback about the menus at the house.

He had regular visits from parents and his two teenage sons. His parents thought Spencer St was ideal for their son as they could become parents again and not fulltime carers. Ricky made some great friendships and regarded it as his home. He passed away peacefully at his home in Spencer St on 14th June.

There was a farewell for Ricky at his home. His housemates, family and staff released Magpie balloons in his honour, which was followed by a morning tea. Ricky's service was held in Ballarat.



**Pictured Bottom Left:** Ricky

**Pictured Top Right:** Bernie  
and Noelene



## VALE Bernie Maddocks

Bernie Maddocks passed away peacefully at Ballarat Health Services on 23rd June this year, after a brief illness. Bernie has had a long association with McCallum, as he has been involved in various programs for over twenty years. Bernie hailed from Stawell. Many of his family still live in Stawell, however Bernie considered Ballarat to be his home.

Bernie moved into McCallum's purpose-built My Future, My Choice home in 2011, with his best mate Phil. He loved his new home as it had state of the art equipment for people with mobility issues. Bernie had some great holidays whilst living in Spencer St. Two of his favourite activities were his trip to Queensland and going to barrack for his beloved Bombers in Melbourne.

There was a farewell for Bernie at his home. His housemates, family and staff honoured Bernie by releasing Bomber balloons, which was followed by a morning tea. Bernie's service was held in Stawell. As well a memorial service was organised and held at McCallum's function room.





**Pictured left to right:**  
Peter and Karl

## Tri State Games: Horsham 8th to 13th November 2015

The Tri State Games are a week long sporting event attracting around 300 athletes from disability organisations throughout Victoria, New South Wales and South Australia. The games are held yearly and focus on promoting active participation, friendly competition and positive social interaction for adults with a disability.

After months of preparation and anticipation the time finally came for the McCallum St Arnaud All Stars teams to head off to Horsham for the event they had been eagerly waiting for.

The fun started on a Sunday afternoon, the All Stars- staff, volunteers and participants all met at Long Street to load up the utes and then get on the bus to get on their way to Horsham.

Everyone was so excited!

They arrived at the Comfort Inn May Park Motel in Horsham in time to unpack and go

to the first event – the Welcome Barbecue. Everyone relaxed on the grass and started preparing for their first day of events on Monday – the Team Sports.

The week went as follows:

**Monday:** the group was split in two – one team playing Lawn Bowls and the other playing cricket at Sunnyside Bowling Club and oval. It was a very hot day. Everyone raced through the games so they could get out of the sun.

Everyone headed back to the motel to relax for a few hours before going to the Wimmera Events Centre for dinner and a disco.

**Tuesday:** the weather was quite cool. Very different to the day before. This was a huge day of swimming at the Horsham Aquatic Centre. The 25m, 50m and 100m races were

held in the outdoor pool. The “walking across the pool” and “kickboard/noodle across the pool” events were held in the indoor pool.

After another long day, everyone headed back to get ready for dinner and another disco at the Wimmera Events Centre. The theme for the night was ‘Pirates’ It was fantastic to see so many pirates on the dance floor.

**Wednesday:** This was a free day for all participants. Rest day you would assume – well not for the All-Stars! Shopping, shopping and more shopping! And then out to the Sportsman Club for dinner.

**Thursday:** Another very hot day! The Track and field events started early. We were either competing, spectating or taking others to their next race or field event.

We were lucky enough to squeeze under the shade of our gazebo – but couldn’t escape the heat! Lots of water and rest in between was necessary throughout the whole day.

Once the events were over, we were all exhausted and needed a rest before the next big night – another dinner and disco at the Events Centre. This time we were all making a bigger effort for the ‘Halloween’ disco!

What fun – lots of ghosts and witches and skeletons – everywhere!

**Friday:** In the morning we not only needed to get ready for the indoor sports at the Basketball stadium, but it was time to pack up our things and load the utes, as we were all checking out!



The morning went quick. Many competed in the bean bag target throw, darts, carpet bowls and the pool competition (which was held at the Victoria on the Park Hotel)

Many more medals came the All Stars way this morning!

One more lunch at the Sportsmans Club with staff medal presentations (all the effort the staff and volunteers went to, we couldn’t let them miss out!)

We were all so very tired and ready to get home. What an effort made by all.

An overall huge thankyou to The Murdoch Auxiliary for their donation and support, Shane Burke for loaning us his bus. The Lions Club – St Arnaud, K&S Birthisel, Mt Wyche Café, Tracey and Glenn Pardella, Rivalea and Weir’s Supermarket – St Arnaud for their donations.

#### **Results:**

**Gold = 20 | Silver = 10 | Bronze = 13**

**Trophies: Overall Female Athlete**

**Team Award Trophy = Team A – 2nd (Athletics)**





**Pictured This Page:**

Brendan, Kerry, Anthony, Julie and Stephen



## Lyons Street Hat Parade & Afternoon Tea

Lyons Street hosted the annual Parent/Carer Afternoon Tea on Wednesday the 3rd August.

Lyons Street have been hosting the annual parents/carers afternoon or morning tea for 10 years!

Each year is celebrated with a different theme e.g. hat parade or cup & saucer display, to ensure the day is fun for everyone!

This year celebrated 'hats' with a hat parade and competition. Everyone was encouraged to be creative and wear some interesting hats! There were definitely lots of laughs and smiles on the day with a very enjoyable afternoon had by all. It was fantastic to see such a wide variety of hats on display!

There was not a special guest this year so the competition was judged by myself (Narelle),

and there were prizes for hat categories such as the funniest hat and the most glamorous hat.

The majority of food for the event is prepared by our clients and staff and some is purchased from the supermarket by clients. Part of the fun is in the preparation for the day!

A big thank you to all who attended and staff members for organising such a wonderful event. We would like to extend a special thank you to Ann Rasmussen for all of her fantastic work in bringing the afternoon together.

Let's hope the 11th annual Parent/Carer event is just as successful as this one!





## Board of Governors



**Joe Ballinger, Chair**



**Brett Bryant, Deputy**



**Judy Patching**



**John King, OAM**



**Mary Shone**



**Peter Brugman**



**Lynden Hayes**



**Tim Bunning**



**Brigid Moloney**

## Executive Management

**Tyrone McCuskey,**  
Chief Executive Officer

**Noelene Collins,**  
Manager Accommodation and  
Lifestyle Options

**Trevor Miller,**  
Manager Australian Disability Enterprises

**Deb Watson,**  
Manager NDIS Transition

**Kelly Ransley,**  
Acting Manager Community Connections

**Mike Bigarelli,**  
Manager Corporate Services

**Randal Newton-John,**  
Manager Quality

**Matt Vallance,**  
Manager Business Development & Marketing

**Lisa Ward,**  
Executive Assistant

### New Board Member

McCallum Board welcomes Brigid Moloney, Brigid attended her first board meeting in August 2015. She is a fantastic addition to the board and has shown her commitment to McCallum



## Chair & CEO Report

As the 2015/16 year unfolded McCallum was able to celebrate some significant achievements and milestone projects which in some cases had spent years in the planning phase. The delivery of these large projects, when combined with a changing regulatory environment meant staff across McCallum Disability Services spent considerable time in a very challenging and busy, albeit rewarding environment.

There were two milestone projects completed during the year of which we are most proud. The first contributed to the expansion of accommodation services, whilst the second extended our growth in providing options within our supported employment model.

In our accommodation services McCallum delivered superior accommodation housing and support for eight individuals following the construction of the Albert Street Residential Complex in Sebastopol. This complex comprises 4 two bedroom units housing eight individuals whom we support 24/7 with the inclusion of a separate staff sleep over unit. Whilst the facility was officially opened in October 2016 residents started moving progressively from December 2015 and the positive feedback about the development has been overwhelming. On the supported employment front McCallum purchased a commercial laundry operation located in

Wendouree opening up further opportunities for us to support individuals to secure employment in alternate but complementary industries. Rebranded McCallum Linen the business is already starting to open up employment opportunities for those individuals that seek it.

On top of positive community contribution the above projects have made there have also been many other notable achievements;

### **Advanced our Quality Accreditation –**

McCallum continued to not only meet its extensive quality of service obligations but in many cases made genuine improvements regarding service delivery. There were no non-conformities across the organisations businesses and in fact it has been acknowledged formally by external, independent quality auditors that our quality of service has benefitted from a continuous improvement focus.

McCallum Disability Services passed all registrations requirements to become a Registered Provider under the National Disability Insurance Scheme. We look forward to welcoming our first participants under this scheme.

**Rejuvenated our Housing Portfolio –** during the year McCallum formalised an extensive program of works to upgrade our group

**Pictured:**

Joe, Andrew and  
Buninyong MP  
Geoff Howard



support homes which included renovating bathrooms, replacing floor coverings, painting and new furniture and fittings. The financial investment was significant and welcomed by residents, making the homes more practical, welcoming and most importantly better reflects their needs. Next year we will expand the program to more homes with plans to update kitchens and outdoor areas, install new Heating & Cooling systems and update furniture and fittings.

**Participation in the Federal Wage**

**Assessment Trial** – following on from the removal of the BSWAT as a tool to assess supported employee productivity, McCallum volunteered to contribute our resources to the Federal Government’s 2016 Trial and Evaluation of a Modified Supported Wage System in ADE. As one of only 20 organisations nationally invited to engage with the Trial it provided valuable feedback to Government on the risks, issues and opportunities associated with trying to develop a comprehensive wage assessment tool.

**NDIS Preparation** – In addition to McCallum successfully registering as an NDIS provider we continued to devote a significant amount of time and resources to internal systems and trialling innovative participant support models during the year. We implemented a new service recording system that allows staff to more efficiently and effectively record and share

appropriate information across the business. It was through external quality audit feedback that this tool significantly improve process over previous paper based systems. We also began organising some new camps and varied normal operating hours in order to gain a better understanding of different service models that may be achievable under the NDIS.

**Safeguarding our Future** - Strong growth in revenue over the 2015 financial results reflects our investment in expanded accommodation options, purchase of McCallum Linen and increase in participant numbers within the Lifestyle Options program. The Board is acutely aware of what changing regulatory environments can do financial stability and in response enhanced its own Governance structures by the implementation of a Business Development Sub-Committee.

We extend a huge thank you to our very competent volunteer Directors who in addition to diligently governing McCallum Disability Services through formal Board meetings also contribute significantly to sub-committee work and often lend their time out of hours for guidance and support.

Lastly, we thank the wonderful staff of McCallum and acknowledge their commitment and experience in delivery great service to our community



# 2015/16 Commentary

McCallum has returned a solid financial result this year with total comprehensive income \$733,787, an increase of \$514,163 from the previous year.

Operating income was bolstered by the acquisition of the McCallum Linen business in November 2015, our new accommodation units in Albert St becoming operational from November 2015 and an increase in State Government funding for one on one support services.

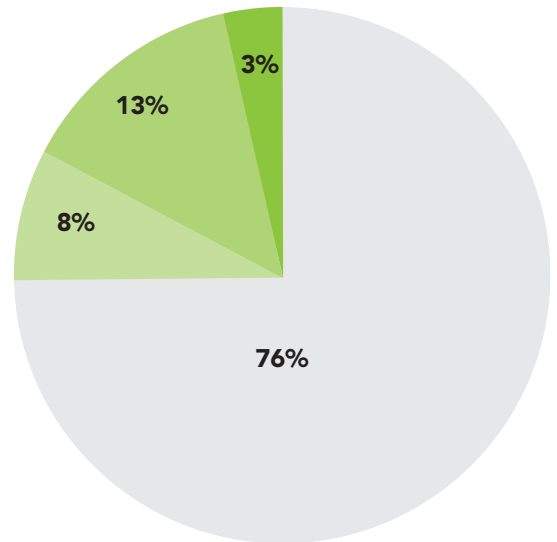
Our most significant expense is and will always be staff costs while our most significant challenge as a business is controlling the growth in these costs. We have performed well in this area with total Staff Costs falling year on year in proportion to Total Operating Income.

All other expense categories have increased this year due to the acquisition of McCallum Linen and the new Albert St units.

With the imminent rollout of the NDIS from Jan 1 2017 the Corporate Services team has been focused on and is continuing to focus on ensuring our finance systems are optimised and robust enough to withstand the inevitable strains that will be placed on them when we operate under the NDIS. It will be a challenge but I am convinced that with a revitalised team we will ensure McCallum remains viable and sustainable under the NDIS.

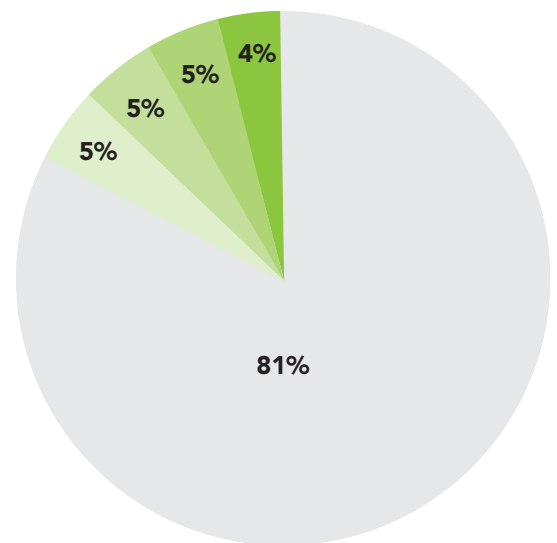
## 2015/16 OPERATING REVENUE SOURCE

grants & subsidies	\$ 11,039,882
service contribution	1,134,954
production revenue	1,905,818
investment & other income	470,588
<b>Total</b>	<b>14,551,242</b>



## 2015/16 OPERATING EXPENSE BREAKDOWN

staff costs	\$ 11,089,867
administration costs	690,739
depreciation expense	635,779
program & production costs	741,805
property & fleet costs	540,748
<b>Total</b>	<b>13,689,938</b>



# Statement of Comprehensive Income

## For the Year Ended 30 June 2016

	2016 \$	2015 \$
<b>INCOME</b>		
Recurrent government grants & subsidies	11,039,882	10,020,206
Service contributions	1,134,954	1,110,254
Production revenue	1,905,818	438,689
Other income	470,588	554,030
	<b>14,551,242</b>	<b>12,123,179</b>
<b>EXPENDITURE</b>		
Staff costs	11,089,867	10,051,356
Administration & program operating costs	1,906,359	1,327,210
Production, property & fleet costs	911,010	660,575
	<b>13,907,236</b>	<b>12,037,141</b>
	<b>644,006</b>	<b>86,038</b>
<b>OPERATING SURPLUS</b>		
Grants & donations for capital purposes	175,153	407,460
Other non operating items	131,177	-131,141
	<b>950,336</b>	<b>362,357</b>
<b>SURPLUS FOR THE YEAR</b>		
Other comprehensive income	- 216,549	- 142,733
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>733,787</b>	<b>219,624</b>

# Statement of Financial Position 30 June 2016

	2016 \$	2015 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	4,875,389	5,471,258
Trade, other receivables and inventories	715,150	364,258
<b>TOTAL CURRENT ASSETS</b>	<b>5,590,539</b>	<b>5,835,516</b>
<b>NON CURRENT ASSETS</b>		
Property, plant and equipment	10,134,845	8,702,313
Investments	1,195,550	1,328,227
Intangible Assets	80,000	
<b>TOTAL NON CURRENT ASSETS</b>	<b>11,410,395</b>	<b>10,030,540</b>
<b>TOTAL ASSETS</b>	<b>17,000,934</b>	<b>15,866,056</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	3,053,396	2,933,361
Provisions	774,422	491,015
<b>TOTAL CURRENT LIABILITIES</b>	<b>3,827,818</b>	<b>3,424,376</b>
<b>NON CURRENT LIABILITIES</b>		
Provisions	1,024,713	1,027,064
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>1,024,713</b>	<b>1,027,064</b>
<b>TOTAL LIABILITIES</b>	<b>4,852,531</b>	<b>4,451,440</b>
<b>NET ASSETS</b>	<b>12,148,403</b>	<b>11,414,616</b>
<b>MEMBERS FUNDS</b>		
Reserves	657,220	956,269
Retained Surplus	11,491,183	10,458,347
<b>TOTAL MEMBERS EQUITY</b>	<b>12,148,403</b>	<b>11,414,616</b>



## Independent Audit Report to the members of McCallum Disability Services Inc.

We have audited the accompanying financial report being a special purpose financial report, of McCallum Disability Services Inc., which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the board of governors.

### *Board of governors' Responsibility for the Financial Report*

The board of governors of McCallum Disability Services Inc. are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### *Independence*

In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements and the *Australian Charities and Not-for-profits Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Board, would be on the same terms if given to the Board at the time of this audit report.



## Executive Management

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Phone (03) 5331 3711

Fax (03) 5331 7980

### Independent Audit Report to the members of McCallum Disability Services Inc.

#### *Opinion*

In our opinion, the financial report of McCallum Disability Services Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a. giving a true and fair view of McCallum Disability Services Inc.'s financial position as at 30 June 2016 and its performance and cash flows for the year ended on that date, and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

#### *Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report is prepared to assist McCallum Disability Services Inc. to comply with the financial reporting provisions of the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose.

*PPT Audit Pty Ltd*

.....  
PPT Audit Pty Ltd

.....  
Jason D. Hargreaves  
Director

20 Lydiard Street South, Ballarat

18 October 2016

# Membership List 2016/2017

## BALLARAT

1. Mrs Helen Ballinger
2. Mr & Mrs Ron and Georgina Barby
3. Mrs & Mr Maureen and Kevin Brady
4. Mr Peter Brugman
5. Mr Brett Bryant
6. Mr Tim Bunning,  
*Prowse Perrin & Twomey*
7. Mr & Mrs Brian and Heather Carr
8. Mr Ken Clements
9. Ms Carmen Fletcher
10. Mr & Mrs Geoff and Marie Harrison
11. Mrs Lynden Hayes
12. Mr & Mrs Mario and Elena Iafrate
13. Mr Bill Kuiler
14. Mr & Mrs Andrew and Jennette Leisfield
15. Mrs Nancy McCallum
16. Mr & Mrs Tyrone & Denise McCuskey
17. Mr & Mrs Mel and Elwyn McDonald
18. Mr & Mrs M & L McLean  
*M & L McLean Cleaning*
19. Ms Leah Mason  
*Angus Eeles Plumbing*
20. Mrs Brigid Moloney
21. Dr John Morris
22. Mr & Mrs J & E Nolan
23. Mr & Mrs Greg and Marjorie O'Donnell
24. Mrs Judy Roberts
25. Ms Mary Shone
26. Mr Ron Smart  
*Ron Smart Electrical Contractors*
27. Mr Trevor Smith
28. Miss Ella Smith
29. Mr & Mrs Graeme and Rosslyn Sutton
30. Mr Matt Vallance  
*UFS dispensaries LTD*

31. Mrs Louise Weire

## ST ARNAUD

32. Mrs Lyn Box
33. Ms May Chester
34. Mr & Mrs Geoff and Wendy Collins
35. Ms Deborah Finlay
36. Benjamin Hewitt
37. Mr & Mrs Kevin and Maree Hewitt
38. Mr & Mrs Hadyn and Jan Jones
39. Mr & Mrs Ian and Christine Lewis
40. Geoffrey Patching & Kim Nevill
41. Ms Judith Patching
42. Mr John and Francis Powell
43. Mrs Noreen Ryan
44. Mr & Mrs Ted and Shirley Scott
45. Mrs June Wood

## BALLARAT McCALLUM LIFE MEMBERS

46. Joe Ballinger
47. Bev Barby
48. Erma Fidler
49. Isabel Gribble
50. Elizabeth Hastie
51. Faye Hunt
52. Caroline Hutterer
53. John King OAM
54. Norm Pinney
55. W.A. (Bill) Wilkie
56. Val McRoberts

## ST ARNAUD LIFE MEMBERS

57. William Amos
58. Brian Dixon
59. Alan Wood

Name	Commenced	Years
Laurice Beckers	01/04/1991	25
Katherine Whyte	04/01/1990	26
Damien Yole	04/01/1990	26
Elizabeth Durie	01/01/1990	26
John Petrie	09/10/1989	27
Noelene Collins	01/08/1989	27
Trevor Miller	23/01/1987	29
Janet Penhall	04/02/1980	36
Margherita Iafrate	01/02/1977	39

These staff have been with McCallum for 25 + years. Thank you for your commitment and hard work you have displayed over the years.



## Compliments

Some of the many compliments we have received at McCallum are listed below, we love the work we do and the support we provide to clients, families, providers and the fantastic support staff

'Thank you to the Gardening crew for a fantastic job cleaning my weedy and grassy yard. It looks so good' – Satisfied St Arnaud resident

"..... Especially Sharon Swanson, Janet Wraith and Noelene Collins and all the wonderful staff at Residential House who made such a loving caring, happy atmosphere giving Rick the best possible quality of life" – Family Member

'The garden service team had arrived and had done the garden. Very impressed with the prompt and efficient service and response to her queries.' - Satisfied St Arnaud resident

Family member rang and thanked us for all the support and care that her son receives here at McCallum. She is very thankful for the amazing support and knows her son is well looked after. She can't thank us enough for what we do. - Satisfied St Arnaud family

"It was really great to meet with client and Assistant Manager – Lifestyle Options. I really enjoyed the visit and am impressed with McCallum Disability Services and the staff I passed by.

It was so nice to be greeted with a smile and a friendly face, which began with the receptionist, the staff I passed in the hallway and then your good self.

It was also pleasing to observe the interactions between yourself and the client. You were very respectful and treated him with dignity and patience. I have visited over 120 clients over the past 18 months and what strikes me as a common issue is the inequity between the client and the carer/organisation. This couldn't have been further from what I observed. All the staff who passed the client said hello and asked him how he was.

The clients Care Plan was also one of the neatest and efficient I have observed,. It contained relevant and valuable information which was up to date.

The newsletter and brochures in the foyer were also very welcoming and set the scene for an inclusive environment. I think there was a feedback form too from memory which I like.

Once again thank you for your time. It was great to meet you both, keep up the positive work. - Case worker from and external provider.

# THANK YOU



**Pictured left:**

Kylie

**Pictured on back cover:**

Nevil, Noel, Kath, Ruth, David and Jane

On behalf of people supported, management, staff and the McCallum Board of Governors, we extend our sincere thanks for your donation. Your generous support will help us to extend programs and embark on capital developments.



McCallum Disability Services Inc. - to find out the latest news, events and achievements that have been happening around McCallum. You can also get more information at [www.mccallum.org.au](http://www.mccallum.org.au) or email us on [info@mccallum.org.au](mailto:info@mccallum.org.au)

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Ballarat, VIC 3350  
Tel: 5334 1921 Fax: 5334 1925

**ST ARNAUD OFFICE:**

1 Long Street  
St Arnaud, VIC 3478  
Tel: 5495 1566 Fax: 5495 2475

**AUSTRALIAN DISABILITY ENTERPRISE**

1820 Sturt Street Ballarat VIC 3350  
Tel: 5337 6901 Fax: 5337 6902

You can also follow us on:



