

ANNUAL REPORT

2010-2011



2010
CGU Commerce Ballarat
Business Excellence Awards

Winner of the BEST Community Development Not-For-Profit Award



McCallum

• QUALITY • SUPPORT • INDEPENDENCE



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McCallum Community Centre

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McCallum Accommodation & Home Support Services

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McCallum Industries

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Front Cover Image: Participants in the Lead On Ballarat documentary to promote McCallum titled "Living Life to the max!" Kris Garlick, Keziah Glenane, Hannah Grace, Fran Wellard and Aaron Bligh.



Australian Disability Enterprises

More than just good business

Our Story

McCallum's proud history shows the commitment of the organisation to improving the lives of people with a disability since it was established in 1953 as detailed below:

McCallum House arose from a challenge by prominent psychiatrist and leader in his field, Dr E. Cunningham Dax to the Ballarat Y's Men's Club, for the need to construct a facility in Ballarat to provide education, welfare and therapy for children with disabilities. That was in 1953, when Mr R. Austin McCallum was the President of the Y's Men's Club, and it was through his and the other members' passion and drive, that this dream became a reality. With assistance from State Government, and donated labour from the Master Builders, Master Plumbers and Master Painters Associations, the building was completed and opened by the Honourable Henry Bolte MP in 1955.

Over the years, the organisation has grown and developed a range of services, and the client base has changed from children to adults. In 1982, a larger Day Centre was constructed in Alfredton, and although many of the services provided by the organisation are based in the community, this facility remains in constant use.

In 1995, the name was changed to McCallum Community Services, and in 1997 the organisation merged with Central Highlands Regional Residential Association and Central Highlands Independent Living Inc to form McCallum Disability Services Inc.

In 2004 McCallum relocated its supported employment program 'McCallum Industries' from Beverin Street into a new modern factory at 1820 Sturt Street West.

In 2005 a Master Plan was completed after extensive consultation. This Master Plan focused on further redevelopment of McCallum Community Centre and the establishment of Independent Living Units on vacant land in Leopold Street to provide people with disabilities with another accommodation option.

In 2007 the MCC Art/Pottery program was relocated to the Mobility Room within the Learmonth Street complex. The East Wing of the McCallum Community Centre was also refurbished to take clients from the former White House unit located nearby.

A confectionery business "Ollies Lollies" was established and opened at McCallum Industries in August 2008.

JG King Homes was awarded the contract to build seven independent living units on land in Leopold Street and these were completed and handed over to McCallum in late February, 2009. The units were officially opened by then Premier of Victoria the Honourable John Brumby, MP on 14th April, 2009. Residents took up occupancy in the units in April, 2009.

There are plans to build a new factory at McCallum Industries to meet further expansion and acquire a new facility for Club LOWD to meet increased demands in 2011. An upgrade of the Administration Centre in Learmonth Street is also under review and the construction of additional accommodation options on available crown land is also under investigation.

McCallum continues to provide services to people with intellectual, physical and sensory disabilities and strives to deliver these programs in an environment of continuous quality improvement.

Board of Management Report

Another year has come and gone and we are pleased to say that McCallum is continuing to meet the expectations of the people who use our services. At times McCallum believes it is on top of the issues then another arises and must be addressed. Nothing is ever plain sailing in the disability sector.

The Board has been well informed of the changes across the disability sector through information provided by National Disability Services. In addition to this the Board continues to undergo professional development. Training in self directed approaches was provided by Training Consultants *field* and covered the reorientation of disability supports and the implications of self directed approaches for disability providers and their Boards.

The Board has also greatly appreciated the opportunity to attend Grampians Board Dinner forums not only to hear speakers on topical issues facing the disability sector but to have the opportunity to network with other Board Members from disability services in the region.



Above: Board Members in training: Tyrone McCuskey, Joe Ballinger, John King, Mary Shone, Robert Parker, Lynden Hayes and Brett Bryant.

McCallum has recognised a number of challenges for day programs within the context of the reorientation of day services and the move towards individualized client funding by the Department of Human Services [DHS]. McCallum in conjunction with DHS has implemented a review of Day Programs. At the time of writing, this review being undertaken by the Dyson Consulting group, was underway. The key objective of the review is to examine: the governance, management, service planning and delivery of day program services to identify any improvements that can be recommended. Imperative for McCallum is that the consultants undertake a thorough examination of the directions being set by McCallum for the day program services and how these relate

to McCallum's participation in the wider community and DHS's expectations of service delivery.

In order to inform the current effectiveness and the future direction of day program activities, the consultants will take into account the recent State quality audit outcomes and provide comment on:

- Effectiveness of program delivery within the current state Government Day Program funding environment as outlined by DHS in the Policy and Funding plan.
- Outcomes based on participant goals identified and met.
- Strategic planning for McCallum regarding future development of existing services and new opportunities to assist with growth.
- Consider day program services in relation to the range of state funded disability services operated by McCallum and any opportunities or synergies that exist across the organisation.
- Areas for growth within the State's disability specific programs, or broader community need.
- Provide recommendations based on the findings.

A McCallum wide view will enable informed decision making for the organisation in managing and setting future directions for Day Programs.

A part of the State/Commonwealth My Future My Choice [MFMC] and Older Cares Initiative McCallum has taken up the lease on a residential facility at Spencer Street, Sebastopol. The aim of MFMC is to provide better living options for younger people with a disability who are living, or at risk of entry to residential aged care. The Older Carers initiative is to provide an accommodation option for people with disabilities who have carers who are over 65 years of age and no longer able to provide the care required to keep them at home. Spencer Street will provide a home for two people via the MFMC initiative and three people from the Older Carers initiative. The single unit attached to the Spencer Street home is for an individual who has the ability to live independently. DHS provided capital funds to meet establishment costs within the home and recurrent funding is still to be finalised.

McCallum undertakes a low key annual appeal each year based on those who have donated in the past and who are now on its donor base. The annual appeal is always well supported and if anyone would like to make a donation they are encouraged to do so. To those who regularly support the annual appeal we extend our sincere thanks.

The Strategic Plan is a living document and is reviewed every twelve months to ensure that it reflects the directions that McCallum wishes to pursue. Details on the current Strategic Plan are shown elsewhere in this report. The Major Building Capital Works Program is integral to the implementation of the Strategic Plan to build a new factory at McCallum Industries on land available in Production Drive. In 2011-2012 McCallum plans to acquire a more suitable facility for Club LOWD to address the projected growth in that program and investigate options to redevelop the Administration Centre.

Board of Management Report *continued*

McCallum has invested \$87,140 in mechanized packing equipment for McCallum Industries to enable it to volume pack, particularly confectionery. The Helen Macpherson Smith Trust kindly contributed a further \$22,860 towards the total purchase price of \$110,000. Installation of the equipment on site is nearing completion.

The Victorian Hospitals Industrial Association were engaged to undertake an audit of McCallum's human resources function and recommendations made in the report have been implemented.

McCallum has only a few volunteers who assist regularly, however a volunteer information pack has been developed. This includes documentation covering volunteer recruitment and coordination, preparing for and managing volunteers and volunteers position description. For those volunteers who assist McCallum we are truly grateful for their generous support.

McCallum has thrown its support behind the campaign for a National Disability Insurance Scheme (NDIS). The Board believe that the NDIS represents a once in a lifetime opportunity to transform the lives of people with a disability, their families, and carers in Australia. We ask McCallum supporters to also add their support by registering on line at www.everyaustraliancounts.org.au. McCallum is pleased that it has been able to host a number of NDIS forums in Ballarat recently.



Above: James O'Brien presenting the National Disability Insurance Scheme Campaign at McCallum.

All State Programs were independently assessed against the Disability Framework during a four day audit in November 2010. McCallum received certification and congratulations are extended to all staff for their effort in preparing for the audit. McCallum prides itself on delivering quality services so it was pleasing to have an independent opinion that this is the case. The Commonwealth supported employment program at McCallum Industries has

been accredited for many years and this has been achieved through the continuing commitment of the staff employed. Our congratulations are extended to all staff for this achievement.

Sadly this year due to promotion to Melbourne the McCallum Patron, Bruce Morgan advised that he could no longer continue in that role. Bruce had given McCallum tremendous support and assistance since first assuming the role in 2002/2003. We extend our sincere thanks and very best wishes to Bruce for the future. We were extremely fortunate that the new Courier General Manager, Angela Carey kindly agreed to accept this mantle and we have enjoyed the involvement with Angela to date.



Above: New McCallum Patron Angela Carey with Supported Employee Steven Barnes in the packing unit at McCallum Industries.

At McCallum storage is always a problem. To try alleviate this at the Learmonth Street site a storage shed across the back of the quadrangle was built at a cost of \$72,000. This area in the main will be used for archive storage. The record retention policy has been reviewed and refined to ensure records are disposed of at appropriate times.



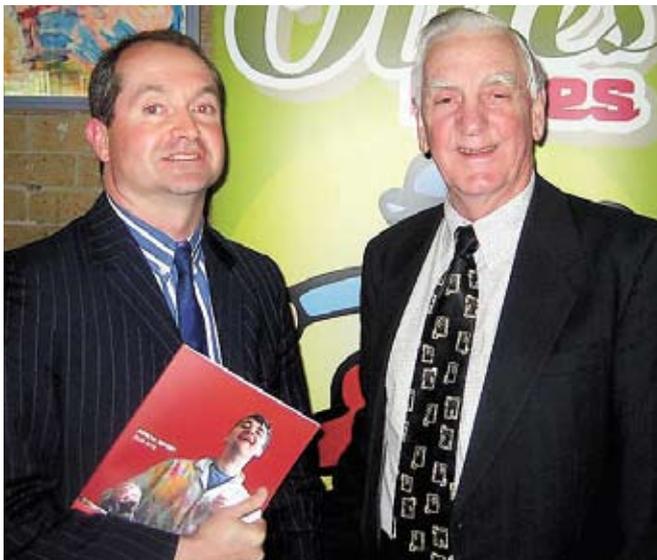


Above: Archive storage shed construction completed.

A new telephone system was installed in the Administration Centre to replace the old system which had major faults at a cost of \$14,878.

We will be pursuing all avenues available to enable more independent living units to be built on the crown that we have under McCallum's management. The current Independent Living Unit complex has been an outstanding success allowing residents to take control of their lives. In the next phase of development a number of single units will be built when funding becomes available.

We would like to encourage all family members to become formal members of McCallum. A strong membership base is fundamental to a strong disability service. Membership can be arranged by contacting the Administration Centre. We were heartened to see many family members at the annual general meeting last year and would appreciate them all becoming members.



Above: 2009/2010 Annual general meeting guest speaker Paul Musso, Policy Advisor, National Disability Services with the McCallum Chair Joe Ballinger.

We are fortunate to have a Board that has the necessary skills and experience to ensure good governance. We thank the Board for their continued dedication and commitment to McCallum.

The McCallum web site has been redeveloped and will in the future be a key information source. The web site address is www.mccallum.org.au

In 2010, The University of Ballarat were engaged to undertake a confidential Staff Survey. A comprehensive report was provided and the results were quite positive. The outcomes were discussed at staff meetings. The Board intend to undertake staff surveys every two years.

We would like to thank our major supporters the ANZ Banking Group and Prime TV for their ongoing support. To the Ballarat Courier newspaper for regular publicity we express our sincere thanks. Local parliamentarians Catherine King, MLA, Federal Member for Ballarat and Sharon Knight, MLA, State Member for Ballarat West have also assisted us and for this we thank them. We also appreciated the excellent working relationship that McCallum has established with both FaHCSIA and DHS and we offer our gratitude to all staff from both government departments.

Finally we thank our committed and dedicated staff for their care and attention to all our clients, and congratulate them on another successful year. Without such staff McCallum would not be what it is today.

Joseph K. Ballinger
Chair

Shane D. Molloy
Chief Executive Officer

McCallum's Mission, Vision & Values

Mission Statement

To provide a responsive range of programs and services to people with disabilities to maximise their opportunities in community life.

Vision Statement

To be recognised as a leader and innovator in the provision of quality support services to people with disabilities.

Our Values

Integrity: In all dealings

Teamwork: To work together to optimise service delivery

Professionalism: In service delivery and relationships

Respect: The fundamental principle for the way services are delivered

Quality: To deliver services in an environment of continuous quality improvement.

Strategic Plan

The current Strategic Plan has been revised to ensure that it reflects McCallum's long term directions and will undergo a major review in 2012.

The Strategic Directions are as follows:

Strategic Direction 1: Develop further increased accommodation options.

Strategic Direction 2: Further develop Home Support services.

Strategic Direction 3: Continue to develop the McCallum Community Centre.

Strategic Direction 4: Further develop McCallum Industries business and service.

Strategic Direction 5: Maintain the viability of all services and have them operate on a trading surplus of 5%.

Strategic Direction 6: Deliver services in an environment of continuous quality improvement.

Strategic Direction 7: Be an employer of choice.

Strategic Direction 8: Strengthen marketing communications and customer education.

Strategic Direction 9: Investigate options for growth.



Patron's Message

One of the privileges that comes with a career in journalism is the inside look you get at the workings of a community such as Ballarat.

My work at The Courier over two decades has allowed me to meet, to write about and to work with a host of people and organisations who really do make an important contribution to our wonderful city. McCallum is one such organisation and I have never failed to be impressed by the dedication and attitude of the staff, the clients and the supporters I have met along the way.

It is for that reason that I took great pleasure in accepting the honour this year of being Patron of McCallum.

What McCallum does for our community – and in particular for its clients and their families is invaluable – and largely unheralded.

The disability sector – in Australia, in Victoria, and indeed, here in Ballarat – still faces many challenges and hurdles in efforts to ensure those members of our community with a disability are afforded a fair go.

I look forward to doing whatever I can to help support McCallum as it goes about its valuable work.

Angela Carey

General Manager
The Courier

Board Members



Joseph K. Ballinger
C.P.A.
Chair



John King, OAM
B.E. (Civil)
Vice-Chair



Tyrone McCuskey
CPA., GAICD



Mary Shone
Special
M.Ed.



Peter J. Brugman
Adv. Dip. Bus (Mgmt)



Robert C. Parker
B. Bus (Acct),
Grad. Dip. (Bus. Admin),
C.P.A.



Valerie N. McRoberts
B.A. (Hon), M.Ed
Family Representative



Brett A. Bryant
L.L.B., B.A.



Lynden Hayes
Family Representative

Over the years, McCallum has grown and developed its range of services, and the client base has changed from children to adults.

Right: Many thanks to Mr Alf Veal who kindly donated an electric scooter which has made life much easier for Mr Peter Manning, pictured with his brother Les.



McCallum staff excelling in what they do!



Jane is employed at McCallum as an Accountant and currently studying to become a Certified Practising Accountant (CPA). Jane was awarded a scholarship this year by the Australian Scholarships Foundation and CPA Australia for all subject costs for the CPA Program. Jane is a very competent Accountant and a pleasure to work with. Well done Jane.



Noelene was appointed as the Manager, Accommodation and Home Support and in recognition was nominated by McCallum to undertake an Aspire Leadership Program through Disability Services Professional Victoria. Noelene was fortunate to gain a DHS scholarship to the value of \$2,500 which covered the main course costs. Fine achievement Noelene.

McCallum gains certification in State funded Programs

Congratulations are extended to all staff for this achievement...

McCallum underwent a four day audit of State funded programs in November 2010. Three independent auditors assessed McCallum's programs against the Standards for Disability Services in Victoria which are part of the requirements within the Disability Act 2006. There was a great deal of preparation that went into getting ready for the survey by staff who had to assess program delivery against the Industry Standards and Outcome Standards. This was a good exercise as it identified where further improvements were required prior to audit. In January 2011, McCallum was advised that it had been granted certification which was very pleasing. Improvements were identified that McCallum must address before the next audit. Congratulations are extended to all staff for this achievement. Many thanks are also extended to the many clients and family members who made themselves available to meet with the auditors whilst they were at McCallum.

McCallum will undergo a surveillance audit every twelve months and a full audit every three years.

On 7th March 2011, an afternoon tea was held to celebrate McCallum's achievement. It was mentioned at the afternoon tea that McCallum Industries has been certified under the Commonwealth quality guidelines on a number occasions which is an outstanding accomplishment.



Above: Back left to front left: Belinda Magnano, (Hamish Crt); Tanya Walker, (King St); Jenny Young, (Leopold St); Kathy Matthews, (Georgia Cres); Shaaron Hayes, (Smythes Rd); and Noelene Collins (Manager Accommodation & Home Support)



Above: From left: Tom McDonald, (Acting Manager Day Programs); John Petrie, (Club LOWD); Cassie McSwain, (Yarrowee Pde); Narelle Skewes, (Drummond Unit); Kelly Ransley, (Lyons St); and Gail Walker, (Day Program Administration).



Above: Manager Accommodation & Home Support, Noelene Collins and Chief Executive Officer Shane Molloy with McCallum's award.

CGU Commerce Ballarat Business Excellence Awards 2010

On Thursday 26th August 2010 a gala presentation was held at the Mercure for the CGU Commerce Ballarat Business Excellence Awards. In what was a very exciting evening, McCallum was announced the winner of the BEST Community Development Not for Profit Award. The standard of competition was very high with Karden Disability Support Foundation and Child and Family Services also nominated in this category. McCallum Chair, Joe Ballinger accepted the award on McCallum's behalf praising the commitment of staff and the quality of service provided. The Award is a testament to the contributions made by the Board and all staff at McCallum. Well done to everyone involved with McCallum.

Winner of the BEST Community Development Not-For-Profit Award 2010 CGU Commerce Ballarat Business Excellence Awards.

Regional Achievement & Community Award

Stand up and be counted.

BlueScope Distribution State Manager Victoria/ Tasmania Paul Day with McCallum Disability Services CEO Shane Molloy. McCallum Disability Services was a finalist in the BlueScope Distribution Leadership Innovation Awards held at the Mercure Ballarat Hotel and Convention Centre on October 23rd 2010.



International Day of People with Disability

International Day of People with Disability (IDPD) is a United Nations sanctioned day that unites people around the world in celebrating the achievements and contributions of people with disability.

McCallum Industries celebrated IDPD with an Open Day and Sausage Sizzle on 3rd December 2010. Over 70 people attended many enjoying guided tours of the factory. The Salvation Army Emergency Services team cooked up a storm keeping everyone well fed while visitors, staff and supported employees enjoyed the great weather.

Thanks go to the Department of Families, Housing, Community Services and Indigenous Affairs for funding the day as well as United Way, Ballarat Community Fund for the donation of food and the Salvation Army Volunteers who have assisted over the past three IDPD events.

Below: Lunch being prepared and served at the IDPD celebrations at McCallum Industries.





Accommodation & Home Support

We have had another exciting year for the Accommodation and Home Support Programs. As the end of my first year as Accommodation and Home Support Manager draws near, I have been delighted to be in the role as manager in a year that has seen some great outcomes for both programs.

Home Support

Kathy and her team in the Home Support program have implemented some innovative programs this year and continues to work towards building the independence of people with disabilities. People who we support have been invited and have joined in some of the following programs;

- The Lead On film Project provided an opportunity for clients to express and articulate their achievements as they develop their independent living skills.
- The Café Connections has provided an informal opportunity for the program to showcase achievements to clients, their families and the community.
- The Community Liaison Group provides a link to the community and promotes current and new programs available through Home Support.

These projects have formed advocacy and disability awareness groups for McCallum. Representatives have attended different training providers around Ballarat to talk about their programs and further reflect on their own supports and identify what is important to them.

Accommodation

Janet Wraith commenced her role as Assistant Manager in February this year. Janet's knowledge, experience and organization has been vital in providing a smooth transition for the residents moving into the new residential service in Spencer St. It has been an incredibly exciting time for 4 people and their families who have made Spencer St. their home. This project has been in progress for 3 years and to the delight of both McCallum and prospective new residents opened in May 2011.

Through our planning process and house meetings the people living in our homes have organised with staff, some great activities. Families have been invited and have joined in some of the following activities; Easter Egg Hunts, Christmas in July, gold digging in Dunolly, a stay at Dunkeld, Chinese festival in Bendigo, Motor Show in Melbourne, watching Pandas in Adelaide, chilling out on the Ghan train, skiing at Falls Creek, pampering weekends on the coast, visit to the circus, barracking for a local football team, local beach holidays and enjoying the sunshine on the Gold Coast. Other holiday destinations have been Great Ocean Road and Phillip Island.

Other people have experienced major achievements such as succeeding in their own shopping programs, mastering the ATM, going to the bakery independently to get lunch, changing some of their work activities and doing a mural for their lounge room.

Program Staff

We have continued to support the professional development of staff by providing ongoing opportunities for training. In addition to core components, specific education and professional development has included:

- Managing the Ageing process – Dementia and Downs Syndrome
- Dysphasia and swallowing
- My Future My Choice (MFMC) Accommodation Service Providers Forum
- MFMC – ABI and Family Sensitive Practice
- MFMC- Understanding and supporting people with ABI
- Fire Safety Training
- Grief and Loss
- South West Disability Network Conference & Reorient Express Forum
- VALID – Having a Say in Your Plan
- MFMC/Spencer St Induction and orientation
- Introduction to Augmentative and Alternative Communication (AAC)

Through collaboration with CVGT Employment & Training and University of Ballarat, McCallum has been able to support several staff to complete Certificate IV in disability, and ten staff who are currently studying to achieve a Diploma in Disability Studies.

Conclusion

On reflection of the achievements in both programs over the past twelve months, I must recognise the dedication and hard work of the Accommodation and Home Support staff teams. They are always willing to go above and beyond expectations in supporting people and that makes a real difference.

I look forward to the year ahead with great excitement with the knowledge that we are in a very good position to move into the next year with confidence.

Noelene Collins

Manager, Accommodation & Home Support.



Above: McCallum Chair, Joe Ballinger and Spencer Street Supervisor, Sharryn Swanson inspecting the new Hydrotherapy bath.



Above: Residents Ricky Kinnersly, Rachel Lillis, Bernie Maddocks and Phil Garvey enjoying their new home.

New accommodation in Sebastopol

In 2008, McCallum was successful in their submission to the Department of Human Services to manage accommodation through the My Future My Choice and Aging Carers which is funded jointly through the Commonwealth and State Governments. Staff provide support 24 hours a day, to respond to the individual needs and goals of each resident. A major focus of the project is community participation, independence and individual lifestyle. McCallum is very excited to play an integral role in this great opportunity for people who may otherwise have no other option but an aged care facility. It has been an incredibly exciting time for 4 people and their families who have made Spencer St. their home. This project has been in progress for 3 years and to the delight of both McCallum and prospective new residents opened in May 2011.

The move for some of the residents has been life-changing. There are two people living at Spencer St who couldn't easily access transport other than taxis and trains, as their mobility depends on electric wheelchairs. They have only been able to travel in the immediate Ballarat area for many years. At a house meeting they decided they would like to go for a drive as they now have a bus they can access. Staff suggested having a look at Lake Burrumbeet as it now has water in it. They replied 'It has always had water in it'. They had not been on the Western highway in a vehicle in 10 years. One resident when he first entered his new home declared 'He would like to see the new bath'. He can't remember the last time he was able to bath and not shower. Spencer has a state of the art hydrotherapy bath with ceiling hoist. He was looking forward to a soak and chilling out.

Happenings in our Homes

Throughout the football season, a keen group of supporters from different houses have attended the local Central Highland Football League. At these matches, the lads have met football players and officials and have been included in the centre of the ground activities. As well, the President of League has given them tickets for the final series, including the Grand Final. All the guys are chuffed!



Above: Graeme Dimsey and Noel Burge enjoying one of the games.

Last October, Georgia Crescent went on a much anticipated holiday to Port Fairy. The guys had a fantastic time. They caught the train from Ballarat to Southern Cross station and then continued on to Port Fairy. They booked a beautiful beach home and went for walks on the beach, ate local dishes, fished and chilled out. They all loved it so much; they are doing the same trip this September.



Above: Waiting for the train are David Rodgers, John Fidler, Steve Hutterer, William Crawford, Rob Gribble, Sean Laffey and staff member Dale Swanson.

King Street has a new addition to their household – a cockatiel; the housemates have named him 'Cocky'.



Above: Tim Pitcher hanging out with 'Cocky'.

Building Connections

McCallum Home Support provides 1:1 community or home based support to people supported by an Individual Support Package, Outreach or via Fee for Services. The program has implemented a number of new initiatives in the past year, including six-monthly afternoon teas in the format of Café Connections. It is an opportunity for McCallum Home Support to present current projects and initiatives and to invite guest speakers. The Café Connections has provided an informal opportunity for the program to showcase achievements to clients, their families and the community. This has given carers and families the opportunity to share their stories and build relationships with people in similar situations. Café Connections also provides an informal avenue for people with disabilities and their families to ask questions and gain information about supports.

A Community Liaison Group has also been established to provide a link to the community and promotes current and new programs available through Home Support. This has formed an advocacy and disability awareness group for McCallum. Representatives have attended different training providers around Ballarat to talk about their programs and further reflect on their own supports and identify what is important to them. Representatives from the community liaison group also participate in interviewing new staff for our program. They have developed their own questions and interview template. This information is fed back to McCallum management and is a component of our stage two interview process.

Another exciting development has been the partnership with Lead On Ballarat and the development of the film titled "living life to the max!". The Lead On film Project provided an opportunity for clients to express and articulate their achievements as they develop their independent living skills. The people who have participated have increased confidence. Not just in front of the camera, but through program reflection and it has also been beneficial in reviewing individual supports and planning for the year ahead. Participants have developed close relationships and friendships, often catching up for a coffee. These people were strangers initially before the program began. Two of the volunteers from the University of Ballarat are now employed at McCallum through the volunteer work experience gained. People also developed travel training and skills to get to and from the filming each week, and are now able to use public transport independently. Clients and staff have also developed skill and experience in film development and the use of IT through the film production and editing.

Right: Alan Carter, Alistair Bandy & Les Manning enjoying a night out at the World Wrestling Entertainment tour at Rod Laver Arena.



A real focus of the Home Support Program is social connectedness.

McCallum works hard to introduce skilled staff that are compatible with the person they are supporting.

Loving life

Eddie Martin is great guy who has come a long way in just a few years.

Eddie has been supported by McCallum for the last 6 years, and moved to his new home after previously living in a McCallum CRU. He has been a client of the Multiple and Complex Needs Initiative (MACNI) for almost three years. Without the support of MACNI, it is likely that Ed's circumstances and living situation would have remained unchanged.

Eddie loves living independently and he enjoys the friendships of the staff that support him. Eddie is in a serious relationship and has loved living near his girlfriend's home.



Above: Eddie Martin and his fiancée Kerry Lewis.

Eddie manages most of his own finances, and with the support of McCallum staff he is on the State Trustees 'Financial Independence Program'. Eddie is very excited by the prospect of eventually managing his own money, if all goes to plan.

An avid fan of AFL and an enthusiastic Bombers supporter, Eddie is now a team member of the Northern Knights Football Club. Eddie kicked four goals last season, and he hopes to beat this record in 2012.

Eddie is also proud that he no longer has a guardian appointed by the Office of Public Advocate. Eddie has a few more changes that he would like to make, however he is ready for any challenges in the future and has control of most areas of his life.

Many thanks to Western Region Health Service (Indigo) and the Department of Human Services for their support during Eddie's time as a client of the MACNI program.

Promoting independent living

Tanya Van Gils recently moved into a unit and is supported by the McCallum Home Support program to live independently.

Over the past six months, Tanya has undertaken bus travel training, learnt how to use her EFTPOS card, and is beginning to understand her household budget.

"I really love working with my McCallum staff (as) they help me learn but they are also my friends," Tanya said.

McCallum works hard to introduce skilled staff that are compatible with the person they are supporting.

The involvement of each client's family, friends and support network is strongly encouraged and promoted.

This helps to maximise the person's enjoyment and participation in the program by supporting them to plan for the future and identify the goals and the lifestyle they wish to enjoy.

While initially a little apprehensive about their daughter's move to independent living, Tanya's parents, Elly and Andy Grenfell, said she had flourished in the new environment and was in control of her life.

"It has given us the chance to go travelling and do what we want to do without too many worries," Mrs Grenfell said.



Above: McCallum Home Support client Tanya Van Gils enjoys living in her new home.

I really love working with my McCallum staff (as) they help me learn but they are also my friends.



McCallum Industries

Reviewing the past year is always an interesting experience. We tend to spend so much time looking forward we can forget to look back, and it is good to look back and enjoy the efforts of all at McCallum Industries.



Above: Supported employees busy in the McCallum Industries packing area.

The year held many challenges for us, not least the introduction of a new Industrial Award for supported employees. The Supported Employment Services Award came into effect with changes to working hours, increased hourly pay rates and the introduction of superannuation for supported employees. In addition to the Award, State funded employees undertook wage assessments for the first time in line with their Commonwealth funded colleagues. Overall the outcomes have been very positive and reflect the effort put in by employees.

On the business front we purchased a new Vertical Form Fill and Seal (VFFS) machine for Ollie's Lollies. The VFFS machine is an all in one machine that allows bulk lollies to be tipped in one end and a completed bag emerges at the other! It's not quite as simple as that, but the outcome is that Ollie's has colourful bags of lollies that rivals any competitor in the market.

It is also planned to offer contract packing services to customers. The machine is capable of packing many types of food products such as lollies, chocolates, nuts and beans.



Above: Staff member Rick Fleming enjoying a break in Cambodia.

The Cloth and Packing Units continued to perform well with new customers seeking our services on a regular basis. More and more the Business Units are moulding into one as employees move between Units as labour demands. It is a credit to all employees and staff that they are so flexible in their approach.

For the second year running, our Production Coordinator, Rick Fleming, took leave to volunteer his services overseas. Rick spent 14 weeks with the Mekong Plus organisation in South Vietnam assisting disadvantaged families and communities. While Rick was away it was a great chance for staff to try new jobs and gain valuable experience in new roles.

We were pleased to come through our service audit with flying colours. McCallum Industries is assessed against the Commonwealth Employment Standards and 2010 saw a complete audit of our service to supported employees and families. It is a great opportunity to review what we currently do and find ways to improve the way we operate.

But it's not work all of the time with the McCallum Industries' Employee Social Club enjoying some great functions throughout the year. The Christmas function at the Buninyong Golf Club was a highlight along with a BBQ and Melbourne Cup luncheon. A visit from the North Melbourne Football Club was also welcomed with some employees showing great skill with the oval ball which impressed the Kangaroo boys immensely.

It is satisfying to look back at the past year and enjoy the successes and highlights. But it is also time to look forward again as there is much to do.

Trevor Miller
Manager, McCallum Industries.

It is satisfying to look back at the past year and enjoy the successes and highlights.



Above: McCallum industries Supported Employees Ronnie Taylor and Kellie Hughes watch the new packing unit in action with McCallum Patron, Angela Carey and McCallum CEO, Shane Molloy.

New Packaging Equipment at McCallum Industries



McCallum has purchased packing equipment that will mechanize Ollies' Lollies. The State-of-the-art packing machine will boost production to meet increases in demand. The unit can pack 70 bags of lollies a minute. All bags will be pre-printed eliminating the need for labels and supported employees will be able to pack directly from the machine meaning a fast turnaround for orders. With increasing capabilities, it is hoped this will help McCallum Industries acquire larger markets and therefore create more jobs for people with disabilities. The unit can also be used to pack other products like rice, lentil's etc. McCallum extends its many thanks to the Helen Macpherson Smith Trust for the financial support for this project.

Below: New packing equipment at McCallum Industries.



Above: Melani I'anson enjoying the day with North Melbourne player Scott Thompson.

North Melbourne Football Club visit to McCallum Industries

Three senior players from the North Melbourne Football Club visited McCallum Industries on Thursday 10th February 2011 as part of their Community Camp in Ballarat. Vice-Captain Drew Petrie and defenders Jamie Macmillan and Scott Thompson toured the factory before signing autographs and chatting with employees.

The players were very interested in McCallum's operations and the jobs supported employees completed. A highlight for all was an informal handball competition where some individual, supported employees showed great skills which were enhanced with coaching from the players. North players have visited McCallum Industries in the past few years and the players are a credit to the club and themselves. These visits are greatly appreciated.



Above: Having a great time are Tania Baulch, Jamie Macmillan, Ruth Dyer, Scott Thompson, Melani I'anson, Alistair Bandy, Drew Petrie, Donald McKay.



Above: McCallum Industries Supported Employees, Norm Kerr, Ruth Dyer, Robin Logan, David Neale, Darryn Maes with Paul Houlihan handballing to North Melbourne Football Club Vice-Captain, Drew Petrie.



McCallum Day Programs

The past year has been a year of challenge and change. We have had an organisation State Certification audit and we are constantly fine tuning our methods and approaches to improve the services we offer. We do this by communicating constantly with clients, their families and carers. Our staff are trained in specialist communication skills to support service users to express their needs and the kind of service they require. The responses of clients to the quality and design of the programs we offer are constantly monitored and reviewed.

Staff are trained in the latest methods and approaches to delivering quality individualised plans. Each service user has their own unique Person Centred Plan designed to offer maximum outcomes. These plans entail careful consideration and consultation with the parties invited by the service user to be involved in the content of the plan. Service users are supported to achieve the goals set out in their plan as an individual or part of a group.

Our seven community support units offer an array of programs designed to meet and support the varying needs of clients. Each unit has a focus that offers the individual an opportunity to develop and enhance their skills in various community options.

We support our local community in many ways, and clients are encouraged and supporter to access local facilities as often as possible. Educational options and support are also offered through partnerships with the University of Ballarat, School of Mines (SMB),

BRACE and other community centres. Our Art and Pottery Studio offer clients and community members the opportunity to express their artistic skills to produce some wonderful and interesting paintings and pieces.

Staff attended training to enhance and increase their skills to meet the challenges and changes ahead. Training this year has included Planning for Individuals, All Stars Training, Ethical Response and Safe Practices, Complex Communication, Fire Prevention, Manual Handling and CPR, Appropriate Behaviour in the Workplace, Prevention of Bullying in the Workplace and the Charter of Human Rights and the UN Charter of Rights of Persons with a Disability.

Thank you to everyone for your support and encouragement over the past year. Thank you to the dedicated team of Coordinators and staff for meeting the great challenges that confronted us in the past year. Gail Walker our Administration Coordinator has also worked tirelessly throughout the last year to improve our services, communication and information sharing across programs. I am confident that we can face the next year in the knowledge that we are equipped whatever challenges it may present.

Thomas McDonald
Acting Manager Day Programs

Unit Reports

Dawson

Dawson is based at the Alfredton site and operates as an independent unit. This program area caters for the needs of adults of the Autism spectrum and clients who may have experienced institutionalisation. These people benefit from a structured routine with lots of staff support. Clients who fear change and may experience anxieties can develop a sense of comfort and feel safe in this routine. Clients are encouraged to make choices, develop appropriate interactions with others, share space with fellow clients and feel safe. From the security gained, clients can manage a timetable that incorporates community based programs such as aquatics, 10 pin bowling, gymnastics, farm visits, shopping and coffee. A variety of 1-1 community interactions are available. Excursions to concerts, festivals and BBQs in country Victoria occur each week. Inhouse programs include communication network sessions, light industrial work skills, vegetable cutting and delivery to the Wildlife Park, fitness for fun, Boardmaker bingo, sensory activities, massage and planned relaxation. Dawson has been operating for several years and has proven to be very successful for many clients who have been able to move on to meet new challenges.

CLUB LOWD (LIFE OPTIONS AND WORK DIRECTION)

Club LOWD are involved in a number of volunteer options in the community giving the client group skills in communication and enhancing their work ethic. Club LOWD are always looking for new programs and volunteer options to allow clients new and exciting choices.



Above: Club LOWD Gardening Program: Steven Barnes, Shane Sheridan, Drew Miller and Christian Skontra.

Our volunteer options that we participate include Meals on wheels, operating two services for meals on wheels two days per week where clients assemble the trays of food then deliver the meals to the door independently.

Three clients have been assisting other volunteers at the Wendouree Opportunity Shop one day per week in clothes sorting, cleaning the shop, sales and clothes tagging. Club LOWD also caters to a small group of people to assist with gardening needs.

Unit Reports

A group of clients also deliver and restock Ollies lollies to businesses around Ballarat. The group also return unwanted lollies and handle monies from purchases.

Club LOWD clients also assist in the cleaning the soup bus, the soup bus provide food and clothing to the underprivileged in Ballarat four nights a week.

Clients attend Radio 99.9 FM in Dawson St on a Monday afternoon and record sport, music and local events, this is then played back on a Monday night at 10pm.

Drummond

The Drummond Support Unit has undergone many positive changes throughout this year. We have welcomed many new staff to our innovative team and introduced many new and interesting programs.

One of our most successful examples has been the introduction of a 'Morning Exercise Program' which involves the clients in one hour of physical exercise, within the community each day. Client's are encouraged to participate in a variety of games and activities, utilising a number of different local, community venues including the Eastwood Leisure Complex, Victoria Park and White Flat Football Oval.

This term has seen a focus specifically on Soccer and basketball with fantastic results. Clients are ready and rearing to go each morning and we have seen a marked improvement in ball handling skills as well as general fitness.

Yarrowee Parade

Yarrowee Parade Community based unit focuses on developing the person's life skills with an emphasis on assessing, developing and maintaining skills, supporting people to become independent.

This year has seen some considerable changes across the unit to improve and build on our person centred approach in our day to day programs and activities.

As part of our community participation program Yarrowee participants are involved in the community meals on wheels program, and visit the Jack Lonsdale nursing home every fortnight to run a music program with the elderly. Everyone moves and sings along to songs remembered from the past, with some solo performances. The music and sense of fun brings everyone together for a great afternoon. We have built up some great rapport with the Jack Lonsdale residents as this program has become very popular they look forward to our visits and the client group enjoy the interaction with them.

Yarrowee Parade run a very popular and always growing woodwork program from the garage where participants from other units come to join and work on individual client driven pieces of interest. Some of the woodwork pieces they have made are CD racks, toolboxes, pencil boxes photo frames etc, last year woodwork participants took great pride in entering their woodwork pieces into exhibitions at the Ballarat show, with many entries winning prizes, and many more participants have been working on their pieces for the entry into the 2011 Ballarat show.

Other activities that Yarrowee offer are cooking, gym programs, SMB classes offering Certificate One in Work Education, Gardening, Music and Dance, Drama, photography, swimming and more.

The Yarrowee gardening group are currently working on a project to produce a sensory garden with a small Boccia lawn, for the clients to use at Yarrowee, they have been very busy hand making some lovely sensory pavers for the area.

Eureka

We have had many success stories at Eureka which showcases the passion and dedication the staff is bringing with them to always look outside the square and find solutions to what can at times be challenging and tiring situations.

One such situation was the introduction of the program "Art to Eureka". This program has encouraged clients which are not comfortable in leaving the security of the Unit to enjoy and experience the joy of painting, their works are then displayed proudly in the Eureka Unit.

We also run an excursion "Community in Action". This program showcases a variety of attractions in the local community the aim of these trips are to promote educational and sensory activities. The group are encouraged in decision making and to develop awareness of their environment and local community.

We have visited Yuulong Lavender Estate, Rokewood and Wilbur the Pig, Lal Lal falls, Cottonwood Valley, Creswick Woollen Mills and Daylesford Cider Company just to name a few. While on excursion the group will share a morning tea, have a walk around the grounds enjoying the location and what they have to offer.

Fridays the unit enjoy a shared lunch. This enables the group to explore local shopping venues, purchase requirements needed, decision making and lunch choice. We incorporated a Hot Dog fundraiser and donated the monies raised to the Smythesdale Public Gardens, which is a location often enjoyed by the Community in Action Group.



Above: Enjoying the Morris Minor Car Club: Bruce Kerr, Lawrence Dart and Theresa Hayes.

Unit Reports

Lalor

It's been another active year in Lalor. There have been a few changes, which everyone has adapted to well.

There are many quality programs that access the community, and we also have a number of programs that run in the Lalor unit. The Wednesday music program attracts three separate units, which participate in group dance and boot scooting. The ladies group have learnt how to make cup cakes from scratch and enjoy the cakes by holding an afternoon tea for a "guest" every Wednesday.

Our excursion group loves to plan activities, like catching the train to Ballan. Clients are encouraged to purchase their tickets independently and board the train.

Lyon Street

Lyon Street provides a variation of recreational activities to suit the needs of each client. We strive to be creative and have active along with passive recreation programs to meet all age groups and needs.

In the last 12 months we have raised money for the PINK big breakfast, we hosted an afternoon tea which was open to all clients, staff, friends and family, we had two guest speakers from the Cancer Association come and talk about their experiences of living with cancer.

We hosted a Christmas in July lunch with all monies being raised going to the 3BA Christmas in July appeal, Lyons Street clients and staff sponsor a child through world vision; we recently sent a letter with pictures of Australian animals to our host girl in Chile.

We have several clients that attend SMB adult learning facility. These clients enjoy the social interactions as well as the academic opportunities. Nine clients attend the SMB gymnasium once a week for a gym program, this program is part of a Physical Education course and our guys are partnered up on a 1:1 basis for the year with a student to complete their assessments.

We also hosted a parent, carer and family afternoon tea, giving all a chance to catch up and meet new family and friends and enjoy a nice cuppa and afternoon tea.



Above: Lyons Street Melbourne Excursion. Pictured (L-R) - Susan Peerman, Graeme Dimsey, Sharon Hunt, Alison Gerlach and Paul Henderson.

When dreams become reality

McCallum Disability Services has supported Liam Doyle since he and his family moved to Ballarat at the start of this year. Liam participates in a variety of programs of his choice across McCallum, including group and one-on-one activities. He has also enjoyed being part of the planning process to explore and document his goals and objectives for his programs. Liam now works with experienced staff who facilitate his programs to ensure now, and into the future, that his goals and dreams become a reality. Through McCallum, he is able to participate in a variety of community-based programs across Ballarat. These programs provide Liam with the opportunity to explore his local environment and the community in general, developing new skills along the way.



Above: Liam Doyle who enjoys his programs with McCallum.

New Wendouree Opportunity Shop Opening

The new Wendouree West Opportunity shop opened at 11 Violet Grove on Wednesday 31st of August 2010. Club LOWD, Mathew, Andrew and Donald attended the opening with McCallum staff. Over a B.B.Q, clients met up with Federal Member for Ballarat, Catherine King MHR and other volunteers that will work in the opportunity shop.

Clients commenced assisting at the opportunity shop from 10 am until 12:30pm for the first month but this has now been extended to a full day. The clients are keen on this program as it enables them to enhance their skills in communication, money handling and preparation of clothing and other goods for sale.



Above: Clients, Mathew Petersen and Andrew Gear with the Federal Member for Ballarat Catherine King MP.



Above: Left to right: Shane Molloy C.E.O, McCallum, Ben Coon Regional Account Manager, CGU Insurance wishing players all the best the day before the carnival. The players are Michael Massarotti, Victorian State side, John Bartlett, Shaun Ferguson, Adrian Rowe, McCallum Magic side and David Jenkins Grampians Region side.

All Abilities Victorian Cricket Team

McCallum Magic competed in the All Abilities Victorian Cricket Carnival that was held at Casey Fields on Sunday 27th February, 2011. Unfortunately due to bad weather only one game was played which McCallum Magic won before the carnival was declared washed out.

Michael Massarotti and David Jenkins played for the Grampians Region team which also won its game. Michael went on to be selected in the Victorian State cricket side and was presented with a Victorian top.

All players who participated had a great time. Thanks to the organisers of the Carnival for the time and effort that went into the day. Many thanks to the sponsors: Best Community Development, C.G.U Insurance, A.N.Z, Prime 7 and Down'n'Dead Pest control.

Well done guys.

Grampians Cricket Carnival

McCallum Magic, our local cricket team, played in the Grampians region cricket carnival over two days, 30th and 31st March 2011 in Ararat at the Alexandra Oval.

McCallum Magic made a clean sweep of the Cricket Carnival. They were a good team, with good sportsmanship; good skills and they had fun mixing with the other regional teams. They did McCallum and Best Interclub proud. Well done boys



Above: The Captain was Shaun Ferguson, Team manager David Jenkins, Players were Michael Massarotti, Robbie Britten, Drew Miller, Mark Prebble, Adrian Rowe, John Bartlett, Darryn Maes and Donald Davis.



Above: McCallum Disability Services clients Jason Riley and Sharon Brain with Perpetual Trustee representatives Cameron McNaughton and Garnet Fielding and Acting Day Program Manager Tom McDonald.

Perpetual Trustees Supports McCallum

McCallum Disability Services received a donation of \$100,000 from the Percy Baxter Trust courtesy of Perpetual Trustees. The Percy Baxter Trust has provided much needed financial support to McCallum over a number of years.

The funds will be used to acquire a new facility for the day program Club LOWD.

The new facility is needed due to the growing demand for this day program option.



TV Commercial

Donating to the Foundation through a gift in your Will is generosity that continues long into the future.

McCallum Foundation

A Gift That Keeps On Giving

By giving to McCallum Disability Services Foundation you are helping to build a fund that will grow each year and support the needs of current and future clients with disabilities in Ballarat and District Community.

All gifts are invested to benefit McCallum Foundation are fully tax deductible. Each year invested gifts will contribute to the programs and services provided by McCallum Disability Services.

A Foundation is a proven fundraising method where gifts are invested and the bulk of the capital is maintained in perpetuity. The revenue from the investments is allocated by the Foundation Trustees to meet McCallum Disability Service needs.

The Current Trustees of McCallum Foundation are: Neil Jens (Chair), Joe Ballinger, David Haymes, Barry Foss and Les Dickinson

How Can you help?

You can demonstrate your caring through a regular donation. After the death of a loved one, or on the anniversary of their passing, consider a gift to the Foundation.

Donating to the Foundation through a gift in your Will is generosity that continues long into the future.

The care of McCallum Disability Services clients is dependent on the thoughtfulness of today.

In June 2011 the McCallum Foundation with the support of PRIME7 ran a TV commercial seeking the financial support of the Ballarat community to provide a donation to ensure that the important work of McCallum continues onto into the future. Your help to sustain McCallum's future would be greatly appreciated.

Enquires:

For any enquires or further information contact McCallum Chief Executive Officer Shane Molloy on: Ph: (03) 53 341 921 or email: smolloy@mccallum.org.au



McCallum Foundation Chariots for Charity Night.

Chariots for Charity fundraising event was held for the McCallum Foundation at Bray Raceway on Thursday evening, 10th March 2011. It was an excellent night with 191 people attending, who provided great feedback.

McCallum extends its sincere thanks to the Ballarat and District Trotting Club for its tremendous support. McCallum would also like to thank those who came along and supported the event. It was pleasing to see a number of families who have family members attend McCallum, come along.

McCallum would like to thank the business' who provided race sponsorship and raffle prizes.



Above: Greg Moy, President of the Ballarat & District Trotting Club, presenting McCallum's CEO, Shane Molloy with the cheque for \$7500 that was raised on the night.



Above: Left to right: Hamish Crt Staff member June Kennedy and residents, Bronwyn, Graeme, Noel and Wilma.



Above: One of the Race Sponsors on the night was Ballarat Leagues Club. On their table were Greg Binion, Andrew Jaynes & Sheree and Dave Kerry & Partner Midge.

*It was an excellent night with
191 people attending,
who provided great feedback.*

Right: McCallum client Shane Sheridan, getting a "tip from the horse's mouth" prior to the McCallum Foundation, Chariots for Charity Night.



ANZ Golf day

The ANZ McCallum Golf Day was held at the Midlands Golf Club on Friday 3rd December, 2010 and it was another successful fundraiser organised by the local Ballarat ANZ Branch staff. 16 teams of 4 players competed in an ambrose event. The day commenced with a sausage sizzle cooked by the ANZ staff at 11:00am with teams hitting off at noon. During the day players were provided with drinks from a cart which circulated around the course.

McCallum extends its sincere thanks to all the staff at the local ANZ branches for getting behind the day and making it an outstanding success. McCallum would also like to thank all people and business who donated products and prizes and sponsored holes for the event and to the teams who played on the day.

Thanks to all the staff at the local ANZ branches for getting behind the day and making it an outstanding success.



Above: The Prowse, Perrin & Twomey team: Grant, Jason, William & Chris.



Above: Barker & Jennings Team: David, Chris, Adam & Ron.



Above: From ANZ: Mick, Scott, Mark & Mark.



Above: McCallum's team from left Geoff, Alan, Ken & Michael.



Above: Clifford Brick & Tile Transport: Neil, Kevin, Brendan & Noel.



Above: MTA Optima: Tim, Dana, Bruce & Matt.



Above: The winning team from Ballarat Leagues Club: Darren, Greg, Adam & Mick.



Above: The first McCallum all girls team featuring Lauren, Kath, Rebecca and Tanya making McCallum proud.

Pinky's Pizza Employee of the Month



Gregg Cooper July 2010 **Tanya Bartlett** Aug 2010 **Stuart Barrow** Sept 2010 **Sharon Morrison** Oct 2010 **Lisa Boyd** Nov 2010 **Jason White** December 2010 **June Kennedy** January 2011



Sonia Gardner February 2011 **Graeme Jones** March 2011 **Belinda Magnano** April 2011 **Gail Walker** May 2011 **Toni Boddis** June 2011

Ballarat Leagues Club Monthly Staff Awards



David Neale **Michael Harris** **Noelene Collins** **Libby Laidlaw** **Di Guildford** **Trudie Hall** **Caroline Rook**



Kellie Hughes **Toni Boddis** **Kara Haley** **Kristen Johnson** **Gregg Cooper** **Lindsay Lee** **Cassie McSwain**



Narelle Fairweather **Sarah Barrett** **Sharon Jolozides** **Tiffany Sarra** **Sharryn Swanson** **Garry Martin** **Melissa Collier**

Staff Long Service Awards

30 YEAR

Michael Harris

15 YEAR

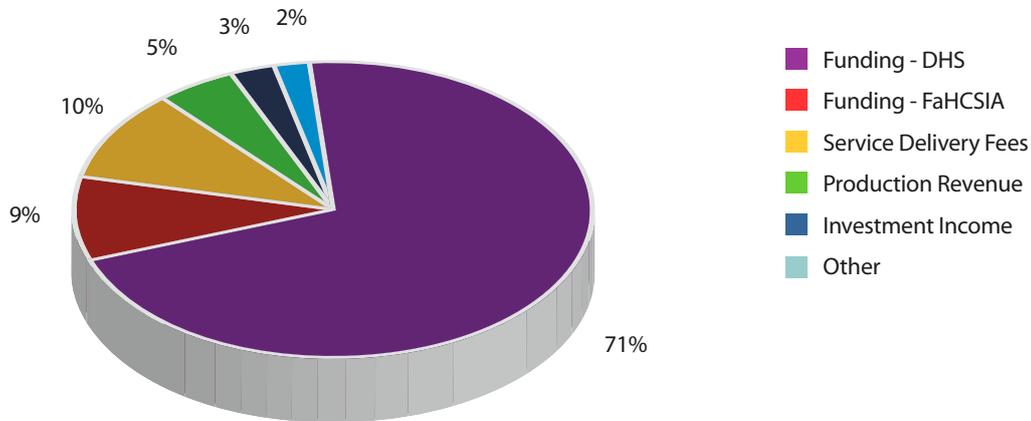
Ann Rasmussen
Leanne McCarthy

10 YEAR

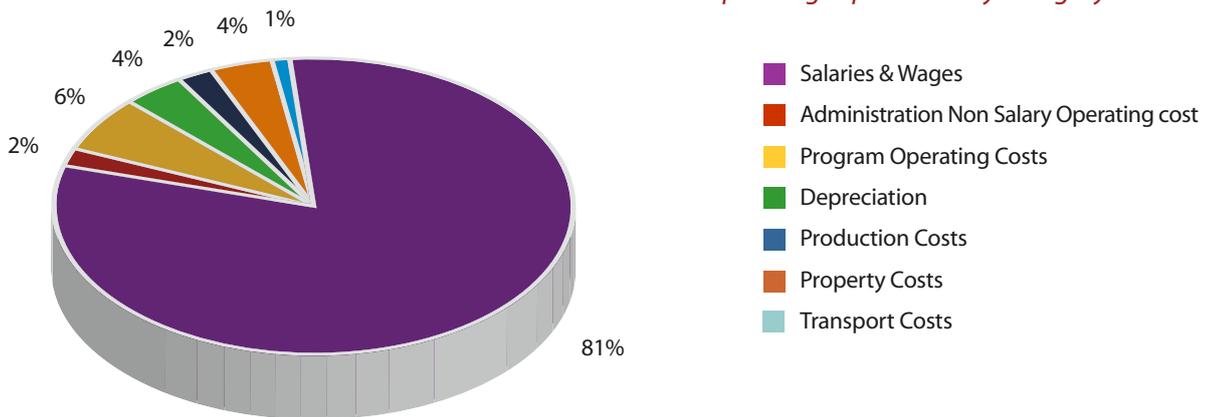
Jenny Young
Jacqui McGarry
Kelly Ransley

Financials

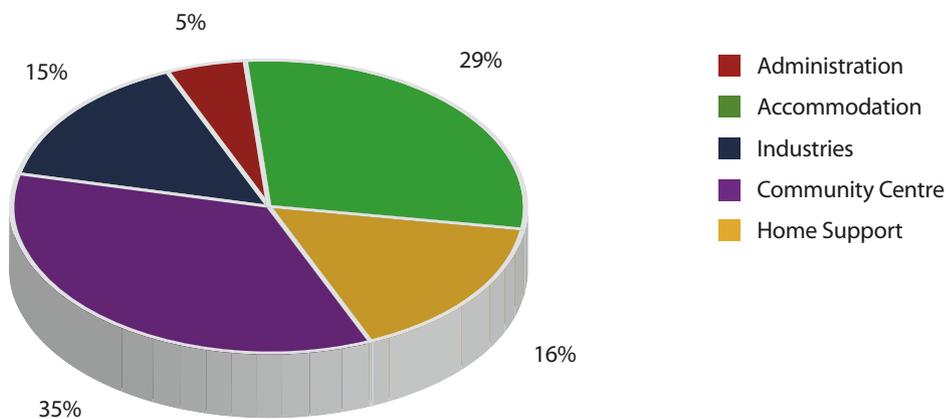
Sources of Operating Revenue



Operating Expenditure by Category



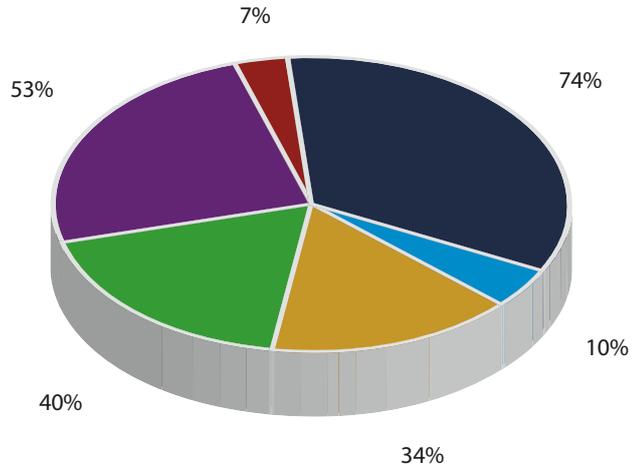
Operating Income by Program



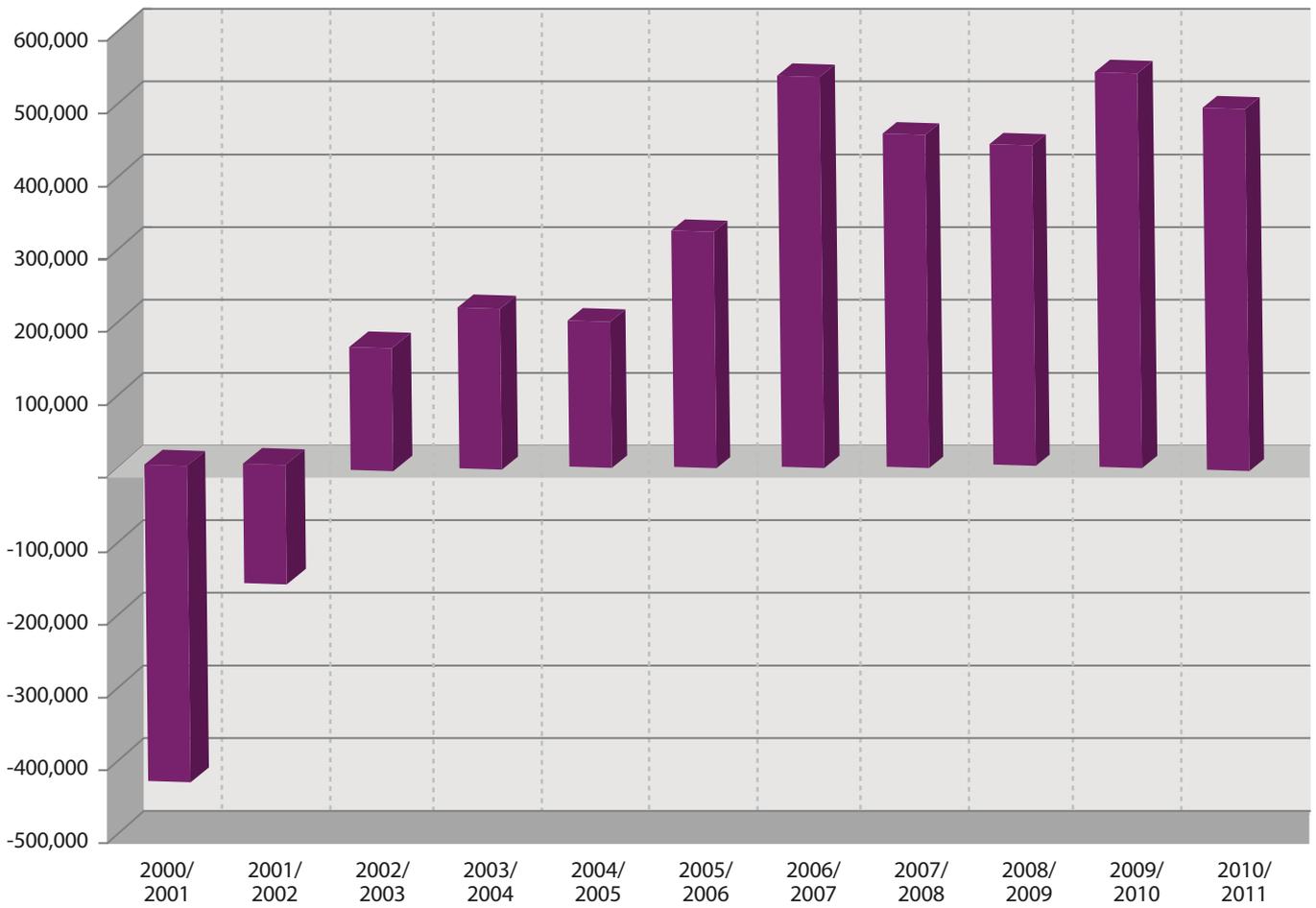
Financials

Staffing per Program

- Community Centre
- Administration & Maintenance
- Industries - Supported Employees
- Industries
- Home Support
- Accommodation



Net Operating Surplus/Deficit



[^]Source: Strategic Planning process and Events.

Members of McCallum

Ron Barby and Family
Maureen Brady
Peter Brugman
Brett Bryant
Tim Bunning
Brian & Heather Carr and Family
Dr John Chuk
Trudi & Les Dickinson
Geoff & Marie Harrison and Family
Lynden Hayes and Family
Hutterer Family
Christine Jenkins
Bill & Jean Kuiler and Family
Joan Laidlaw and Family
Tyrone McCuskey and Family
Mal & Elwyn McDonald and Family
John & Joan McNaughton and Family
Val McRoberts
Stewart & Lorraine Paddle and Family
Robert Parker
Mark & Catherine Pilbeam and Family
Judy Roberts and Family
Mary Shone
Graeme & Ros Sutton and Family
Michael & Elizabeth Ward and Family
Whites Ballarat Florist

Life Members

Joe Ballinger
Bev Barby
Erma Fidler
Isabel Gribble
Elizabeth Hastie
Faye Hunt
Caroline Hutterer
John King OAM
Norm Pinner
W.A. (Bill) Wilkie

Donations

ANZ Ballarat	Allan & Hazel Hayes
Lorraine Austin	M. & E. Iafrate
Ballarat Taxis	Bill & Jean Kuiler
Ron & Bev Barby	Joan Laidlaw
Verna Barry	G. Mangan
Maureen Brady	Nancy McCallum
Florence Chuk	Mal & Elwyn McDonald
John Chuk	John & Joan McNaughton
Ken Clements	John & Elaine Morris
John Conroy	Greg O'Donnell
Jill Cooper	Majorie O'Donnell
Val Dickins	Gerard O'Loughlin
Maureen Eason	David & Jennifer O'Sullivan
Dawn Evans	Probus Club of Ballarat East
Leigh Fry	Judy Roberts
M. Fullerton	Len & Judy Robinson
Louise Gleeson	Joan Rundell
Edan Grant	Ryans IGA
Isobel Gribble	Moira Shanahan
Roselee Haley	Gwenda Shaw
Gweneth Harry	Margaret Stewart
Lindsay & Nancy Harley	Subway Sebastopol
Kevin Harty (Steamatic)	Bill Wilkie
Ian & Elizabeth Hastie	

Trusts and Foundations

The Ballarat Foundation Trust	The Oliver Family Foundation
The Marian & E.H. Flack Trust	Percy Baxter Charitable Trust
Lord Mayor's Charitable Fund	The William Angliss (Victoria) Charitable Fund
Helen Macpherson Smith Trust	

Bequests

Hilton White Estate
Joe White Bequest

Supporting Organisations

McCallum Disability Services gratefully acknowledge the support of the following organisations



ANZ Banking Group
56 Albert Street, Sebastopol VIC 3356
P: (03) 5336 2611 / F: (03) 5336 2847
E: leanne.matthews@anz.com



Tanya Daniel's The Good Guys
31 Mair Street, Ballarat VIC 3350
P: (03) 5332 2244 / F: (03) 5333 7075
www.thegoodguys.com.au



Garden State Insurance Brokers
21 Lydiard Street South, Ballarat VIC 3350
P: (03) 5331 8059 / F: (03) 5331 3634
www.gsib.com.au



JG King Group
1816 Sturt Street, Ballarat VIC 3350
P: (03) 5330 4444 / F: (03) 5334 2407
www.jgkinghomes.com.au



PRIME
PO Box 7777, Ballarat Mail Centre VIC 3354
P: (03) 5337 1777 / F: (03) 5337 1700
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www.primetv.com.au



Telstra Countrywide
L2 Central Square, Ballarat VIC 3350
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www.telstra.com/countrywide



Ziptales
13a,315 Sturt Street (City Centre Arcade)
Ballarat VIC 3350
P: (03) 5331 1184
E: admin@ziptales.com
www.ziptales.com.au



Doherty & Clark Tyre Service
93 Hertford Street, Sebastopol VIC 3356
P: (03) 5335 8371
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B.I.S. Computer Solutions
605 Landsborough Street, Ballarat VIC 3350
P: (03) 5334 4223 / F: (03) 5333 5735
E: gary@biscomputers.com.au



Ballarat Leagues Club
52 Humffray Street North, Ballarat VIC 3350
P: (03) 5331 5830
www.ballaratleaguesclub.com.au



Ballarat Toyota
19 Creswick Road, Ballarat VIC 3350
P: (03) 5331 2666 / F: (03) 5331 3036
E: baltoy@netconnect.com.au

McCallum would like to thank the following for support:

Chariots for Charity



Chariots for Charity Race Sponsors

Action Ads
Ballarat Leagues Club
Gallagher Bassett
Garden State Insurance
McLean's Cleaning
Prowse, Perrin and Twomey
Whites Florist

Chariots for Charity Raffle Donors

Ballarat Football League
Ballarat Leagues Club
E.E. Day & Sons
G. Gay & Co
Golden City Hotel
Imax
Liquorland Wendouree
Morton Dunn Architect
Telstra Business Centre
Telstra Countrywide

ANZ McCallum Golf Day



ANZ McCallum Golf Day Hole Sponsors

Ballarat Leagues Club
Barker & Jennings
Clifford Brick & Tile Transport
Jatco
Karrington Jewellers
McKnights Retraivision
Nicholson Construction
UFS Dispenseries

ANZ McCallum Golf Day Prizes

ANZ Asset Finance, Merchants & Card
Ballarat Trophies and Gifts
Karrington Jewellers
C&S Holdings Pty Ltd - Oliver

ANZ McCallum Golf Day Other Contributions

Hendo's Service Pty Ltd
Midlands Golf Club & Pro Shop
Neverfail Spring Water
Nuri Birer
Spa Centre Meats

ANZ McCallum Golf Teams that Participated

ANZ
Ballarat Leagues Club
Clifford Brick & Tile Transport
Interline Roofing
Landlink
M&L McLean Services
MTA Optima
Mulcahy & Co
Prowse, Perrin and Twomey
Ron Jennings
Wendouree News and Lotto

Life's complicated, so we're making banking simpler.

To find out how we're making banking simpler, drop into your local branch or call us today.

ANZ Sebastopol

56 Albert Street

Ph: 5336 2611

E: leanne.matthews@anz.com

ANZ Wendouree

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E: karen.henderson@anz.com

ANZ Ballarat East

81 Bridge Mall

Ph: 5333 1517

E: lynne.perovic@anz.com

ANZ Ballarat

927 Sturt Street

Ph: 5337 9750

E: sandra.maher@anz.com

We live in your world 