

# OAKLEIGH CENTRE **ANNUAL REPORT**



## VISION

My Life, My Choice

## OUR MISSION

To provide sustainable lifestyle choices that will empower individuals to live a life they choose as valued members of the community.

The Oakleigh Centre was established in 1950 following a meeting of concerned parents seeking support services for the special needs of their children with an intellectual disability.

From those small beginnings, the Oakleigh Centre grew and today provides a range of specialised and innovative support services to enhance the quality of life for people with an intellectual disability, and their families. Integral to enhancing lives is the encouragement to achieve maximum independence as active members of the community.

### **The Oakleigh Centre offers the following services (to people aged 18 and over):**

- Supported accommodation
- Day services program (Mon-Fri)
- Recreation activities and holidays
- Supported employment



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# PRESIDENT'S REPORT



**Maurice Pitard** President

The Oakleigh Centre's goal is to offer a broad range of lifestyle choices to the people we provide services to. We want them empowered to live a life they choose as valued members within our community.

Since it was founded almost 65 years ago, the Centre has established itself as a passionate provider to the disability sector, offering accommodation, employment and lifestyle services. The past few years has seen the sector undergo many changes forcing the Centre to grow and adapt to ensure the support and services we offer continue to be relevant and meet community needs, and the expectations of the people we support, and their families.

One of the most significant changes in the sector's history was the introduction of the National Disability Insurance Scheme (NDIS). Trials for the NDIS began around Australia in July 2013 and a full roll out of the scheme will start progressively from July 2016. The scheme will offer a more individualised approach to accessing disability services, giving people greater choice and control over who will manage or provide their services.

To ensure the Oakleigh Centre is NDIS-ready, staff and Board members have attended briefing sessions, which have detailed findings from NDIS trial sites. This information gathering will place the Centre in an ideal position as we prepare to adapt services to meet the changes required under the scheme. As the Centre looks to transition to this new approach to disability services, it will focus its energies and strengths into areas which will promote growth, particularly within the NDIS framework, while continuing to engage in traditional services, such as employment.

Over the past year, Treasurer, David Admans, and I have spent time working with stakeholders to address some viability issues surrounding Rec-Line. We were therefore pleased with the news that \$31,000 had been committed to continue and strengthen the program. The money came from the estate of Pam Carnegie, long-time user of Rec-Line. The vitals funds will be used to refurbish the Tootgarook holiday house.

We continue to further implement the 2013-2016 Strategic Plan, particularly in the areas of governance and leadership development

across the Board and staff. Thanks must go to CEO, Mel Warner, who after six years, leaves the Oakleigh Centre well placed to tackle the many sector issues we are set to face in the coming years. Mel is to be congratulated for steadily steering the organisation through a challenging period.

## APPOINTMENTS AND ACKNOWLEDGMENTS

In December 2013, the Oakleigh Centre Board welcomed Michael Boyce to the role of Chair, Accommodation Task Force. Michael's experience in his most recent role as the Managing Director and CEO of Australian Home Care, a not-for-profit providing home care services to people with a disability or chronic health problems, will be invaluable to the organisation.

In March 2014, the Oakleigh Centre appointed Mark Toohey to the organisation's Finance Committee to undertake a review of the Rec-Line and Connections programs. Mark's extensive commercial and financial experience, both as an Executive Director and Chief Financial Officer (CFO), will be a vital asset as the Centre transitions to the NDIS.

I would like to acknowledge the efforts of the Oakleigh Centre team who has continued to maintain high quality services in a challenging financial year. None of the work we do would be possible without the commitment and dedication of our staff, all working together with a common goal of improving the lives of the people we provide services to. I would like to thank Executive Manager, Business Enterprises, Tony Hogg, who filled in as CEO a number of times over the past year.

To the people we support, families, carers, volunteers, corporate partners and fellow directors, thank you for your dedication, commitment, enthusiasm and support. Thanks also to those colleagues and friends who have given me their wise counsel over the past year.

The Oakleigh Centre Board is united in its commitment to see the Centre grow and thrive as a provider of quality disability services. As we enter an exciting new era of growth and optimism, particularly with the new Allen Street supported housing development, I look forward to the opportunities this will bring.



# CHIEF EXECUTIVE OFFICER'S REPORT



**Mel Warner** Chief Executive Officer

The 2013-2014 year has been one of the most momentous in the Oakleigh Centre's history. As with all not-for-profits organisations operating within the disability sector, we understand how important it is to continually adapt and evolve to ensure the services and programs offered remain relevant and are delivered at the highest standard.

As the sector transitions to the National Disability Insurance Scheme (NDIS), the time has never been more important for the Oakleigh Centre to review its services and programs, and prepare for a changing environment. The future will see increasing demand for services in which the individual will have a greater say and more control over their support.

## A NEW ERA OF SUCCESS

In May 2014, the Oakleigh Centre announced an exciting joint funding arrangement with the Victorian State Government offering \$14.1 million towards an accommodation redevelopment project over the next three years. This initiative will allow the people we support that are currently living at 1 and 9 Allen St to relocate into houses within the surrounding community.

The year also brought further success and growth to other Oakleigh Centre departments, with participant numbers continuing to climb within Connections, along with the increasing demand for activities that provide opportunities for people to acquire new life skills and experiences.

Oakleigh Centre Industries (OCI) had another successful year, increasing both its customer base and sales output. The rebranding of the Oakleigh Centre Opportunity Shops and launch of OCI's new website places them in a strong position for the coming financial year.

Throughout the year, Oakleigh Centre restructured a number of departments. This resulted in the Maintenance, Volunteers and Rec-Line departments moving under the management of Tony Hogg (Executive Manager, Business Enterprises).

The Rec-Line service was revised, and as it does not receive government funding, a decision was made to streamline services offered. Whilst the range of activities offered has been refined, the Centre remains committed to the weekly disco and Tootgarook holiday house. Special thanks must go to Yvonne Skoda for her commitment to managing the Rec-Line program for the past 14 years.

OCI, and indeed the Australian Disability Sector as a whole, continues to be faced with the ongoing issue related to wage assessments. The Australian Human Rights Commission granted a one year exemption to the industry users of the Business Services Wage Assessment Tool (BSWAT) to enable a satisfactory solution. National Disability Services (NDS) organisation has established a committee, of which I am a member, to liaise with government to investigate developing an alternative new wage tool.

## A WORD OF THANKS

Acknowledgment must be given to Rick Chapman (Corporate Services) and Judith Doughty (Connections), who resigned from their respective positions in August 2013. The Centre welcomed Margaret Hatton as Executive Manager, Finance (Acting), and Anne Beard joined the team as Executive Manager, Connections (Acting).

I would like to thank the President, Maurice Pitard, for his continued support through a challenging year and the Board for providing clear leadership, especially with the review and future development of the Centre's services.

I would also like to thank my Executive team who produced such positive results under sometimes difficult circumstances. Thanks also to the Centre's excellent staff who continue to provide a high quality service to the people we serve.

To those we support, their families, volunteers and donors, thank you for making the Oakleigh Centre such an inspiring organisation.

## KATHY'S STORY

# “I FELT COMFORTABLE AS SOON AS I WALKED IN.”



When Kathy walked into her brand new unit, she says she immediately felt at home. Nine months after living in the unit, she says she still feels the same.

Some people may take a new living space for granted. But not Kathy. She has never had a home of her own, a place where she can just be herself. Throughout Kathy's adult life she has been told who to live with, who to spend her evenings with, who to share a bathroom with.

Kathy's goal in life was to have her own place with some support when she needed it. To help Kathy achieve her dream, the Oakleigh Centre lodged an application, on her behalf, for housing with Port Phillip Housing Association. In August last year, Kathy received a letter offering her a one-bedroom unit in a new complex at Ashwood.

As Kathy headed down to see the unit, the usual feelings of anxiety about such a big move were there: "Will I like it?" "Will I get lonely?" "Will I feel safe?"

As she walked through the door and stood in her new unit, with the sun streaming through the lounge room window, accenting the brand new kitchen, she turned and smiled.

"I love it - I felt comfortable as soon as I walked in."

Since that time Kathy has become part of the Port Phillip community. She is still supported by the Oakleigh Centre but spends her days doing many different activities and has a new found confidence in her ability to be independent. Kathy often recalls the day she first saw her unit.

"I still love it," she says.

# BUILDING A STRONGER FUTURE THROUGH INDIVIDUALISED PLANNING



In May 2014, the Oakleigh Centre heralded a new era in supported housing with the announcement that the State Government would provide \$14.1 million to redevelop the congregate care facilities at 1 and 9 Allen St, Oakleigh.

Over the next three years, individuals residing at the facilities will be supported to transition to new community-based accommodation, which reflects their needs and personal preferences.

The announcement followed an extensive planning and consultation process, which commenced in 2013 when the Centre contracted Vicki Hayes to project manage the Oakleigh Accommodation Services' "Planning with you for your future" initiative.

The project's aim was to identify supports that best met the needs of each individual, and what types of contemporary models of supported housing would both reflect their personal preferences and how they would like to be supported in the future.

Key to the research were discussions with the people we support about what was most important in their lives, including health, leisure, social activities and work issues. These discussions informed the 'Lifestyle Map', which identified individual goals in seven life areas, their key support networks and personal vision for the future.

Research found those we support want to live with fewer people in smaller houses or unit complexes in a way that promoted community connectedness and encouraged independence, while providing appropriate supports.

The next challenge will be to design modern, innovative homes based on the information gained from each person, their families and the staff who support them. These homes will be operated and staffed by the Oakleigh Centre, offering support for individuals to access their local community with more independence.

This development signals an exciting new era for the Oakleigh Centre, placing the organisation in an ideal position to facilitate future growth.

Credit must go to the Centre's President, Maurice Pitard, and the Board for their strong commitment to achieving this excellent result, and CEO, Mel Warner, the Executive team, and those living at 1 and 9 Allen St, who passionately campaigned to secure this funding.



 Oakleigh Centre

# ACCOMMODATION SERVICES



The Oakleigh Centre provides supported accommodation to 65 people living in houses located throughout Oakleigh, Ashwood, Chadstone and Mount Waverley. It has been an exciting year of change for Accommodation Services, as it continues to support people to develop their independence.

In preparation for the upcoming housing redevelopment, over the past year, the accommodation team worked hard to identify the needs and interests of the people we support. This led to the relocation of some people from their current residences, to places more suitable within the Centre's Community Housing Program. These changes allowed individuals to further develop their independence, and challenged them to learn new skills.

With the assistance of Port Phillip Housing Association (PPHA), two people successfully settled into their respective units at Ashwood. Thanks must go to PPHA for its assistance with these transitions. All residents continue to be supported by the Oakleigh Centre.

In June 2014, the Centre vacated the 6 Allen Street house, with residents relocating to more appropriate accommodation.

## LEARNING AND DEVELOPMENT

The accommodation team is committed to providing staff with a range of education programs to enhance skills and learning. During the past year, the Accommodation Service successfully supported

four staff members to complete their Certificate IV in Disability and two staff are currently completing a Certificate IV in Aged Care. The service also received increased requests from Registered Training Organisations (RTOs) seeking to involve Certificate IV student placements across Oakleigh Centre departments.

In 2013-2014, the Accommodation Service underwent a series of staff changes. After 14 years, Lynn Scott resigned as the 1 Allen Street Manager. This position was taken up by former Learning and Development Coordinator, Lexi Clarke. Special Projects Coordinator, Elizabeth Wall, moved into the role of Learning and Development. Suchet Tachvijitta joined the 1 Allen Street team as its new chef, bringing with him an extensive background in food services.

Thanks must go to the people we support and their families, the Centre Board and Executive team for their ongoing support and encouragement. The coming years, particularly with the new accommodation developments, will provide an exciting time for the Centre.

## BAS ARKENBOUT

Executive Manager, Accommodation Services

# CONNECTIONS

## NEW FOUND JOYS

"I knew as soon as I toured the Oakleigh Centre that it was the right place for my daughter Ashleigh. Fortunately for us, Ashleigh was offered a place, which I very happily accepted. Ashleigh has been involved with the Centre's Connections program for more than six months and she couldn't be happier. Every day she arrives happy, excited and eagerly goes off for the day, often without even a goodbye for mum!

She has a great week of different daily activities, which she really enjoys, especially horse riding. The staff are wonderful and Ashleigh comes home every day a very happy, and often very tired, young lady. I honestly expected Ashleigh would struggle with the change from school to Connections, but I am so happy to say how wrong I was!"

**Lyndsey Murray**



## THE RIGHT CONNECTIONS

"I have a son, Danny who is 25 and lives with autism, and an intellectual disability. In 2007, when Danny was 16, he needed to move from Monash Special Developmental School to an adult day centre. With his school's support, I visited four different centres. Of these, I found Connections at the Oakleigh Centre the most welcoming. They were supportive, informative and friendly. I chose Connections for Danny's placement.

At the end of 2007, Danny attended a transitioning program. The program was well structured, supportive and friendly, which he loved and as a result, Danny began at the Centre full-time in 2008.

Danny has been happily attending Connections for six years. His happiness can be attributed to the continued friendliness of the Centre staff, particularly Steve Costello, Danny's key worker, who has been instrumental in helping Danny to flourish. Steve has been essential in developing Danny's programs, tailoring them to his active lifestyle. Steve also continually supports Danny during his activities.

I look forward to Danny continuing with Connections into the future."

**Claire Whitworth**



# CONNECTIONS



Oakleigh Centre's Connections program supports people to participate in a wide range of activities based on their own life goals and individual interests. The program offers activities, clubs, workshops and classes that take place on site at Warrigal Road and within the community.

Connections continues to provide a service that works towards creating an environment where each person feels safe, respected and valued. Individual strengths are identified and independence is encouraged to ensure everyone is given the opportunity to learn and develop. During the past year, the program has welcomed 12 new people, six of whom were graduates from special education schools, with the remainder transferring from other day service providers.

The program also provided more than 130 activities for participants, which included assisting with Meals on Wheels, learning to play lawn bowls at the Oakleigh Bowls Club and using the gym at Monash University. Participants also worked towards staging an art exhibition, to be held in October 2014. The Oakleigh Centre is grateful to Val Rowe for organising the exhibition and acknowledges the wonderful work produced by a team of very talented artists.

Community partnerships are an important part of the Connections program, enabling participants to build ongoing relationships with local groups. Since the late 1980s, the program has had a strong link with Salesian College Chadstone, where participants visit each week to enjoy lunch and to play sport with students. Connections also values its ongoing partnership with the Mulgrave Neighbourhood

House, with a group attending each week to work in the garden under the guidance of a horticulturist. Skills learnt through the program include how to cultivate and care for vegetables, composting and the importance of worm farming. All participants have enjoyed not only the gardening, but also the opportunity to meet new people.

Throughout 2013-2014, staff completed a range of mandatory training requirements, including First Aid, Medication and Manual Handling. Training opportunities were also offered to staff to professionally develop their skills through a specialist course of Positive Behaviour Support and Autism Spectrum.

The Oakleigh Centre welcomed the opportunity to share its research and over the past year, team member, Karyn Willoughby, wrote and presented five reports to the Centre for Developmental Disability Health (CDDH) Victoria – a great achievement. Karyn's reports can be accessed on the CDDH Victoria website ([www.cddh.monash.org/product-resources/fact-sheets.html](http://www.cddh.monash.org/product-resources/fact-sheets.html)).

The Connections staff, in particular Maiten Maldonado and Tracy Forbes, are to be congratulated for their ongoing professionalism, commitment, energy and passion.

**ANNE BEARD**  
Executive Manager, Day Services (Acting)



**OAKLEIGH CENTRE INDUSTRIES**

# OAKLEIGH CENTRE INDUSTRIES



Building on its reputation as a provider of high quality packaging services, Oakleigh Centre Industries (OCI) completed another successful year with an increase in its customer base and sales. Throughout the year, sales in OCI's contract packaging division increased 14 per cent via new and existing customers.

OCI's document scanning division was further strengthened with a new partnership with ELO Digital Office AU/NZ Pty Ltd. This partnership is in addition to an already established one with Toshiba Australia.

Utilising knowledge gained from completing their Certificate II in Competitive Manufacturing, supported employees have taken an active role in continuous improvement strategies to improve future OCI business operations and the day to day work place environment. The Employee Committee also contributed to OCI's successful year by engaging with co-workers to highlight potential solutions to improve safety and production output.

With the retirement of a number of employees, many vacancies opened for younger people transitioning from schools or Technical and Further Education (TAFE) schools into the workforce.

The corporate volunteer program continued its success with participation from Deloitte Touche Tohmastu, Experian Australia Pty Ltd, Colonial First State and the Commonwealth Bank. We look forward to expanding this program.

## PROMOTING AND STREAMLINING SERVICES

To further promote OCI, and highlight its services, in June 2014, a new business-specific website ([www.oci.org.au](http://www.oci.org.au)) was launched. The website is an ideal information and marketing tool to highlight

the many services offered by OCI, including opportunity shops, volunteering, packaging services and employment opportunities.

The Oakleigh Centre's opportunity shops again recorded success with a four per cent increase in sales throughout 2013-2014. Each of the two shops were updated and rebranded as an Oakleigh Centre OpShop, the new image reflecting the improved presentation of merchandise, which was created by all who assist at the store. The Huntingdale shop is to be particularly commended for its 12 per cent increase in sales. The Oakleigh Centre is indebted to those committed and dedicated volunteers who assist at both stores.

Following a detailed review of its operations and programs, the Oakleigh Centre Board and Executive team agreed to restructure several of the Centre's programs, bringing the Maintenance, Volunteers and Rec-Line departments under the management of OCI. The decision was particularly welcomed by the Maintenance Department as it will provide additional opportunities for OCI to establish its own property maintenance division, offering increased employment choices to existing and future employees.

The Australian Disability Enterprise (ADE) sector continues to seek a solution to the uncertainty surrounding the Business Services Wage Assessment Tool (BSWAT). The Australian Human Rights Commission granted the sector one years' exemption to enable alternative wage tools to be evaluated and a solution to be found. OCI expects to have greater clarity on the issue for all employees by the end of 2014.

## TONY HOGG

Executive Manager, Business Enterprises

# REC-LINE



Rec-Line is a supported recreation, leisure and holiday service, which encourages participants to seek out new activities that challenge their independence and encourages new life skills.

Over the past year, Rec-Line supported adults with disabilities to achieve both life-long dreams, and to participate in a broad range of fun-filled activities, which included a helicopter ride, Queensland and Tasmanian holidays, theatre shows, water aerobics and cooking classes.

Rec-Line's weekly dinner and disco continued to be extremely popular. Thanks must go to the Monash City Council for its generous support in subsidising the disco by more than \$12,000 a year by providing the Glen Waverley Community Centre in which to hold the event. Thanks also to the event's three dedicated DJs (Rockin' Robin, DJ Flash and DJ Jeff) who create such a positive atmosphere and help make the disco such a success.

In May 2014, the Oakleigh Centre held its annual dinner dance, attended by almost 200 staff, residents and program participants. The gala event, held at Merrimu Receptions, Murrumbeena, also featured DJ Flash and prizes, kindly donated by the Bentleigh Sunday Market stall holders.

In preparation for the introduction of the National Disability Insurance Scheme (NDIS), Rec-Line was restructured during the year with management now undertaken by Oakleigh Centre Industries

(OCI). As Rec-Line does not receive government funding, it is essential operations are streamlined to ensure future activities can be provided at affordable and sustainable prices. The Oakleigh Centre farewellled the program's Executive Manager, Yvonne Skoda, and thanks her passion and hard work in developing Rec-Line over the past 14 years.

The Tootgarook holiday house continued to be a draw card for individuals, families and other external organisations seeking a home equipped with facilities suited to those with disabilities. The six-bedroom home, which sleeps up to 14 and features fully accessible bathrooms, caters for a wide variety of needs.

The holiday house was donated to the Oakleigh Centre by the Kew Cottage Parents' Association in 2009 and has since undergone significant renovations. Money raised in the 2014 Winter Donor Appeal, and through a generous donation from the Estate of Pam Carnegie (a long-time Rec-Line participant), will enable the Oakleigh Centre to undertake further upgrades and enhancements, which are planned for the coming year.

**TONY HOGG**  
Executive Manager, Business Enterprises

# VOLUNTEERS



The Oakleigh Centre is fortunate to be supported by almost 200 volunteers, providing assistance to staff and participants involved with Connections, Accommodation Services, Oakleigh Centre Industries (OCI) and Rec-Line.

The richness of the Oakleigh Centre volunteers program is evident by the diversity of those who give their time so generously: from school leavers to retirees, new to fifth generation Australians.

Over the past year, volunteers have provided invaluable support with a range of activities and services, which have included:

- Supporting the Oakleigh Centre's two opportunity shops at Huntingdale and Hughesdale
- Providing maintenance skills to ensure the Centre's properties are in a safe and presentable condition
- Assistance with fundraising events, including the annual Charity Golf Day and Christmas tree sales
- Supporting Oakleigh Centre participants to be involved in various activities across all departments.

The strength of the volunteer program can be credited to the passion and enthusiasm of Frances Sutherland, who after almost 13 years, retired in February 2014. Frances is to be congratulated for taking a small band of just 20 volunteers and creating the team which exists today.

## INCREASED AWARENESS

In 2013-2014, Oakleigh Centre Industries (OCI) welcomed two new organisations to its corporate volunteer program: Colonial First State and the Commonwealth Bank. These joined a number of organisations who are a part of the program, particularly Deloitte Touche Tohmatsu and Experian Australia Pty Ltd, who have supported OCI for four and two years respectively.

This corporate volunteer program reflects a growing trend of organisations supporting not-for-profits, like the Oakleigh Centre, not only financially, but rather with added values such as skills sharing, teamwork and supporting community projects.

The Oakleigh Centre also worked with Registered Training Organisations (RTOs) to develop a student placement volunteer program. This program will enable students with Certificate IV or above qualifications to gain practical experience in the disability sector.

## TONY HOGG

Executive Manager, Business Enterprises



# QUALITY & RISK



“Quality means doing it right when no one is looking.”

HENRY FORD

The Oakleigh Centre is committed to continually reviewing its programs and processes to ensure it provides ongoing quality services, which empower the people we support to live a life they choose as valued members of the community.

State-funded services (Accommodation and Day Services) are currently accredited to the Disability Quality Framework. However in 2012, the Department of Human Services Standards (DHSS) were introduced to replace this framework. Under the Centre's Department of Human Services Funding and Service Agreement, it is a requirement to be accredited to the DHSS by June 2015.

To ensure a service management aspect of a quality framework is met, state services are also required to be accredited to the Disability Employment Standards (DES) of Service Management and Staff Recruitment, Employment and Training.

The organisation's state-funded services will be audited in mid-October 2014. The Accommodation and Day Services teams have been working towards meeting the new standards and have completed a self-assessment to identify areas that we already meet, and those requiring improvement. The teams are to be commended for their commitment to continually progress the quality of service provided to people accessing the Oakleigh Centre.

Oakleigh Centre Industries (OCI) is already accredited to all 12 standards of DES and is due to be audited against these in September 2014. OCI is well prepared for the forthcoming audit having completed internal audits and modified policies to ensure standards are met. It is expected the current accreditation status will continue.

From January 2015, the DES are to be replaced by the National Standards for Disability Services (NSDS). OCI will be required to be accredited to the NSDS, and state services will continue to be accredited against the DHSS as well as the NSDS.

The new standards have a greater focus on person-centred approaches and promote choice and control by the people we provide services to. Whilst this transitional period may at times be challenging, it is important to note the Centre is always seeking to improve the quality of its services to ensure both risk management and minimisation.

CAROLYN CARTER  
Executive Manager, Quality & Risk

# SUPPORTING THE OAKLEIGH CENTRE



## FUNDRAISING

The Oakleigh Centre organises two major annual fundraising events – Christmas tree sales and a Charity Golf Day at the Metropolitan Golf Club, Oakleigh South. Both events rely largely on Oakleigh Centre volunteers and committed staff who give up their weekends to support these fundraisers.

In the last financial year, these two campaigns raised approximately \$70,000 for the Centre. This funding enabled the organisation to demonstrate financial viability towards the accommodation redevelopment of 1 and 9 Allen Street.

The Oakleigh Centre renewed its partnership with the Dandenong Christmas Tree Farm for the always successful and popular Christmas tree sales. The Centre's Christmas shop opened throughout December 2013 selling a range of decorations, both new and some handmade by people who access our services. These items proved so popular the Centre is looking to introduce new designs and Christmas cards made by those participating in an art program run through Connections. The Christmas shop will re-open on 29 November 2014.

The Christmas tree drive brings a great community atmosphere to the organisation, with volunteers, people supported by the Centre and staff coming together throughout December to help raise funds.

The Centre's 19th annual Charity Golf Day, held on Sunday 23 March 2014, attracted 250 keen golfers. The day proved a huge success, with plenty of competitions to keep things interesting. Prizes were awarded in the categories of Nearest to the Pin and Longest Drive, with many players also trying their luck at the betting hole.

Oakleigh East-based, Harbusol Building and Maintenance Solutions, offered a \$20,000 hole-in-one prize, which unfortunately wasn't won on the day.

Thanks must go to the Adam Scott Foundation, who generously donated a playing t-shirt signed by the acclaimed Australian golfer, and the Metropolitan Golf Club, who donated its stunning course for the day. Thanks also to all sponsors, particularly the Metropolitan's women members, who fundraise for the Oakleigh Centre throughout the year.

The 2015 golf day will be held on Sunday 28 June.

## HONORARY LIFE MEMBERS

**1953** Mr Arthur J Levett

**1953** Mr W Kennaugh

**1954** Mr Frank P Halfpenny

**1955** Mrs Muriel Price

**1955** Mr Monte Benjamin

**1956** Mrs Mollie Danby

**1957** Mrs E M Rae

**1960** Mr Allen G James

**1968** Mr H W (Tom) Walsh

**1971** Mrs Edna Wells

**1975** Mrs Lois Ackerly

**1987** Mr Roy Fryer

**2000** Mrs Dorothy Curtis

**2004** Mr F W (Barry) Callaghan JP

**2004** Mr J A (Tony) Crute

**2004** Mr David Hawkes

**2004** Mr Les Murray

**2004** Mr John Walker

**2006** Mr Don Bain

**2006** Mr Alastair McDonald

### DONORS AND CORPORATE SUPPORT

Work done by the Oakleigh Centre would not be possible without the amazing contributions received by donors (large and small), volunteers (corporate and individual) and the Bruce Bain Foundation. This assistance allows the Centre to provide a high level of support to those who access services and enables the development of further opportunities within the community.

We would particularly like to acknowledge and thank:

### CORPORATE VOLUNTEERS

Colonial First State

Commonwealth Bank

Deloitte Touche Tohmatsu

Experian Australia Pty Ltd

### MAJOR DONORS

E G Barker (Bequest)

R Bridges

G & L Israel

J B King

C McColl

A McDonald

CW & AH Morris

E Sharp

M Shilton

Hua Su Jian Min Zhou

### BRUCE BAIN FOUNDATION

The Bruce Bain Foundation was established by Don and Norma Bain in 2006 to recognise the support given by the Oakleigh Centre to their son, Bruce Bain, who is a resident at 1 Allen Street.

The foundation was set up as a separate legal entity from the Oakleigh Centre, but dedicated to the organisation. Established as a Capital Preserved Investment Fund by the Bain family and a small number of friends and parents of residents and/or program participants, income earned from the foundation provides more than \$4000 annually to the Centre. This money, which is not bound by the conditions of government funding, is used as additional funds for special programs.

The Oakleigh Centre welcomes donations to the foundation. This can be done by either donating directly to the Centre, or by leaving a contribution to the Centre in your Will. Simple alterations or codicils to existing Wills will be made free of charge.

Donations to the Bruce Bain Foundation are fully tax deductible.

### LONG SERVICE AWARDS

Heather Day - 30 Years

Kim Dillon - 10 Years

Theresa McNeil - 10 Years

### EMPLOYEE RECOGNITION

Each year, Oakleigh Centre employees are given the opportunity to develop their skills through training. Those employees who have shown outstanding commitment to both the Oakleigh Centre and disability sector have the opportunity to be nominated for the Allen James Scholarship or McDonald Bursary. Each offers funding to support education and training to further enhance competencies and skills.

The McDonald Bursary is donated to the Oakleigh Centre by its patron and long-serving member, Alastair McDonald. The \$2000 bursary provides financial assistance to support a full or part-time staff member to further their knowledge in disability, preferably with a management component.

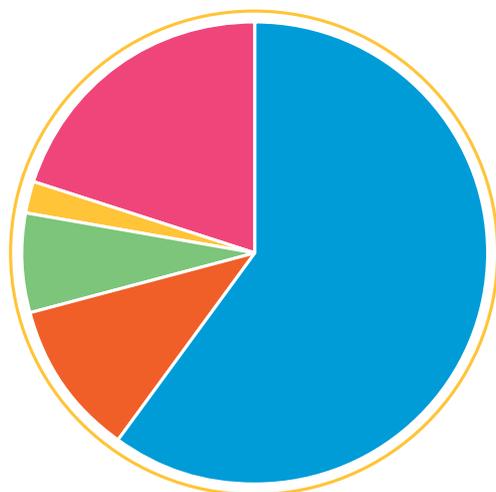
The 2013-2014 bursary was awarded to the Oakleigh Centre's Accommodation Services team to provide those disability support staff who demonstrate leadership qualities, learning and development opportunities, particularly as they prepare to embrace future accommodation challenges.

The Allen James Award is presented by the Oakleigh Rotary Club to a staff member to assist with training and development.

The 2013-2014 recipient was Bronwyn McDonald from Accommodation Services. After many years working at 1 Allen Street as a support worker, in 2011 Bronwyn stepped in to the role of Team Leader and is currently overseeing the operation of two accommodation services within the Community Housing Program. Bronwyn will use this financial assistance to further develop her skills in the area of leadership and administration.

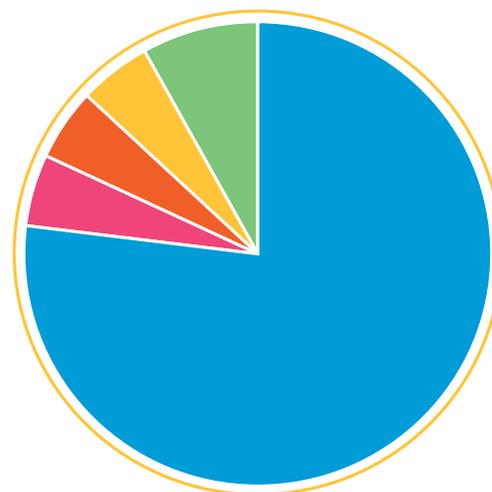
# FINANCIALS

REVENUE SOURCE



- Department of Human Services
- Department of Social Services
- Packaging
- Fundraising & Donations
- Other

EXPENSES



- Employee expenses
- Depreciation
- Direct program expenses
- Rent expenses
- Other

The past year has been one of financial consolidation and improvement for the Oakleigh Centre. The 2013-2014 financial year resulted in a deficit of \$89,971 (2013 deficit \$295,742). Accordingly, this was a significant improvement of \$205,771 (70 per cent), due in part to a review and financial consolidation of services as the Centre prepares to transition to a different operating environment that will exist under the National Disability Insurance Scheme (NDIS).

The improved financial performance is also attributed to a review of the operational efficiency of some of the Centre's business units, which resulted in the discontinuation of financially unsustainable services. It also included changes to Rec-Line, which resulted in a reduction in some recreational programs and a price rise in others.

The announcement in May 2014 of a \$14.1 million state government grant to build five new accommodation services was a great outcome for the organisation. The finance team is working closely with the Project Manager and Executive Manager, Accommodation Services, to ensure the funds are managed within parameters as stipulated by the Department of Human Services.

The finance team continued to redevelop and improve its financial systems as the Oakleigh Centre prepares to transition to the NDIS. To support this, a revised accounts payable system was introduced, which resulted in improved cash flow and cash operating reserves, both of which will be essential when the organisation provides services under the NDIS.

The Centre acknowledged the challenge of moving operations from the current funded status to a more commercially viable organisation,

operating in a competitive environment. However, the Board and staff are firmly committed to ensuring the nurturing and community values for which the Centre is so well known, will continue.

The 2013-2014 results saw a number of one-off, non-direct operating cost adjustments, which included:

- An adjustment for unpaid GST liability relating to services provided through Rec-Line over the past four years
- One-off expenses relating to staff turnover
- A potential financial risk to Oakleigh Centre Industries (OCI), due to a Human Rights Commission decision regarding changes in the BSWAT wage setting tool. This issue impacts the entire ADE sector and will be resolved by 2015.

For the first time in several years, the Oakleigh Centre's operational costs have been contained, placing the organisation in a potential break-even position – this is a much improved outcome.

I would like to take this opportunity to thank the members of the Finance Committee and Oakleigh Centre's Executive Management team for the work they have undertaken to achieve the significant improvement in financial results over the previous year. This work ensures the Oakleigh Centre is well positioned to meet any future financial challenges.

DAVID ADMANS  
Treasurer

# SERVICES DIRECTORY

## BOARD MEMBERS

President: Maurice Pitard  
Vice President: Tony McAvaney  
Treasurer: David Admans  
John Cary  
Peter Willcocks  
Michael Boyce

## COMMITTEES

### OCI

Maurice Pitard  
David Admans  
Norm Rea  
Stewart Richards  
Tony Telfer  
Mel Warner  
Margaret Hatton  
Tony Hogg  
Greg Whitters

### RISK

Peter Willcocks  
Mel Warner  
Carolyn Carter

### FINANCE

Maurice Pitard  
David Admans  
Mark Toohey  
Mel Warner  
Margaret Hatton

## EXECUTIVE MANAGEMENT

Chief Executive Officer: Mel Warner  
Accommodation Services: Bas Arkenbout  
Quality & Risk: Carolyn Carter  
Connections: Judith Dougherty (July), Anne Beard (Acting: Aug-June)  
Oakleigh Centre Industries: Tony Hogg  
Finance: Rick Chapman (July), Margaret Hatton (Acting: Aug-June)  
Rec-Line: Yvonne Skoda (July-Feb)

## PATRONS

Geoff Lake – Mayor of Monash  
Alastair McDonald

## HEAD OFFICE

Administration, Connections, Rec-Line  
773 Warrigal Road  
Oakleigh VIC 3166  
**T:** (03) 9569 0603  
**E:** [info@oakleighcentre.org](mailto:info@oakleighcentre.org)

## Oakleigh Centre Industries

1088 Centre Road  
South Oakleigh VIC 3167  
**T:** (03) 9575 4200  
**E:** [info@oci.org.au](mailto:info@oci.org.au)

## Opportunity Shops

290b Huntingdale Road  
Huntingdale VIC 3166  
**T:** (03) 9568 1407  
62 Poath Road  
Hughesdale VIC 3166  
**T:** (03) 9568 1407

## Tootgarook Holiday House

56 Morris Street  
Tootgarook VIC 3941

## Accommodation

1 and 9 Allen Street, Oakleigh VIC 3166

## Community Housing Program

775 Warrigal Road  
Oakleigh VIC 3166

6 Allen Street  
Oakleigh VIC 3166

10 Allen Street  
Oakleigh VIC 3166

12 Allen Street  
Oakleigh VIC 3166

8 Dealing Drive  
Oakleigh South VIC 3167

28 Delia Street  
Oakleigh South VIC 3167

13 George Street  
Ashwood VIC 3147

23 Atkinson Street  
Chadstone VIC 3148

7 French Street,  
Mount Waverley VIC 3149

[www.oakleighcentre.org](http://www.oakleighcentre.org)

[www.oci.org.au](http://www.oci.org.au)



[www.oakleighcentre.org](http://www.oakleighcentre.org)

Oakleigh Centre ABN: 91 480 733 899  
Oakleigh Centre Industries ABN: 58 080 042 827