

ANNUAL  
REPORT  
2015



MY LIFE.

MY CHOICE.

MY OAKLEIGH CENTRE.





## CONTENTS

- 03 Welcome to the 2014-15 Oakleigh Centre Annual Report
- 04 The way forward
- 06 A year in review
- 07 Planning for a new direction
- 08 Keeping connected to community
- 09 Seeing joy in the everyday
- 10 Recipes worth sharing
- 11 Respecting control and choice
- 12 Homes built on vision
- 13 A clear voice
- 14 Positive career move
- 14 A job well done
- 16 Everyone's favourite volunteer
- 17 An investment in people and services
- 20 Money for jam
- 21 Changing lives through giving
- 22 Oakleigh Centre Board of Directors
- 23 Oakleigh Centre Senior Leadership Team
- 24 Oakleigh Centre organisational chart
- 25 Growth for a sustainable future
- 26 Oakleigh Centre locations
- 27 Support the Oakleigh Centre

Front cover: Top: Connections client, Terry with his mother, Thi; Connection clients, Gus (centre) and Shirley.

Connections client, Danny enjoys a day out sailing.





# WELCOME TO THE 2014-15 OAKLEIGH CENTRE ANNUAL REPORT

**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 organisation grew and today provides a range of specialised and innovative support services to enhance the quality of life for people living with disability, and their families. Integral to enhancing lives is the encouragement to achieve maximum independence as active members of the community.

We provide (to people aged 18 and over):

- Supported accommodation
- Day services
- Recreation activities and holidays
- Supported employment

## OUR 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.**

## OUR VALUES

**The values of the Oakleigh Centre provide the Board, management, staff and volunteers with a touchstone against which individual, team and organisational behaviours can be aligned and measured.**

## INTEGRITY

We will adhere to moral, ethical and legal codes of behaviour which in part are focused on trustworthiness, honesty and accountability.

**Our Behaviour:** We will demonstrate our individual and organisational integrity by our ethical decisions and practices, ensuring they are aligned to our vision, mission, values and philosophy, and we do the right thing by customers, colleagues and the communities in which we operate.

## UNITY

We will be unified by our agreed vision, mission, values and philosophy; although we are individuals we will act as one team and one organisation.

**Our Behaviour:** We will focus on the mutual purpose of our organisation and continue moving forward through the planning, implementation and monitoring of our Strategic Plan, Business Plans and Organisational Development Plans.

## RESPECT

We will respect each individual's choices, decisions, rights and responsibilities, privacy and confidentiality.

**Our Behaviour:** We will encourage respect by displaying professional and courteous behaviour, listening to differences of opinion, recognising others' skills and experiences, considering the safety and wellbeing of other people in the workplace, recognising individuals' choice of service.

## EQUITY

We will act fairly, impartially and with a non-discriminatory approach, being equitable in all our communications and undertakings.

**Our Behaviour:** We will apply the principles of equity and fairness to our work, ensuring everyone has the right to a fair go, to be valued and that their individual needs are considered.



# THE WAY FORWARD

Under the National Disability Insurance Scheme (NDIS), the disability sector is set to enter a period of major change. NDIS trial sites across Australia currently support 30,000 eligible people with disabilities. When the scheme begins its roll out nationally next year, this figure is expected to increase by more than a staggering 1000 per cent, to 460,000 participants.

At the Oakleigh Centre, we understand the complexities associated with a changing disability landscape and fully support the NDIS and the significant change it will bring. We know innovation is the key to creating engaged, relevant and responsive disability services. How we adapt to an NDIS environment will be determined by our ability to respond to the scheme's ideals of choice, control and independence for all people living with disability.

With a co-design approach that engages our clients, their families and broader stakeholders, we are confident of building an organisation that will thrive under the NDIS, underpinned by a framework of strategic growth, strong governance and quality services.

## CHANGING DIRECTION

To ensure we are NDIS-ready, in the past year we have worked strategically to put in place responsive measures to meet the needs and expectations of those we support, now and in the future.

In February, the Board approved a comprehensive strategic NDIS plan that set in motion the changes necessary to ensure the organisation is not only ready for the scheme, but that all areas, including governance, human resources, ICT, marketing, staff training and service models, reflect the operating and cultural changes required to perform within a more client-focused and responsive environment.

## MOVING TO THE COMMUNITY

Undoubtedly, one of the organisation's greatest achievements in recent years was the announcement that its outdated congregate care facilities will be replaced with five new supported homes to be built within the community. This exciting redevelopment project has been the catalyst for great change, particularly in the area of advocacy.

To ensure the homes reflect the individual needs and aspirations of those moving, a Residents Advisory Group was established. The group's impact has been inspiring and its influence has generated a momentum for broader change and greater client inclusion across our whole organisation.

Many within the group have taken responsibility in advocating for themselves and others, as well as becoming spokespersons for the organisation and people living with a disability. It has been a truly inspiring evolution.

## OUR WORK IN MOTION

The Oakleigh Centre prides itself on having an active voice throughout the disability sector. We do this through engaging with our immediate and broader community and by highlighting the great work of our people.

In October 2014, we showcased the inspirational talents of our Connections clients by staging our first art show as part of the organisation's Open Day. Outstanding works, which included mosaics and paintings, were displayed throughout the Centre's corridors.

The exceptional work done by our Residential Redevelopment Manager, Vicki Hayes, was recognised in October 2014, when she was asked to present at the Tasmanian National Disability Services Conference – Accommodation options under an NDIS.

In May, Accommodation Services staff member, Lexi Clarke, was named a finalist in the 2015 Victorian Disability Sector Awards, while volunteer, David Hawkes received a high commendation award in the Positive Ageing Leadership category in the City of Monash's Sir John Monash Awards. David was also named the 2014 Volunteer of the Year when the Victorian Premier's Volunteer Awards were announced in October. In June 2015, Athena Kontonis from Oakleigh Centre Industries received the Oakleigh Rotary Club's Alan James Award.

Unfortunately, 2014 ended with a dark cloud over the disability sector as allegations were aired on national television about abuse towards people with disabilities. We welcomed state and federal government responses to these sad and disturbing allegations and the announcement in February 2015 by the Australian Senate that an inquiry would be held into the abuse of disabled people.

This was followed by a Victorian Ombudsman announcement that the Victorian State Government would also hold an inquiry into how allegations of abuse are reported and investigated, with findings to be announced late 2015. The Parliamentary Inquiry requested information from all disability services across Victoria about complaints and critical incident reporting. The Oakleigh Centre complied with this request by the due date of 30 September 2015.

*“The Oakleigh Centre prides itself on having an active voice throughout the disability sector. We do this through engaging with our immediate and broader community and by highlighting the great work of our people.”*

Stories such as these are deeply distressing to all who work in the disability sector. Our organisation is committed to upholding a zero tolerance approach in preventing and responding to any incidents of abuse and neglect to ensure those we support always feel safe and respected.

## ACKNOWLEDGEMENTS

In what has been an extraordinarily busy year for the organisation, it must be said that none of our achievements would have been possible without the support of our Board of Directors, Senior Leadership Team, wonderful staff and valued volunteers.

We have positively engaged our Members, welcoming their support and seeking their feedback through targeted information forums.

We were delighted to welcome Mark Toohey and Alan Bergman who joined the Board in October 2014. Each brings with them valuable experience that will greatly benefit the organisation.

With the resignation of Bas Arkenbout (Executive Manager, Accommodation Services) we welcomed Laurelle Edwards to the team. A highly skilled manager of accommodation supports, Laurelle has valuable sector experience to complement our services.

In April, we contracted Marketing Consultant, Justin Bruce, to undertake a comprehensive marketing and branding review, the results of which will be launched in 2016.

To lead the organisation's NDIS planning, in May, Kit Wong was appointed to the role of Internal Consultant, Strategies and Projects.

We could not have progressed without the expertise of our Communications Consultant, Jan Phyland who has provided valuable advice and knowledge. Our administration team has also been enhanced with the appointment of Deb Groves and Louisa Calvert.

We would particularly like to acknowledge and thank our Business Enterprises Executive Manager, Tony Hogg for managing the interim CEO role until Therese Desmond began in October 2014.

## SUPPORTING THE OAKLEIGH CENTRE

At the Oakleigh Centre, we are continually inspired by the generosity of our many supporters. Whether it's those involved with our annual charity golf day, donor appeals or buying Christmas trees during our popular annual sale, we are humbled and grateful for the money received to support our valuable work.

We look forward to the year ahead and welcome the many opportunities and challenges it will bring. Our community is enriched by people who share our vision for a world in which people with disability can live with dignity, have the opportunity to realise their goals and dreams, and access to whatever supports they need to make this happen.



*Therese Desmond*

**Therese Desmond**  
Chief Executive Officer

*Maurice Pitard*

**Maurice Pitard**  
President

# A YEAR IN REVIEW

## 2014

### SEPTEMBER

- Accreditation received under the Disability Employment Standards

### OCTOBER

- New Oakleigh Centre CEO starts
- 🏆 David Hawkes wins 2014 Victorian Volunteer of the Year
- Oakleigh Centre stages its first art show
- Accreditation received under the Victorian Department of Health and Human Services

### NOVEMBER

- Volunteer recognition awards

### DECEMBER

- Oakleigh Centre Christmas Tree Festival

## 2015

### JANUARY

- Connections enjoys a 12% increase in clients

### FEBRUARY

- OC Board approves NDIS strategic plan
- OC buys the fifth and final property for residential redevelopment. Principle architect appointed and concept drawings created

### MARCH

- Celebration to mark the purchase of five blocks of land for the redevelopment project

### APRIL

- Residents Advisory Group presents information forums for Oakleigh police and DHHS staff
- Work begins on rebranding the organisation
- Members only presentation – ‘Dementia and the impact on a person living with an intellectual disability’

### MAY

- Lexi Clarke named finalist in Victorian Disability Awards
- NDIS Project Manager appointed
- Annual dinner dance

### JUNE

- New Residential Manager appointed
- Annual charity golf day
- Activities programs restructured to bring Connections and Rec-Line under the one umbrella
- 🏆 Athena Kontonis wins Oakleigh Rotary Club Alan James Award



*Clockwise (from top): Connections client, Graham; OC volunteer, David Hawkes (centre), OC President, Maurice Pitard and former member for Oakleigh, Elizabeth Miller MP; OC's annual charity golf day; Connections client, Cassandra; Victorian Disability Sector Awards finalist, Lexi Clarke (right); OC Accommodation Redevelopment's Residents Advisory Group (from left to right), Rosie, Dan Bren-Clarke (support worker) and Kathy.*



# PLANNING FOR A NEW DIRECTION

**In 2011, when the Council of Australian Governments (COAG) endorsed the National Disability Strategy 2010-2020, it acknowledged the crucial need for a nationwide and united approach to improving the lives of people with disability.**

From that endorsement came the National Disability Insurance Scheme (NDIS), designed to ensure people with disability, and their families, receive whatever support and services they need to fully realise their goals, and achieve community inclusion in all parts of their lives.

By the time the NDIS was being trialled in Barwon in 2013, the Oakleigh Centre had begun work on preparing for this historically significant shift that would forever change the way in which Australians with a disability would live life in the future.

The organisation is committed to providing sustainable lifestyle choices to empower our clients to live a life they choose as valued members of the community – a philosophy firmly aligned with the NDIS.

## FUTURE PLANS

As the NDIS is rolled out across Australia from July 2016, the organisation is looking at the changes necessary to ensure it not only continues to provide high quality support to our existing and new clients, but actively works to establish the organisation as an NDIS provider of choice.

To achieve that goal, over the past year we undertook an organisational review of our service models, systems and processes, culture and attitudes to align each with NDIS principles. To best prepare staff and clients for its introduction, in June 2015, we introduced an internal communication plan, 'NDIS-It's Everybody's Business', to explain changes and expectations under a new disability landscape.

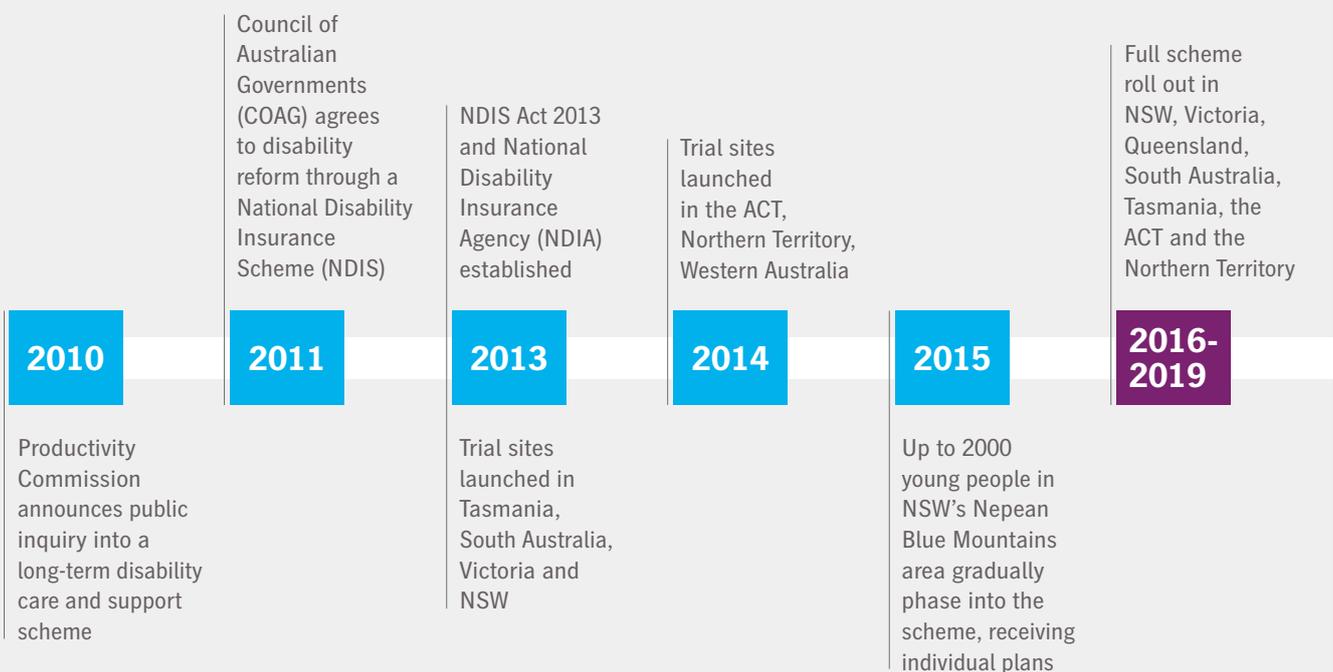
Executive Managers worked with their teams to complete NDIS readiness assessments, which have since been incorporated into all service areas, providing staff with NDIS guidelines and commitments as part of their individual work plans.

We welcomed endorsement from our Board of Directors and CEO to strategically invest in preparing for the NDIS with the allocation of dedicated resources to review staff training and implement changes to the areas of governance, marketing, finance, workforce, quality, information and technology.

The organisation is firmly committed to an open NDIS conversation with our clients and their families, initiating a series of information forums that will run throughout 2015-2016. While the government continues to evolve the scheme at trial sites, it is important for those we support to understand and know their views matter and their interaction with us will be at an individual, service and organisational level.

Clients and families will be regularly sought for feedback and consultation as we involve them in the service design, planning and reviews, ensuring they are confident that services developed respond to what existing and new clients want and choose and continue to be based on the principles of independence and choice.

## NDIS – A TIMELINE



# KEEPING CONNECTED TO COMMUNITY

**The Oakleigh Centre's Connections and Rec-Line programs support people to be involved in a broad range of activities that encourage independence and are based on personal interests and abilities. These include educational or personal development programs, special interest classes, and broader community engagement through leisure and holiday services.**

With the complementary nature of both services, in June 2015, the organisation made the decision to merge the two areas, offering current and potential clients a more streamlined approach to activity programs. This positions the organisation well for the introduction of the NDIS as it will be able to offer increased options for activities, recreation and holidays.

## COMMUNITY PARTNERSHIPS

Community inclusion is an important part of our programs and we work to develop partnerships with organisations, businesses and sporting groups that welcome clients and embrace the opportunity to be a part of their learning journey.

Throughout 2014-15, we continued to enjoy our community partnerships with the Mulgrave Neighbourhood House, Collingwood Children's Farm, Oakleigh Bowls Club, Meals on Wheels and Leader newspapers.

Connections actively works to develop new partnerships that will enable us to provide a greater number of activities, particularly linking individuals with organisations or groups that align with their interests. We enjoyed a 12 per cent increase in participants with new clients welcomed from special education schools and transferring from other day service providers. Six new staff members also joined the Connections team.

## ART DAY

In October 2014, Connections staged its first art exhibition as part of the organisation's Open Day. A colourful display of work, which included mosaics, framed paintings and drawings, was featured on walls throughout the Oakleigh Centre.

Disability educator, Val Rowe spent many months with a team of talented artists to collate the collection and organise the much-applauded display. Four Connections clients later submitted examples of their art work to the 2014 State Trustees Exhibition CONNECTED Art Exhibition held at Federation Square in October. The exhibition is open to Victorians with a disability or an experience of mental illness.

## REC-LINE

In June, we announced further restructuring changes to Rec-Line to ensure ongoing availability of activities. As a result, some programs were cancelled due to insufficient numbers, while local holidays were reinstated – a popular decision which immediately resulted in a waiting list of participants keen to be involved.

The Tootgarook holiday house continues to be popular with clients, their families and other disability and aged care organisations, who relish the opportunity for a beachside holiday at a fully equipped home suited to those with disabilities.

Thanks to a bequest from the Estate of Pamela Muriel Carnegie, in the past year work began on upgrading the home, with further plans to paint all interiors and landscape the gardens with new plantings, pathways and retaining walls.

Rec-Line's weekly dinner and disco, held at the Glen Waverley Community Centre, is the program's most popular activity, with numbers reaching record participation over the past year. We continue to acknowledge and thank the Monash City Council for subsidising the disco each year by providing the Centre in which to hold this event.

Rec-Line clients, along with staff, Board members, families and friends also enjoyed the organisation's annual dinner dance at Merrimu Receptions, Murrumbeena. Held in May, the event attracted more than 200 guests who enjoyed an evening of dancing and the chance to win great raffle and door prizes. Thanks must go to Hesta for providing the night's major raffle prize.





# SEEING JOY IN THE EVERYDAY

When Thi was looking for a day program in which her son, Terry could participate, it was suggested she visit a number of different disability organisations.

Terry, who had been with the Monash Special Development School, was finishing high school and looking to transition to a program that would meet his needs and offer activities of interest.

Thi remembers the day she visited the Oakleigh Centre. Despite the day services program being run from a temporary building in Clayton (before moving the following year to its current Oakleigh location), she immediately loved the place.

*“There was something special about it (the organisation),” she says. “I just loved the way the staff cared for the clients. Even though it was suggested I look at a number of options, for me there was only one – the Oakleigh Centre. It was the only place I wanted Terry to be.”*

That was seven years ago, and Thi has never looked back.

So impressed with the quality of care Terry receives, she joined the organisation’s volunteer team not long after he started, initially to learn how to best manage her son at home, but has since broadened her involvement and now spends a day a week assisting staff during client activities.

*“Being a part of the organisation has really opened my eyes: it’s made me more humble and more appreciative. I love the place even more.”*

Terry attends the Connections program five days a week. Initially shy to participate, these days he loves nothing more than joining the cooking classes, or heading out to swim, go bowling or walking.

The program’s Executive Manager, Anne Beard says over the years Terry and Thi have built enduring relationships with staff and clients. *“Terry is now an integral part of all activities, and is always happy to support staff in any task he undertakes.”*

For Thi, seeing her son so content is deeply satisfying: *“As a parent, that’s all we really want for our children – for them to be happy.”*



*Kitchen learnings:  
Jenny happily encourages  
and teaches Colin how  
to undertake simple food  
preparation tasks.*

## RECIPES

## WORTH SHARING

Knowing how to prepare a simple snack is something many take for granted. However, for some people with an intellectual disability, cooking, or preparing simple snacks for themselves, is an exercise they have rarely experienced.

Which is the case for Colin. Among a group of people set to move from the organisation's Allen Street facilities into a community home, Colin is keen to learn new skills, particularly in the kitchen.

With meals currently prepared for him, and his laundry and personal shopping done on his behalf, moving to new community based accommodation will provide Colin with more opportunity to be involved in domestic chores and take an active role with staff in undertaking weekly shopping.

The issue of preparing for community living is a regular agenda item at Residents Advisory Group meetings, where a team of those moving from Allen Street gather to discuss the shift and how to best manage it so that everyone feels confident and secure about the change.

Thankfully, there are many willing to lend their support. A guest at one meeting, Jenny, was more than happy to share her knowledge and skills. Having lived in community housing for a number of years, Jenny suggested she could teach Colin and others how to prepare simple snacks (he was particularly keen to learn how to make scones).

The response from clients already living in community based accommodation, to those about to move, has been incredibly positive as they warmly take on the role of mentor and teacher.

For Jenny, that means teaching simple, but important cooking skills, or how to use a washing machine. Others have said they will happily act as a 'buddy' to those unsure about public transport, accompanying them on trips until they feel more confident. Staff are also actively involved, regularly working with clients to practice meal planning, preparing simple snacks and shopping locally for groceries.

The comradery generated throughout the organisation's community has been heart-warming, as everyone celebrates this life-changing event and works to ensure the transition is nothing but a happy experience.



# RESPECTING CONTROL AND CHOICE

**The Oakleigh Centre is committed to the NDIS and its ideals of choice and control. However, we also recognise the significant cultural shift required to adapt to a changing disability environment. Over the past year, we have worked extensively with our staff to ensure they comprehensively understand the scheme and how it will impact service. We will continue to work with staff, particularly as the implementation draws closer.**

To further strengthen our NDIS readiness, we worked to improve staff efficiencies across Accommodation Services. We are working towards introducing a centralised rostering and booking system, along with a range of recruitment initiatives and programs to build on and enhance our already strong teams.

We are committed to working with clients, and their families, to ensure they understand the new self-directed environment and funding framework. It is our goal to position the organisation as an NDIS provider of choice that is supported by a skilled workforce that excels in individualised service delivery.

To further support this, in February, the Accommodation Services leadership team held a development day to gain greater insight into individuals' strengths and skills and identify goals and objectives to be achieved in the year ahead.

The accommodation team welcomed 15 new staff in the past year, five of whom had completed their student placements with the organisation. We also said goodbye to one of the organisation's longest serving and much-loved staff members, Team Leader Bronwyn MacDonald, who resigned in November.

## PREPARING TO MOVE

The organisation's redevelopment project, which will see residents move from the Allen Street congregate care facilities to new supported houses within the community, is well underway. The five new homes will be built over the next two years.

Work has begun on a Workforce Development Plan to identify individual staff skills and strengths, which will be matched with residents to ensure a smooth transition into the community. Regular recruitment intakes are also planned to increase staff as the need for additional resources arises.

Residents, and their families, are kept up to date with redevelopment news through regular meetings, correspondence and celebrations.

## COMMUNITY INITIATIVES

As Australians in general live longer, so too are people with a disability. However, older people with an intellectual disability often find themselves caught between the need for both disability and aged care services. In the past year, we looked at how we can best support our elderly clients with an ageing in place model, and explored collaborative partnerships with specialist providers to ensure we meet the needs of those with specific age related health issues.

Responding to a number of ageing clients, including those retiring from employment, in 2014 we established an Active Ageing Program providing activities held centrally and within the community. The program includes running daily recreation and leisure activities from 1 Allen Street for up to 16 people to keep them active and involved. In July 2015, the program moved under the auspices of our Connections day activities program and is now named Connections Plus.

Understanding the importance of good nutrition for ongoing wellbeing has also been a focus of our work over the past year. In March, we began a comprehensive review of nutrition and menus provided to the residents at 1 and 9 Allen Street, which was undertaken by a nutritionist. The resulting report led to a decision to adopt a more healthy lifestyle eating plan at both homes, which has proven very successful.



It's 4pm on a cold wintery Tuesday afternoon. Inside a meeting room at the Oakleigh Centre, a team of people begin taking their seats around a table. While all greet one another as the friends they are, this is anything but a casual get together.

### Business is on the agenda.

Meet the organisation's Residents Advisory Group. Comprised mainly of clients who will move from congregate care facilities to new community houses, this team takes its advocacy role seriously.

The group was established soon after the organisation announced plans to replace its congregate care homes with five supported houses in the community. To ensure each was built on client preferences and lifestyle choices, it collaborated with residents, and their families for feedback. This input was seen as crucial to the project's success.

With a set membership, the group meets fortnightly to discuss an agenda developed via feedback from other residents.

However, the group's impact has far exceeded expectations and its influence has swept throughout the whole organisation, triggering an unexpected catalyst for change that has been enthusiastically welcomed.

Over time, many participants have emerged as natural leaders, with some taking to the community to advocate for greater understanding and acceptance for people with disabilities.

The redevelopment's Project Manager, Vicki Hayes says: *"One of the great things to come from this group is not only the confidence many have gained, but the realisation they have the skills and ability to be a part of real consultation and decision making. It is this group that is driving and leading change within our organisation."*



## HOMES BUILT ON VISION

**In 2013, the Oakleigh Centre initiated a project, 'Planning with you for your future', with a view to using its findings to create a framework around which future supported homes would be built. We worked closely with clients, families and staff to co-design and identify what type of housing and living arrangements would reflect personal preferences and future support.**

When the organisation announced in 2014 a three-year plan to redevelop its outdated congregate care facilities (among the last to exist in Victoria) and build five

new supported living houses, it did so with the knowledge these homes would be built to reflect the tastes and preferences of those living in them.

It also meant that, for the first time, our supported accommodation would be based on people's identified needs and aspirations, rather than them simply being required to adapt to a prescribed model of housing and support. It was innovative and ground-breaking – for the organisation, and for people with a disability.

### WORK BEGINS

In February, the organisation announced it had bought the final of five blocks of land on which the new homes will be built, including one from an Oakleigh Centre client's family, meaning she will now look forward to the joy of living in the neighbourhood in which she was raised.

The homes will be located at Chadstone, Ashwood, East Hampton and two in Clayton. Each has been designed based on clients' current needs with a vision for tomorrow: flexible floorplans and assistive technology will enable areas to be separated for greater resident independence and privacy.

### ADVOCATING FOR RIGHTS

Undoubtedly, one of the greatest successes to come from the project is the formation of a Residents Advisory Group, led primarily by those moving to the new homes.

The Group's impact has been inspiring and its influence has generated a momentum for broader change and greater client inclusion across all organisation services.



# A CLEAR VOICE

*Having his say: Greg is a member of the Residents Advisory Group, which regularly meets to discuss the organisation's redevelopment project.*

Many of the group have taken responsibility for advocating for themselves and others, as well as becoming spokespersons for the organisation and people living with a disability.

The redevelopment's co-design approach, including the ongoing success of the Residents Advisory Group, was the topic of a presentation with Housing Choices Australia at the October 2014 Tasmanian National Disability Services Conference – Accommodation options under an NDIS.

## COMMUNITY PARTNERSHIPS

The Oakleigh Centre has created important links with the local community, particularly in relation to providing safety training for people about to move into the new homes, those already in supported living, clients attending our Connections day programs and those in supported employment with Oakleigh Centre Industries (OCI).

With the Oakleigh police, we trialed an information program, which provides advice to the police about disability. In turn, the police are providing client groups with important information about safety in the community.

The first police training session was held at the Oakleigh Police Station in April and included a question and answer session with members of the Residents Advisory Group. Further sessions have been planned with the Mount Waverley and Glen Waverley police.

The advisory group has also taken a broader role in information dissemination and empowerment.

In April, representatives spoke at a Department of Health and Human Services (DHSS) regional staff forum about how the group operates and their role in decision making. Feedback was resoundingly positive.

We acknowledge and welcome the generous support received from DHSS as it continues to share our collaborative approach and vision for actively encouraging and working with people with disabilities to take a leadership role in making decisions and choices that will directly impact on their life and how they wish to live it.

In the coming year, we will continue to work with clients as they prepare to transition into the community. This will be backed with a comprehensive recruitment and staff training program to make sure individuals feel safe, secure and confident with the move.



# POSITIVE CAREER MOVE

*OCI employee, Rishi, enjoys the benefits that come from full-time work.*

## A JOB WELL DONE

**As the organisation's supported employment division, Oakleigh Centre Industries (OCI) is an Australian Disability Enterprise (ADE) that employs more than 100 adults with a range of disabilities.**

Key to OCI's philosophy is to provide a workplace environment where employees are encouraged to learn new skills, integrate with others and gain satisfaction from being involved in meaningful, productive work. Employee workability skills are developed through an Individualised Employment Program, which aims to provide each with the

opportunity to increase their skill level and potentially achieve open employment.

As the broader disability sector learns to come to terms with the inevitable changes that the NDIS will bring, Australian Disability Enterprises (ADEs) are also working to determine how the scheme will affect them and their employees. The sector appears set to undergo reform, with the federal government announcing in its 2015 budget the allocation of \$25 million over four years to initiate a new disability employment model.

The budget also set aside \$17 million to ensure ADEs investigate sustainable business development initiatives in keeping with NDIS ideals.

### NEW INITIATIVES

Over the past year, OCI successfully implemented a new wage assessment tool, SkillsMaster.

The tool is one of four main assessment tools used by ADEs to determine employee wages by analysing an employee's skill level against a job model.

OCI continues to develop and support employment through its packaging business enterprises.

Seeking to showcase and promote these enterprises, in June 2015 we launched a promotion for our scanning division, with a targeted campaign seeking collaborative partnerships with a number of Melbourne companies. The launch was backed with an information package that included a new brochure highlighting the business' many features and advantages.

Acknowledging the quality of our work, we were pleased to retain our top 10 customers from the previous year and increased our customer database through excellent customer service.

In January this year, Rishi marked a significant milestone in his life: he secured his first bank loan, which enabled him to buy his first car. It was yet another step forward for this 30-year-old, whose life and career has steadily gathered momentum since joining Oakleigh Centre Industries (OCI) in 2013.

*"I love working here,"* says Rishi, who divides his full-time working hours between preparing products for packaging, quality checking and operating machinery. Recently, he began working on OCI's new business venture, a mobile car wash service.

*"I enjoy the people, the variety of work, and the skills I've learnt."*

OCI is a not-for-profit Australian Disability Enterprise, which employs more than 100 people with a range of disabilities. It is also the employment division of the Oakleigh Centre.

For Rishi, OCI offers a stable job and steady income. After leaving specialist education school, Emerson, he initially undertook a TAFE course in hospitality and retail before embarking on a series of different positions, from sorting mail to making coffees. It was a friend of Rishi's father, who was also an OCI customer, that recommended the company as both a great workplace and ideal fit for his son. It was a right call.

Key to the OCI ideology is to provide people with intellectual disability the opportunity to receive on-the-job training and skills development within a supported and professional commercial environment. The business provides specialised scanning services to the broader business community, while in recent times has expanded to include trialling mobile car wash and document scanning services.

A regular job has given Rishi the independence to enjoy life outside of work: weekends spent with his wife, Vidya, or catching up with friends to play cricket, soccer or go fishing.

Being regarded as somewhat of a workaholic amongst his managers and peers doesn't faze Rishi: *"I really enjoy coming to work each day, it keeps my mind busy."*

## EDUCATION AND TRAINING

In keeping with our commitment to promote OCI's services to the wider business community, our Employee Committee focused its education and training program on more commercial and health and safety related issues. This was reinforced by supported employees appointing a health and safety representative.

We also provided driver education training for three supported employees, while two Employee Support Officers successfully completed their Certificate IV in Disability.

## BUILDING RELATIONSHIPS

Community relationships are an important part of OCI's workplace environment, providing opportunity for staff to work with people from different areas and backgrounds.

Through its work experience program, OCI teamed with Berendale School (a government secondary school for students with a mild intellectual disability) and the Victorian College for the Deaf, providing students with the opportunity to get a general idea of what it is like to be in the workforce. Our staff support and train the students during their work experience and provide an assessment of skill levels and each student's options at the end of the placement.

In partnership with the Transport Accident Commission (TAC), we provided on-the-job training and work placement opportunities for workers with an injury or disability, enabling them to return to the workforce in a supported environment.

We also provided student placement opportunities, organised through our partnerships with Registered Training Organisations (RTOs) including Holmesglen and Box Hill TAFE colleges and the Job Training Institute.

## OPPORTUNITY SHOPS

The success of last year's rebranding of our opportunity shops at Hughesdale and Huntingdale was evident by positive customer feedback. Both stores also introduced a more customer-friendly payment system with EFTPOS facilities installed.

The enthusiasm and professionalism shown by the volunteers who work at each shop is greatly appreciated. To ensure business sustainability, ongoing public support, particularly in terms of donations, is vital.

The Oakleigh Centre's longest-serving volunteer, David Hawkes.



# EVERYONE'S FAVOURITE VOLUNTEER

At 83, most people would consider slowing down to take things a little easier in their older years.

Not David Hawkes.

The Oakleigh Centre's oldest and longest-serving volunteer, David is a much-loved face around the organisation, often dropping by to assist with gardening or maintenance duties, or simply to enjoy a chat with clients.

While the organisation is indebted to the work of all its volunteers, there is undoubtedly a soft spot for this inspiring man.

David joined the volunteer team 50 years ago when the organisation was in its infancy. He, wife Betty and daughters, Valerie and Julie, were originally from England. Seeking a better life for Valerie, who has an intellectual disability, David chanced upon the Oakleigh Centre and decided it was the perfect fit for her.

England's loss was certainly our gain. Valerie began as a day program participant and for the past 18 years has lived at one of the Allen Street homes.

Grateful for the support he received, David began volunteering as a way to thank the Oakleigh Centre for sponsoring his family to live in Australia. He recalls the incredible warmth and generosity shown to him and wanted to return that kindness. He has been doing so ever since.

In October, David was named the 2014 Victorian Volunteer of the Year at the Premier's Volunteer Awards, while in May this year he received a High Commendation award in the Positive Ageing Leadership category in the City of Monash's Sir John Monash Awards.

But perhaps his greatest reward is in knowing how everyone at the organisation views him: "inspirational" and "extraordinary" are words often used, while clients simply prefer to call him 'dad' or 'grandad'.

# AN INVESTMENT IN PEOPLE AND SERVICES

**The Oakleigh Centre's ability to provide quality services and programs to clients, their families, friends and carers comes down to the value we place on our staff and volunteers. We are indebted to these dedicated and committed people who through their work, highlight our principles of equality, choice and respect.**

We are committed to supporting our people – staff and volunteers – with a range of education and skills training to encourage ongoing growth and development. We understand the challenging environment in which we work and provide whatever support we can to enable our people to achieve their best.

We also actively promote the work we do, reinforcing our vision for an inclusive community in which all people with disability seamlessly blend within their community.

## QUALITY AND RISK

Our Quality and Risk Management System underpins all Oakleigh Centre services and programs. We are committed to a quality framework of best practice initiatives and continuous improvement.

This framework is checked through regular audits in which we are required to demonstrate our ability to meet set standards and show a commitment to ongoing quality. A successful audit results in accreditation, which is regarded as one of the key benchmarks in measuring an organisation's excellence.

Therefore, we were delighted in September 2014, to receive accreditation under the Disability Employment Standards (commonwealth and state), and in October, received accreditation under the Department of Human Services Standards (state).

With the NDIS launch planned for 2016, state and federal governments have agreed to maintain existing standards until a nationally consistent approach is developed.

To prepare, the organisation will need to ensure all policies and procedures align with NDIS principles as set out in the National Disability Insurance Agency's Registration Policy.

To ensure best practice, our Accommodation Services implemented a range of monthly internal audit checks to establish up-to-date information and legislative compliance. These included new medication processes and regular client file reviews.

At Oakleigh Centre Industries, regular internal audits were conducted to ensure continuous improvement, while response from an external audit highlighted employee satisfaction with what they saw as a safe workplace and a supportive management that welcomed and acknowledged their feedback.

To further support a safe workplace, we received funding through our WorkCover insurers, Xchanging, to invest in training to provide drivers with greater knowledge and awareness of transporting clients.

*From left: Oakleigh Centre's annual dinner dance held in May; Connections client, Jonathon.*





*From left: Connections client, Ben; members of the Waverley Blues Football Club lend a helping hand; 2014 Volunteer of the Year, David Hawkes with the former Governor of Victoria, the Hon Alex Chernov AC QC.*

## EDUCATION AND TRAINING

Our staff work within a demanding and complex environment: our goal is to recruit and retain the best possible people. We support our people with education and training opportunities that enables career development and provides them with the skills necessary to achieve their best.

Over the past year, all Oakleigh Centre staff completed mandatory training, including first aid, manual handling and medication administration.

Through our partnership with Skills Training Australia, staff are supported to complete either a Certificate IV in Disability, Diploma of Disability or Diploma of Community Services Case Management. Staff also complete training in Autism Spectrum Disorder (ASD) with Amaze.

The organisation's induction program was reviewed to ensure all new staff have a comprehensive understanding of compliance requirements and to educate them in the principles that underpin our mission and values.

## VOLUNTEERS

Celebrating and recognising the value of our volunteers is essential to the Oakleigh Centre. These much-appreciated people who give so generously of their time are vital to the difference we can make to the lives so many of our clients with disabilities.

From working in our opportunity shops, assisting with the Christmas Tree Festival or supporting clients in a range of activities and programs, volunteers are an essential thread in the fabric of our community.

Each year, volunteers are celebrated with a special dinner and years of service recognition.

In December 2014, a special presentation was held to recognise volunteer, David Hawkes being named the Victorian Volunteer of the Year. David received the prestigious Dame Elisabeth Murdoch Award, which included \$10,000 to go to his favourite charity: we were delighted to be nominated.

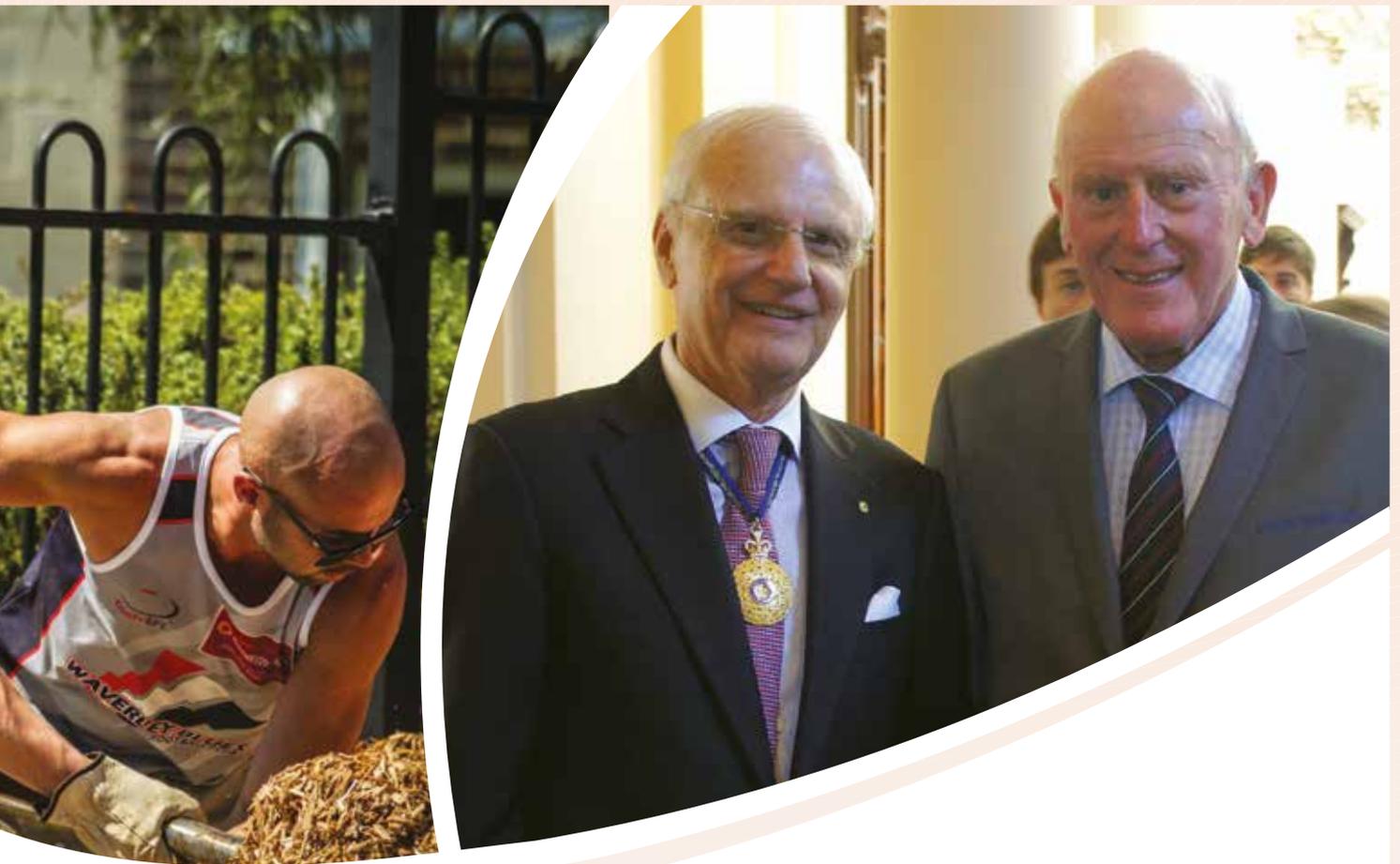
In February, the Centre received a much-need makeover, thanks to a hard working team of volunteers from the Waverley Blues Football Club.

Despite the blistering heat, some 30 players rolled up their sleeves to take on a range of jobs, from painting the portable art room to laying new paving.

Our corporate volunteer program continues to be an important collaboration with ongoing participation from Deloitte Touche Tohmastu and Experian Australia Pty Ltd. Volunteers from both companies assisted at Oakleigh Centre Industries (OCI), our Christmas shop and with general maintenance.

To attract and support volunteers, the organisation offers an induction and training program with a focus on a continuous review of our policies and procedures to ensure the role continues to meet expectations.

As we move towards 2016, the organisation will look to strengthen its volunteer program by developing a framework to educate staff in gaining the best from volunteers, and to continue to nurture ongoing partnerships with Go Volunteer and South East Volunteers, seeking to best match people and clients based on interests and skills.



## MARKETING

To prepare the Oakleigh Centre for a more competitive and market-focused environment under the NDIS, we started a comprehensive review of our marketing and branding strategy.

In April, a consultant was employed to work with various stakeholders, conducting a series of surveys, focus groups, interviews and workshops to gather research data about our organisation and their expectations of a changing disability environment.

The results delivered a clear understanding of our current brand position and how we need to adapt to meet the future needs of an NDIS environment. The project paves the way for a refresh of our logo and marketing materials.

The Oakleigh Centre actively works to promote our people and services to the broader community. We were thrilled to receive media promoting our Christmas Tree Festival and volunteer of the year winner, David Hawkes, while CEO, Therese Desmond, was featured in a disability sector overview of the 2015 federal budget.

## EMPLOYEE RECOGNITION

We believe one of this organisation's greatest assets is its staff. Each year, we recognise significant years of service with a celebration, acknowledging the outstanding contribution of our people.

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

The 2015 recipient was Oakleigh Centre Industries' (OCI) Learning and Assessment Manager, Athena Kontonis.

The award is named after the club's foundation member, and one of the Oakleigh Centre's honorary life members, Allen James, who after being involved in seeing the organisation established in 1950, successfully campaigned for annual funding to support an employee with ongoing training to further their knowledge and skills in disability services.

The McDonald Bursary is donated to the Centre by our patron and long-serving member, Alastair McDonald.

The bursary provides staff with the opportunity to further their knowledge in disability. This year's McDonald Bursary recipient was our Accommodations Services team.

The Oakleigh Centre's Long Service Award program recognises significant years of employment achieved by our employees. Congratulations and sincere thanks to the following employees:

### 20 years

Zagorka Salapura

### 15 years

Lexi Clarke

Coral Campbell

### 10 years

Valerie Rowe

Taupina Bau

Helen Foley

### 5 years

Renate Carnat

Adam Batt

Denis Carolin

Roger Bendle

Elizabeth Wall

Ruth Brennan

Rushna Awan

Hope McGoan



Metropolitan Golf Club member, Vicki Van der Venne, is among the many who share their culinary talents to make jams for the club's annual fundraiser.

# MONEY FOR JAM

The Oakleigh Centre has much to be grateful for: particularly for Melbourne's chilly autumnal season and a group of women golfers. For it is in autumn, when lemon, cumquat and quince trees bear fruit, these women don aprons and head to the kitchen to turn bowls of the season's bounty into delicious jars of jams and pastes.

The women are all members of the Metropolitan Golf Club. And since the 1960s, the club's women members have been turning their culinary (and other) talents into raising money for the organisation.

This kind effort, which culminates in a charity day in November, complements an already generous gesture from the Metropolitan, with the donating of its prestigious course to hold the organisation's annual charity golf day.

Women members' president, Sue Hill, says it's unclear as to when the actual charity day started, although many members recall their mothers working for the event.

*"For as long as we can remember, we have been raising money for the Oakleigh Centre,"* says Sue.

Work for the charity day is a year-round effort. Baskets of seasonal fruit from backyard trees are often left in the locker room, available to be taken and cooked into jams. One woman scours fabric stores to unearth stunning textiles, which she turns into highly sought-after aprons. Others donate books, biscuits, cakes and potted succulents, while yet more often show up on the day, arms laden with the excess riches of their vegetable gardens. Also popular are charity card days held at the clubhouse, with competing teams playing bridge and mah-jong.

Vice president, Vicki Van der Venne, says the club is fortunate to have so many of its members work towards making the day such a success.

*"These women are so generous with their time, and we are very grateful to them."*

As is the Oakleigh Centre. Very grateful.



# CHANGING LIVES THROUGH GIVING

The Oakleigh Centre is a not-for-profit organisation.

While we receive some funding from federal and state governments, we rely on fundraising and donations to supplement our services, enabling us to provide those we support with access to community programs and events, the chance to pursue hobbies, or to buy specialist equipment, like wheelchairs or touch screen tablets, that give them the opportunity to be independent, active and to pursue their dreams and goals.

## COMMUNITY SUPPORT

The organisation holds a number of donor appeals and fundraising events throughout the year, however its two major fundraisers are the Christmas Tree Festival and Charity Golf Day.

The annual Christmas Tree Festival is one of the most popular on our fundraising calendar, bringing together staff and volunteers who give up their time to sell trees and decorations throughout December. Fresh, quality trees are sourced from the Dandenong Christmas tree farm, while decorations are sold through our Christmas shop.

Established in the early 1960s by the parent of one of our clients, this beloved festival has been a favourite among the local and wider community for many years.

In June, we held our 20th annual Charity Golf Day, which attracted 230 players from across Melbourne. Despite the chilly day, golfers relished the opportunity to play at one of Melbourne's most prestigious golf courses, the Metropolitan Golf Club. We warmly acknowledge and thank the club, who donates its course for the day, and the women members, who fundraise for us throughout the year.

Money raised from the Christmas Tree Festival will be used for specialist equipment for Connections, OCI and Accommodation Services, while money raised from the golf day will go towards new furnishings and equipment required for our new residential redevelopment.

We would particularly like to thank our supporters:

Woodards Real Estate  
Eziway Salary Packaging  
Viva Energy Australia  
Johnson Matthey  
Tony Esplin  
Slade Group  
McKenzie Ross  
Drummond Golf  
Baker's Delight  
Clubtech Golf  
Sturrock Motors  
Essendon Football Club  
Callaway

## BRUCE BAIN FOUNDATION

The Bruce Bain Foundation was established in 2006 by Don and Norma Bain to recognise the support given by the organisation to their son, Bruce, who lives at one of our Allen Street homes.

Established as a Capital Preserved Investment Fund by the Bain family and a small number of client family and friends, income earned from the foundation (which is not bound by the conditions of government funding) is used for specialist activity programs.

## DONOR APPEALS

The Oakleigh Centre runs two donor appeals each year. Money raised from these is used to fund a variety of services and programs, particularly activities which enable people we support to have access to community outings and events.

While it is not possible to name every donor individually, we do thank each for their generosity.

In particular, we would like to acknowledge:

## INDIVIDUAL DONORS

I C Alexander  
M Blanden  
R Bridges  
D M Brown  
RG & AB Cole  
G Cummins  
T Curtain  
M Davies  
D Hawkes  
J G Hodgson  
G & L Israel  
C Harmon  
H Jansz  
E Jones  
R M Joyce  
J Kelly  
J B King  
C McColl  
CW & AH Morris  
B & C Rodwell  
M A Shilton  
D Tembey  
P R Voumard  
G Westbrook

## BEQUESTS

Estate of H R Van Leeuwen  
Estate of Edmund George Barker  
Estate of Pamela Muriel Carnegie

## TRUSTS AND FOUNDATIONS

Quinn Memorial Trust  
Equity Trustees  
Perpetual Trustees  
Bruce Bain Foundation



# OAKLEIGH CENTRE BOARD OF DIRECTORS



**Maurice Pitard**  
(President)



**Tony McAvaney**  
(Vice President)



**Mark Toohey**  
(Treasurer)



**Peter Willcocks**



**Michael Boyce**



**Dr John Cary**



**David Admans**



**Alan Bergman**

## MAURICE PITARD (PRESIDENT)

A Director of the Board since 2013, Maurice has more than 50 years' experience in the real estate industry, with a background in property portfolio analysis, management and the acquisition and disposal of commercial, industrial and residential properties.

Maurice has been involved as president and committee member with a number of organisations, including the Real Estate Institute of Victoria (REIV), Property Council of Australia and Melbourne Chamber of Commerce. Professional affiliates include AICD (Foundation Fellow); AIM (Fellow); API (Fellow), REIA; REIV; The CEO Institute (Fellow).

## TONY MCAVANEY (VICE PRESIDENT)

Tony joined the Board in 2007. A qualified engineer and economist with diverse corporate experience, Tony has a long and personal history with the Oakleigh Centre, originally joining the organisation as a volunteer.

With proven commercial and business acumen, Tony's experience includes project management, business re-engineering, acquisitions and mergers, de-mergers, change management and leadership. He has held directorships with the First Option Credit Union Ltd and the Gus Theobald Foundation and was a Board member of Qenos Superannuation Pty Ltd.

## MARK TOOHEY (TREASURER)

Joining the Board in 2014, Mark's extensive experience in finance, strategic planning and change management is supported by more than 26 years as an internationally experienced, commercial executive director and Chief Financial Officer. He has a strong track record of enhancing shareholder returns and managing businesses through rapid growth, joint ventures and dispositions.

He is a Fellow of the Institute of Chartered Accountants Australia and CPA Australia, member of the Australian Institute of Company Directors and a Councillor at Victoria University.

## PETER WILLCOCKS

Joining the Board in 2006, Peter is a highly experienced and accomplished business advisor and legal practitioner and is a Corporate Group partner in the legal firm, Lander & Rogers. Throughout his 40 years in practice, Peter has taken on a broad range of corporate roles, most recently as Company Secretary and general counsel for an ASX-listed biotechnology company.

With expertise in mergers and acquisitions, capital markets, corporate law, corporate governance and commercial contracts, Peter brings an outstanding wealth of experience to the Oakleigh Centre.

## MICHAEL BOYCE

Michael joined the Board in 2013 and has strong leadership experience in a wide range of services including health, information technology, banking, insurance, retail and petroleum. With positions that range from Managing Director/CEO to line management roles, Michael's leadership skills have been gained in both public and private companies, specifically those undergoing significant change.



**DR JOHN CARY**

John joined the Board in 2008 and has had an extensive career in academic teaching, research and commercial consulting, both in Australia and overseas. Formerly head of the Department of Agriculture and Resource Management at the University of Melbourne, John has also held the positions of Principal Scientist, Bureau of Rural Sciences, Canberra, and Honorary Principal Fellow, School of Resource Management, University of Melbourne.

He is currently an Adjunct Professor at Victoria University's Institute for Sustainability and Innovation, of which he was the inaugural Director. John is also an Advisory Fellow at Food Standards Australia New Zealand (FSANZ) and a member of FSANZ's social and economic advisory group.

**DAVID ADMANS**

With an outstanding career that spans more than 40 years, David joined the Board in 2013 bringing a broad range of experience to the organisation, which includes strategic business planning, business development, corporate advisory work, policy development and implementation, project and contract management, complex financial modelling and business analysis. His roles have spanned the public, government, community and private sectors and have included specialist roles with consulting firms and technology-based businesses.

David is an Associate Fellow of the Australian Human Resources Institute and accredited facilitator of Team Management Systems (TMS).

**ALAN BERGMAN**

Joining the Board in 2014, Alan has more than 50 years' experience in business, primarily in the automotive sector as well as broad experience in business, finance, human resources, occupational health and safety, IT, recruitment and training.

Frequently called on to speak at Australian and international motor retailing conferences, Alan has been voted 'best presenter' on numerous occasions by delegates at the prestigious Australian Automobile Dealers' Association (AADA) conferences. Alan has held, and still holds, a number of private company directorships and Board memberships.

Alan has a daughter with an intellectual disability who attends day services at the Oakleigh Centre.

**OAKLEIGH CENTRE  
SENIOR LEADERSHIP  
TEAM**



**Therese Desmond**  
CEO

**Carolyn Carter**  
Quality and Risk

**Laurelle Edwards**  
Accommodation Services



**Anne Beard**  
Day Services

**Tony Hogg**  
Business Enterprises

**Margaret Hatton**  
Finance



**Vicki Hayes**  
Accommodation  
Redevelopment

**Kit Wong**  
Strategy and Projects

**Justin Bruce**  
Marketing

**COMMITTEES**

**Building, Development and Property**

- Michael Boyce
- Therese Desmond
- Laurelle Edwards
- Margaret Hatton
- Vicki Hayes
- Maurice Pitard

**Compliance, Audit and Risk**

- Carolyn Carter
- Therese Desmond
- Peter Willcocks

**Finance and ICT**

- Alan Bergman
- Therese Desmond
- Margaret Hatton
- Tony McAvaney
- Mark Toohey

**Governance, Remuneration and Succession Planning**

- David Admans
- Therese Desmond

**Marketing, Fundraising and Membership**

- Michael Boyce
- Justin Bruce
- John Cary
- Therese Desmond
- Margaret Hatton
- Maurice Pitard

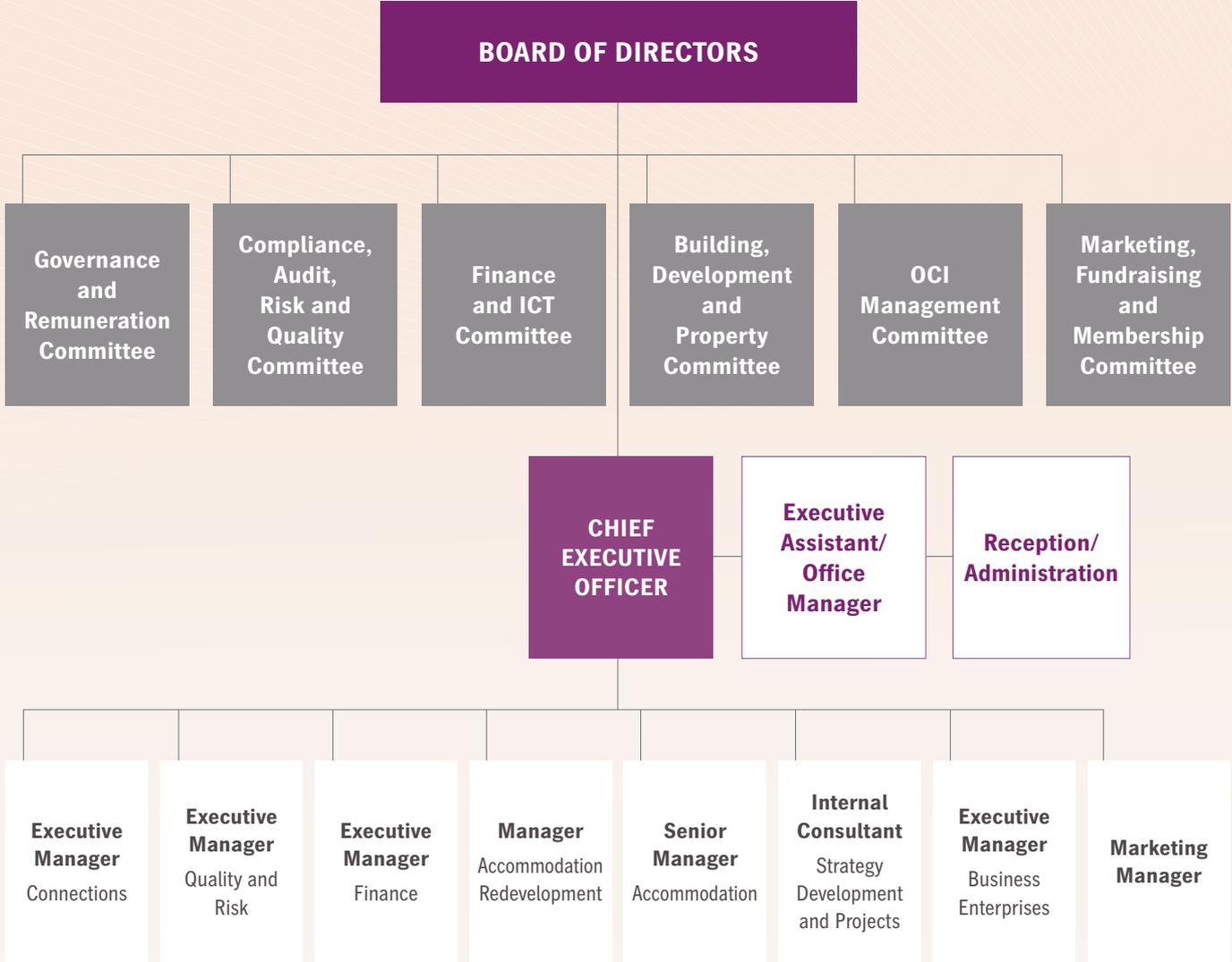
**OCI**

- David Admans
- Alan Bergman
- Therese Desmond
- Margaret Hatton
- Tony Hogg
- Greg Whitters

**Independent members**

- Norm Rae
- Stuart Richards
- Tony Telfer

# OAKLEIGH CENTRE ORGANISATIONAL CHART



## OAKLEIGH CENTRE HONORARY LIFE MEMBERS

- |                           |                                  |
|---------------------------|----------------------------------|
| 1953 Mr Arthur J Levett   | 1975 Mrs Lois Ackerly            |
| 1953 Mr W Kennaugh        | 1987 Mr Roy Fryer                |
| 1954 Mr Frank P Halfpenny | 2000 Mrs Dorothy Curtis          |
| 1955 Mrs Muriel Price     | 2004 Mr F W (Barry) Callaghan JP |
| 1955 Mr Monte Benjamin    | 2004 Mr J A (Tony) Crute         |
| 1956 Mrs Mollie Danby     | 2004 Mr David Hawkes             |
| 1957 Mrs E M Rae          | 2004 Mr Les Murray               |
| 1960 Mr Allen G James     | 2004 Mr John Walker              |
| 1968 Mr H W (Tom) Walsh   | 2006 Mr Don Bain                 |
| 1971 Mrs Edna Wells       | 2006 Mr Alastair McDonald        |

# GROWTH FOR A SUSTAINABLE FUTURE

**Throughout the 2014-15 financial year, the Oakleigh Centre worked to consolidate its position within the disability sector with a focus on greater operational efficiency across the organisation, investing in sustainable business processes to meet the challenges of the rollout of the National Disability Insurance Scheme (NDIS), and growing our strategic strengths.**

These efforts resulted in significantly improved financial performance with an operating surplus of \$232,462 for the year ended 30 June 2015, after reporting operating losses in the two previous years.

The improvement on the previous year's results reflects the continued success in growing our Connections activities, improvement in accommodation productivity and rationalising Rec-Line services.

The improved performance bodes well for the projected impact expected with the rollout of the NDIS, scheduled to start in November 2017.

The organisation generated net cash flow from its operating activities in excess of \$1 million, highlighting a 10 per cent improvement on the previous year. Total cash reserves improved by \$476,169 to \$2,238,901 as at 30 June 2015. Continued improvement in our operating cash flows and cash reserves will be crucial to meet the proposed changes to funding arrangements under the NDIS.

In readiness for growth across the organisation, we invested extensively in the following key areas:

- Governance and internal controls
- Human resource management, education, learning and development
- ICT strategy and upgrade to financial systems and processes
- Marketing and branding
- Service model changes
- Staff and cultural changes

The accommodation redevelopment continues to be a positive example of our principles in action and is both on budget and ahead of projected timelines.

The project has been overseen by a Steering Committee and led by strong, robust governance, with a membership of representatives from the Department of Health and Human Services (DHHS), Oakleigh Centre Board and Senior Executive team. This ensures the project continues to progress based on an 'in principle' legal agreement.

As we move towards 2016, we will continue to increase efficiencies and further develop our NDIS preparedness.

*“The improvement on the previous year's results reflects the continued success in growing our Connections activities, improvement in accommodation productivity and rationalising Rec-Line services.”*



A handwritten signature in black ink that reads "Mark Toohey".

**Mark Toohey**  
Treasurer



# OAKLEIGH CENTRE

## LOCATIONS

### HEAD OFFICE

Administration,  
Connections, Rec-Line,  
Accommodation management

773 Warrigal Road  
Oakleigh VIC 3166

T (03) 9569 0603

E [info@oakleighcentre.org.au](mailto:info@oakleighcentre.org.au)

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

### OAKLEIGH CENTRE INDUSTRIES (OCI)

1088 Centre Road  
South Oakleigh VIC 3167

T (03) 9575 4200

E [info@oci.org.au](mailto:info@oci.org.au)

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

Connections clients  
Shirley and Gus.



# SUPPORTING THE OAKLEIGH CENTRE

**When asked what matters most in their life, people living with disability are unsurprisingly consistent in their responses: they want a life lived with dignity, they want to be able to realise goals and dreams, to live as everyone in the community does and to have access to whatever support they need to make this a reality.**

They simply want the things so many of us take for granted.

Your support can help to achieve this.

The Oakleigh Centre is a not-for-profit organisation. We rely on fundraising and donor support to supplement the many services and programs we provide to people living with an intellectual disability - programs that will enable them to live active lives with dignity and independence.

## DONATE

Donations can be made to the Oakleigh Centre online by visiting our website at [www.oakleighcentre.org.au](http://www.oakleighcentre.org.au) or phone **(03) 9569 0603**. By subscribing to our newsletter you will also receive regular updates about our current appeals. *All donations of \$2 or more are tax deductible.*

## LEAVE A BEQUEST

By leaving a bequest to the Oakleigh Centre in your Will, you can help us to continue providing services that offer people with a disability the opportunity to improve their quality of life, and the accessibility to live it as they choose. A Will is a legal document and should be made with the advice of your solicitor, or a trustee company. This will ensure your wishes and intentions are executed.

## VOLUNTEER

The Oakleigh Centre is indeed fortunate to have the support of a wonderful team of dedicated volunteers. Our volunteer program is enriched by the diversity of our volunteers, who come from all walks of life and range in age from school leavers to retirees. To find out more about volunteering with the Oakleigh Centre, visit our website at [www.oakleighcentre.org.au](http://www.oakleighcentre.org.au) or phone **(03) 9569 0603**.

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The Oakleigh Centre thanks and acknowledges our Patrons – City of Monash Mayor, Cr Paul Klisaris and Alastair McDonald.

Thank you also to our clients, their families, volunteers and Oakleigh Centre staff for sharing their stories and being a part of our 2015 Annual Report.

Design:  
Dynamic Creations

Written and edited:  
Jan Phyland

Photography:  
Mark Farrelly and Steve Costello

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## OAKLEIGH CENTRE

773 Warrigal Road  
Oakleigh, Victoria 3166

T (03) 9569 0603

E [info@oakleighcentre.org.au](mailto:info@oakleighcentre.org.au)

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

Oakleigh Centre ABN: 91 480 733 899

Oakleigh Centre Industries ABN: 58 080 042 827