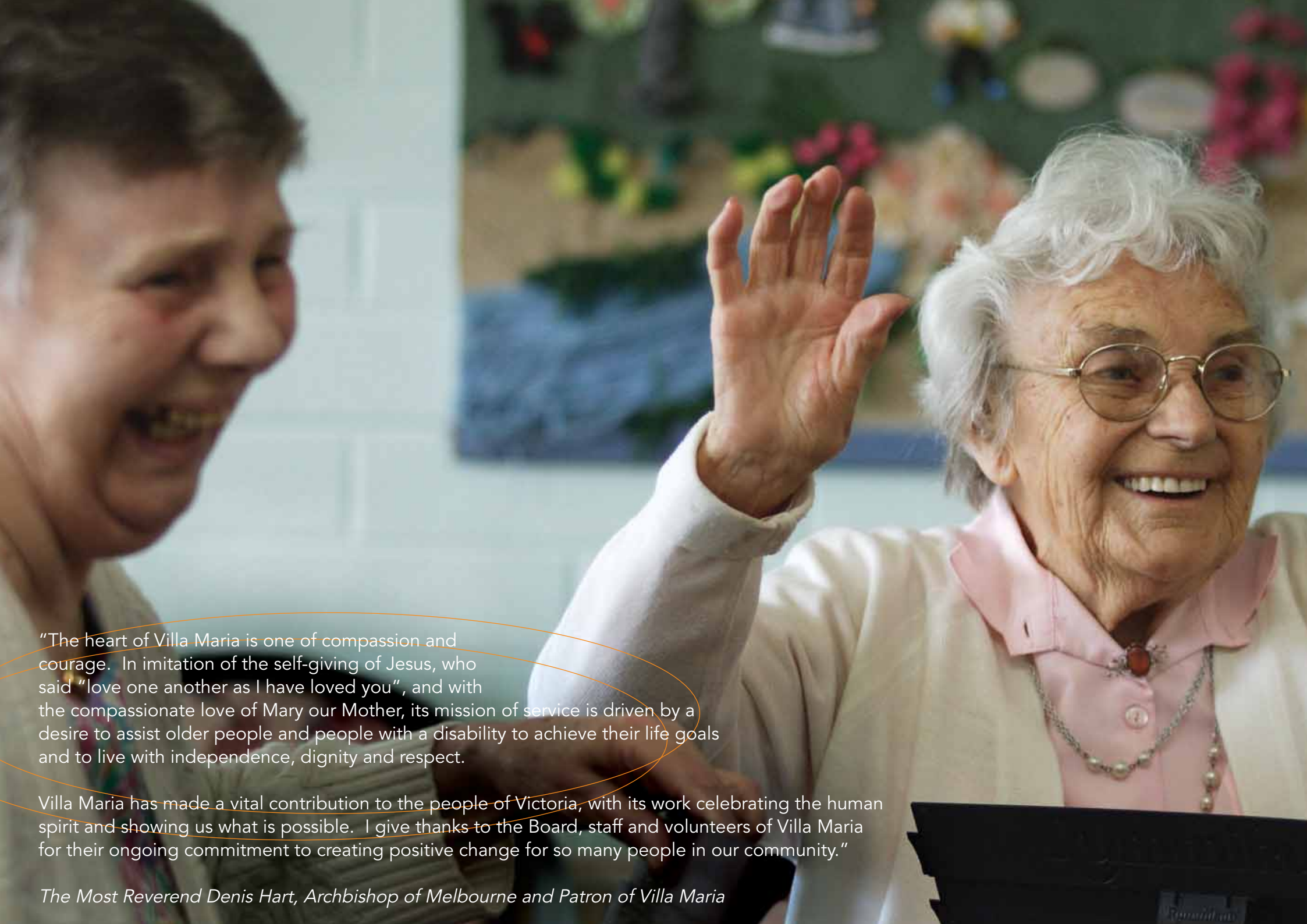


Creating choices and building
inclusive, sustainable and
compassionate communities.



"The heart of Villa Maria is one of compassion and courage. In imitation of the self-giving of Jesus, who said "love one another as I have loved you", and with the compassionate love of Mary our Mother, its mission of service is driven by a desire to assist older people and people with a disability to achieve their life goals and to live with independence, dignity and respect.

Villa Maria has made a vital contribution to the people of Victoria, with its work celebrating the human spirit and showing us what is possible. I give thanks to the Board, staff and volunteers of Villa Maria for their ongoing commitment to creating positive change for so many people in our community."

The Most Reverend Denis Hart, Archbishop of Melbourne and Patron of Villa Maria



Villa Maria is a values-based organisation providing quality services and life enhancing opportunities for older people and people with a disability.

From humble beginnings as the Catholic Braille Writers Association in 1907, Villa Maria has grown to become one of Victoria's largest providers of disability, education and senior services, with more than 60 programs supporting 5,000 people in 42 locations across the state.

Services offered by Villa Maria range from specialist education and early childhood intervention for children with disabilities or developmental delays, to community based and in-home support services for older people and people with a disability, carer respite options and residential aged care.

Every day of the year, our 950 staff and 300 volunteers respond to the unique needs of the people and families we support with openness, innovation, creativity and flexibility.

To be a part of Villa Maria is to experience the true notion of community.

VILLA MARIA

President & CEO report



Dr Angela Atkin
President



Ms Valerie Lyons
Chief Executive Officer

In 1907, a small group of committed volunteers led by an inspirational woman, Louisa Fawcner, joined forces to provide people with vision impairment access to Braille translations of Catholic literature. This was the first community service offered by Villa Maria.

More than 100 years later, this desire to make a meaningful difference to people's lives, to connect them with their community and enable them to achieve their dreams and goals, continues to be the driving force of Villa Maria. It is an enduring legacy: one of inspired leadership, vision and commitment.

Villa Maria's centenary celebrations, culminating in an outstanding exhibition, "Braille to Broadband and Beyond" and a special function at Government House hosted by His Excellency Professor David de Kretser, Governor of Victoria and Mrs Jan de Kretser, were unique opportunities to reflect and take pride in the organisation's enormous achievements and contributions to the community.

Over the century, Villa Maria's rich tapestry of services and programs has evolved from our willingness to continually review, grow and adapt to meet the changing needs of the individuals, families and communities we serve, while retaining our strong sense of mission, spirit and values.

Following the commencement in September 2007 of Chief Executive Officer Ms Valerie Lyons, the organisation embarked on an extensive strategic planning journey; a process designed to lay the

foundation for Villa Maria's next 100 years of service, to seek solutions to complex sector challenges and to secure a sustainable future.

We recognised that in order to achieve this, we would need to harness the strengths of Villa Maria's established culture while building a team for the future. As a result, we expanded our capacity through an enhanced leadership team and acquired the additional skills needed for growth and ongoing success. The executive team has considerable depth plus the additional support of a Deputy CEO in Mr Janis Klavins, who brings particular expertise in quality, risk management and business excellence.

The Board of Directors and the executive and senior leadership teams, worked closely together over six months to establish the framework for future growth and development. The result is Villa Maria's three year strategic plan, 'Achievements and Aspirations 2008-2011' ratified by the Board of Directors in June 2008 and highlighted in the pages that follow in this Annual Report.

At the same time, the Board of Directors reinforced its commitment to best practice in organisational governance. It restructured and established a number of important Board Committees: Board Executive; Audit & Risk; Finance & Information Technology; and Strategic & Proposed Developments; and put in place the structures and systems necessary to mitigate risk. Transparency in decision making and communication flows between the Board and management were also strengthened

and technology introduced to the Board room with all documentation now provided electronically.

We were delighted to welcome to the Board of Directors Ms Donna Howlett, Mr Peter Hogan and Mr Brian Barry. Donna has significant experience in the health industry and her expertise includes strategy planning and implementation, people leadership and business growth, both organically and through acquisitions. We are fortunate that Peter, a recently retired partner of Price Waterhouse Coopers, has agreed to expand his involvement with Villa Maria. For the past six years he was a specialist external member of Villa Maria's Board Finance Committee. Brian Barry rejoins the Board after an absence of 18 months. He brings with him considerable financial expertise, with over 30 years experience in the banking and finance industry.

There is no doubt that Villa Maria operates in a complex and dynamic environment, particularly given the diversity of its disability, education and senior services. Capital and recurrent funding challenges and considerable workforce planning and retention issues all effect our capacity to deliver quality services. These are sector-wide issues and Villa Maria is a strong and effective advocate for change. We are working with our government and industry colleagues to find long-term solutions.

Villa Maria is well represented on key peak bodies, with Dr Angela Atkin on the Board of Catholic Health Australia; Ms Valerie Lyons a Director of Aged & Community Services Australia, President of

Aged & Community Care Victoria and Director of HESTA; and Ms Helen McPhee a Director of Catholic Social Services. Villa Maria is also an active member of National Disability Services.

Villa Maria's culture of service is one of innovation and flexibility, informed by what our stakeholders say they want and need and a commitment to adopting a person centred approach to ensure the people we support are at the centre of all aspects of our service delivery.

As a leader and change agent, Villa Maria is excited about the future. We have stood at the end of 100 years and marvelled at the lives we have assisted, the individual stories we have been a part of and the role we have played in the Victorian community. We stand poised to embrace the next 100 years and feel a great sense of expectation and responsibility.

All that Villa Maria has and will continue to achieve, is only possible through a shared sense of purpose and the drive to make a meaningful difference to people's lives. We are fortunate to have the staff, volunteers and supporters with the passion and commitment to realise the dream of creating choices and building inclusive, sustainable and compassionate communities.

Villa Maria will continue to celebrate and support the unique worth and capacity of every individual.

Imagining what's possible

Villa Maria's three-year strategic plan – Achievements and Aspirations 2008-2011 – is a vital step in our journey as a community organisation committed to providing innovative, high quality service options in the disability, education and senior service sectors.

The strategic plan provides us with a clear direction as we work towards our desired future. It is the framework to enable all Villa Maria stakeholders to engage and commit to a shared vision, mission and values.

It sets out our goals and the way we will direct, monitor and assess our progress. Importantly, it will ensure Villa Maria continues to make a meaningful difference to people's lives, assisting them to live with dignity, respect and independence.

Core Strategy

Person Centred Approach

Villa Maria will consistently work towards achieving excellence in person centred approaches and practices within disability, education and senior services.

Business & Service Excellence

Villa Maria will consistently work towards achieving service excellence through the application of the Australian Business Excellence Framework and other accreditation and certification frameworks.

Service Research, Service Development

Villa Maria's disability, education and senior service plans will deliver innovative and quality social, economic and environmental outcomes.

Social, Economic & Environmental Sustainability

Villa Maria will actively progress towards being a socially, economically and environmentally sustainable organisation.

Capability Platform Strategy

People & Culture

The people of Villa Maria will understand and live the vision, mission and values thereby strengthening the culture and unifying the organisation.

Governance & Management

Villa Maria will be applying contemporary, exemplary governance and management principles and practices.

Widely Acknowledged, Widely Recognised

Villa Maria will be widely recognised for its unique and innovative service models, significant organisational achievements and high quality outcomes in disability, education and senior services.

ICT Platform, Systems Development

An appropriate information, communications and technology platform will maximise our internal and external service delivery.

Growth & Expansion

Villa Maria will actively pursue growth and expansion opportunities to increase the organisation's sustainability to meet changing service user needs.

Buildings, Facilities & Infrastructure

Villa Maria stakeholders will have access to and use of buildings, facilities and infrastructure that are flexible and fit for purpose.

Our Vision

Creating choices and building inclusive, sustainable and compassionate communities.

Our Mission

Villa Maria will deliver quality and innovative disability, education and senior service options that empower and enrich individuals and communities.

Our Values

Compassion: we care about the needs of others and seek to understand their life and spiritual journey.

Accountability: we take responsibility for what we do and are honest in the way we do it.

Respect: we recognise the value and uniqueness of each person.

Courage: we have the quality of spirit to act in accordance with our convictions.

“ Villa Maria is excited about the future. We have the staff, volunteers and supporters with the passion and commitment to realise the dream.”



Working with people to create their personal path or map to articulate their dreams, goals and aspirations, is an important part of the Enriching Lifestyles program. Using person-centred planning and communication approaches, people are more easily able to express their likes and dislikes, their abilities and areas of need and let others know more about who they are, how they communicate and wish to be supported. In this way, we can design individualised services that are driven by the person.

Building brighter futures

Villa Maria's vision is to create choices and build inclusive, sustainable and compassionate communities. Part of this big picture is to ensure Villa Maria explores and takes up the challenges of cutting-edge innovation and redevelops and expands its disability, education and senior services across Victoria.

Unique service models, state-of-the-art design, assistive technology, a commitment to best practice and economic and environment sustainability are

key considerations in Villa Maria's quest to provide the best care and support services possible.

During the year significant works to upgrade the Berwick and Bundoora residential aged care facilities commenced; outdoor recreational spaces were created at Villa O'Neill and Gateway Kew; and the Kialla House Respite Service property in Shepparton was purchased, renovated and 'guest ready' by April. Stage one of the pool upgrade at St Paul's College was completed, with stage two due to

commence in December 2008; and building of the new Shared Supported Accommodation service in Camberwell was completed with residents able to move in just before Christmas.

Considerable design and preparatory work took place throughout the year on two of Villa Maria's most progressive projects – the major redevelopment of the Wantirna site and the 'my future my choice' development in Alphington.

Ageing well in Wantirna

The opportunity for someone to positively age in a physical place and in a community in which they feel valued and connected, is the anticipated outcome of Villa Maria's community hub development at Wantirna. Stage one of the development received the green light from Villa Maria's Board of Directors in April. Subject to town planning approval, building will commence in early 2009.

Ultimately, the development will provide more than 300 independent living apartments, extensive community facilities, day services and a 96-bed residential aged care facility. It will replace the existing facilities currently operating at the Wantirna site.

The new Villa Maria Wantirna will meld traditional aged care with broader community care. It's an entirely holistic approach to service delivery and care to the individual; one that will ensure people enhance and maintain their community involvement.

King Street is reborn

Villa Maria's centenary year ended with an exciting move for six people into their new home – a Shared Supported Accommodation service in Camberwell.

It has been quite a journey for the residents, who had to relocate while demolition and construction took place. To ensure the new home would enhance their lives and levels of independence and provide them with a comfortable and functional home for years to come, considerable thought and consultation went into the design of the home, in addition to a significant investment of funds.

The result is a spacious, purpose-built home with six large bedrooms and open plan living. The new home has met with universal approval, with a parent of one of the individuals describing the home as "an exemplar in community based care."

My future my choice

In 2007, Villa Maria successfully tendered for government funding under the 'my future my choice' initiative to address the pressing issue of young people in nursing homes. Villa Maria will build and operate Victoria's first purpose specific home in Alphington to accommodate 10 younger people with complex care needs.

While construction is pending town planning approval, much has been achieved to bring this innovative home into fruition. A reference group of people with a disability, a family member and representatives from Villa Maria, government, Young People in Nursing Homes consortium and allied health, developed the design brief for the home, ensuring it reflects the needs, aspirations and life goals of the intended residents.

A person-centred service model, with a strong focus on rehabilitation and community participation, has been developed and a transparent resident selection process undertaken. The first ten people have been offered a place.

"We want to give people what they actually want – a new way of thinking, a new way of living, a new way of receiving services."



For the Macready-Bryan family it has been a difficult few years. Catastrophically injured in an unprovoked attack on his 20th birthday, James is unable to communicate or move in any purposeful way. He lives in an aged care nursing home. The Macready-Bryan's are looking forward to the day when James can receive specialised nursing care, therapy and rehabilitation in a small, youthful and friendly home environment; one designed for young people with complex care needs. James will be one of ten young residents to live at Villa Maria's Austin Street development when it's completed.

Disability Services

Disability Services at Villa Maria operates across three Melbourne metropolitan regions – Eastern, Southern and North and West. Services range from shared supported accommodation, facility-based and flexible respite, adult day options, individualised support programs within the home or the community and case management. During the year, we provided support to more than 500 individuals and their families.

While our ability to provide services is directly influenced by the amount of funding we receive

from the Department of Human Services (DHS) and the scope of a program, we are increasingly recognised for our expertise, creativity and responsiveness. Innovative service models and a holistic approach continue to set us apart. Staff consistently listen to what people want and think outside the square to achieve it.

One of the most exciting aspects of Disability Services at Villa Maria is our absolute commitment to implementing person centred approaches, which

sees us reframing service delivery perspectives and placing the person at the core of everything we do.

This thinking aligns with the Victorian State Disability Plan and the Disability Act 2006, as we continue to put in place the quality systems, training and stakeholder feedback mechanisms that enable us to not only achieve compliance, but exceed it.

Learning and linking

The “Learning & Linking” project within Gateway Services focuses on supporting people who have complex ways of communicating to connect with their community. The project, funded by a DHS Changing Days grant, is exploring different ways to support people who are not well understood by others.

Since April, a team of three staff have been able to spend dedicated time with people to understand more about how they communicate, support them to create meaningful plans about how they want their life to be and as the project progresses, support them to link with the activities, resources and networks in their community that will enable them to achieve their goals.

The more we understand how people communicate, the less we find ourselves assuming and people will have more of the things they like.

Fulfilling dreams and goals

Supporting a boy with Autism to develop his skills by participating in Cubs and a circus program; facilitating access to local therapeutic supports and recreational programs for a young man with an acquired brain injury (ABI) living at home; and reducing the social isolation of a 58 year old man in a nursing home by arranging an appropriate wheelchair, advocating on his behalf for increased funding and linking him to holiday opportunities, are examples of how Villa Maria’s Individual Support Program (ISP) is making a difference.

ISP supports people with intellectual or physical disabilities, neurological, drug and alcohol issues or ABI living in the community. Through a person-centred approach to case management, ISP assists 55 individuals with recreation, skill development, overnight holidays, community support options and links them into appropriate services.

Enriching lifestyles

Villa Maria’s Enriching Lifestyles initiative marks a paradigm shift in how people receive and deliver our services. Using an individualised planning and support approach, we are assisting people with a disability and their families to explore their goals, needs and aspirations and encouraging them to take a lead role in determining the nature of the support services they receive. At the same time, through training and creative workshops and the appointment of Enriching Lifestyles Champions, staff have moved from a service provider mindset to that of facilitator, consultant and supporter.

Through this initiative we are seeing the nature of services change from being driven by the person fitting into the service, to the person driving the nature of the service according to what they want and how they want it.

Having fun

Experiencing the joys of camping, making new friends, exploring a variety of activities and taking on challenges like rock climbing, are just some of the many recreational opportunities created for children, adolescents and adults through Villa Maria’s innovative flexible respite, school holiday and camping programs.

Aside from providing families with a break, empowerment, choice and fun are the basis of these successful programs. This year, through the energy and personalised focus of a highly skilled team, exciting opportunities were provided for 172 people aged from six to 64 in the Eastern metropolitan region. Thirty-five camps were conducted during the year, with participants enjoying destinations as far afield as Tasmania, Queensland and Anglesea.

“Enhancing opportunities, enabling dreams and unleashing potential for all people through innovation and inclusion.”

The African rhythms of the djembe, cowbell, shekere and dun are infectious. Boom ta ta ta! Every performance sees extraordinary bursts of enthusiasm and individuality. Each person finds their place in the Gateway drumming ensemble based on their ability and takes up their practise from where they left off the week before. With support and encouragement from instructors, challenges are faced and achievements celebrated in a spirited, fun and accepting environment.



Education Services

In July 2007, St Paul's College celebrated 50 years of outstanding service with a mass officiated by the late Archbishop Frank Little, a long-time supporter and friend of the school. It marked a significant milestone in the life of the Villa Maria community.

St Paul's College offers an Early Childhood Intervention Service (ECIS), a Bridging Program for prep aged children and a comprehensive educational program for students aged five to 18 years.

Working in partnership with parents, St Paul's ensures each child and student has access to educational pathways and developmental and therapy services to enable them to reach their full potential within a caring community.

During the year, St Paul's school expanded its role in supporting students and local schools where students have dual enrolment; and developed a comprehensive transition program for students in their last years of schooling. This included work skills

development and work experience and forums for families to assist with their young adults transition to adult life.

All aspects of ECIS have empowered families to access the wider community and to extend their friendship and support networks. This has proven invaluable in extending their confidence and capacity to meet their child's needs and ability to participate in family and community life.

Family involvement

During the year, small groups of families regularly come together for peer support and empowerment through the ECIS Family Connections program. Evening sessions are held fortnightly, with some sessions focusing on specific concepts such as transition and Signposts for Building Better Behaviour.

A Siblings Program is held monthly, providing siblings with a venue to meet others in a relaxed, recreational setting. They have an opportunity to discuss common joys and concerns with peers and learn about the implications of their siblings' special needs. Twenty children regularly access this service, with families reporting how much their children look forward to coming and how it has developed their understanding, helped them build friendships and increased their self-confidence.

On the job

A number of secondary students in their final years of schooling have embarked on a work experience program. As an extension to the skills training they receive within class, students have an opportunity to undertake supervised external work experience. The program is designed to assist students to develop good work habits, such as focus, independence, sequencing and task completion, as well as specific task-related skills.

Students and families have the opportunity to explore the possibilities of employment (either supported or open) after school, and this assists them in their understanding of what life might be like after St Paul's. It also helps them to establish links with other services as they commence the transition from school to adulthood, helping to reduce potential stress.

Sing, say and play

The power of rhyme, song and stories come to life for the parents and children involved in the ECIS Parent Child Mother Goose program. Conducted over ten, two hour sessions, and lead by ECIS staff, groups of six parents and their children have used movement and active songs as a means of enhancing bonding and creating positive family patterns. It's a safe, encouraging environment to aid the development of their children in their early years, particularly in the domains of communication, social interaction and play.

Parents who took part in the Parent Child Mother Goose program found it extremely beneficial. They saw the experience as a way of assisting them to increase their parenting skills and particularly their awareness of their child and the pathways to positive interaction.

Horsing around

Each Thursday, primary and secondary students travel to Viewbank Park to participate in the 'Riding for the Disabled' program. It's a wonderful blend of recreation and therapy, where sensory experiences, body awareness and physical skills, such as balance, head and trunk control, are developed and confidence and self-esteem levels are fostered.

Being involved in the care of a horse has promoted a greater sense of responsibility and a general understanding of rules. The challenges of riding assist students to achieve increased levels of independence and learn decision making, planning and language concepts. Above all, students have fun and thoroughly enjoy the experience.

"There is no other place in Melbourne I know where God is more clearly present than at St Paul's." Sir Frank Little, Emeritus Archbishop of Melbourne



Excitement levels are always high as the primary students of St Paul's College make their regular visit to Collingwood Children's Farm to undertake their assigned farm duties. Whether they're cleaning the guinea pig enclosure or feeding the goats, the students gain a great sense of responsibility, achievement and independence from completing their set tasks and contributing to their local community and the welfare of others.

Community Services

Assisting older people, people with a disability and their carers to remain active and connected in their community and supporting them in their choice to age in place at home, is the basis of the extensive range of community services available through Villa Maria.

Operating across five regions in metropolitan and regional Victoria, Villa Maria's highly skilled and committed Community Services team has provided care and support to several thousand people during the year. Villa Maria continues to be one of the

largest providers of community care packages in Victoria, with its 775 Community Aged Care Packages and 25 Extended Aged Care at Home (EACH) Packages constantly filled and ongoing demand for services high.

We are renowned for our flexible and innovative approach to finding individual solutions for people. Case Managers in Bendigo are exploring ways to provide holistic services for homeless people beyond meal provision, like facilitating social

interaction with others; while in Western Victoria, working in partnership with other organisations, we are providing case management support for carers of people with a disability. And our expertise in rehabilitation is achieving great outcomes for older people recovering from critical health incidents.

As the Commonwealth Carer Respite and Carelink Centre provider for Hume, Villa Maria has assisted over 1,000 people in their caring role and actively raised awareness about available supports.

Kialla House

The need to provide support to carers of frail older people who need a break in the Shepparton region was the catalyst for establishing the Kialla House community respite service.

Providing much-needed weekend respite accommodation to carers and their families in a modern, well equipped home, with flexible one to three night stay options, Kialla House is indicative of Villa Maria's commitment to client focused services.

All guests are fully supported in a safe and secure environment, giving carer's great peace of mind. Recreational programs, comfortable outdoor and indoor living areas, home cooked meals and an in-home cinema make Kialla House an inviting retreat. During the week, the house is used for day activities, carer support groups and a men's shed program.

Access for all

For many frail older people, people with a disability, their carers or those experiencing financial hardship, the opportunity to experience live theatre is a distant dream. This changed, following a grant from the Mornington Peninsula Shire to provide a subsidised ticket program to local community theatre.

The "Access for All" initiative between Villa Maria, the Rosebud Astral Theatre Society and the Southern Peninsula Players, meant that 340 people in this situation were able to attend one of four productions.

With Villa Maria providing 'in kind' project management and administration, funding was able to go wholly towards ticket subsidisation.

The theatre groups are working with Villa Maria to source opportunities to ensure 'Access for All' continues into 2009 and beyond.

Food for thought

Good nutritional intake is essential for quality of life of older people. For those requiring meals assistance, it is common to receive pre-prepared meals, particularly as part of a care package.

The Eastern Community Care team were concerned that reliance on pre-prepared meals lead to increased nutritional risk and negative impacts on people's social wellbeing. They undertook a research project to test this hypothesis.

The team developed a nutritional risk screening assessment/survey tool. Data collected revealed 71 per cent of package clients were at high nutritional risk. This, together with other indicators, lead to the development of an early intervention and staff training program, meal option choices and education to assist older people to assume or regain independence in meal preparation.

A welcome retreat

Feeling confident in their caring role, having the support they need when times get tough, or simply having an opportunity to re-charge their batteries and feel it's alright to take time out for themselves are important issues for carers.

Villa Maria offers a diverse range of innovative carer support programs designed to ensure carers have access to the information, support and resources they need, as well as social and networking opportunities.

Free carer retreats are offered throughout the year at beachside and country locations. For many carers it is their first respite experience. The blend of information sessions, relaxation and social activities and the fact the person they care for can be looked after on-site by a professional, ensures a positive experience.

" We're exploring the whole gamut of respite because we know that a one-size-fits-all approach won't meet community needs."



Young people can be carers too. Under 25, they care for someone in their family who might have a physical or mental illness or disability. It can be difficult. Villa Maria's Young Carers program in the Hume region is assisting them to express the emotions they are dealing with in their caring roles, as well as build networks of support with other participants. Art therapy and activities like the 'Horses for Hope' program, enable young people to build trust, respect and communication with others.

Residential Services

Friendly, welcoming environments and excellence in clinical care and resident lifestyle are the hallmarks of Villa Maria's four residential aged care facilities located at Berwick, Bundoora, Prahran and Wantirna.

The Residential Services team has an absolute commitment to providing the highest standards of care. Operating a total of 300 beds – 225 high care and 75 low care – all Villa Maria aged care facilities hold full three-year accreditation and 100 per cent compliance against the aged care standards.

During the year, a falls prevention review was conducted at each site to investigate factors effecting resident fall's risk and to implement risk reduction measures. A new assessment tool was adopted which takes a holistic approach to assessment, addressing issues such as mobility, medication, cognition, environmental and specialised equipment impacts. Additionally, a medication management system review was undertaken to ensure best practice principles were in place and to introduce RN Division II medication endorsed staff into the medication management system.

Centre Managers worked closely with local Divisions of General Practice to strengthen interaction between aged care facilities, acute care settings and visiting doctors. Resident transfer envelopes were introduced to ensure rapid and accurate information is relayed when a resident is transferred to a hospital for treatment, thereby improving health outcomes.

Facilitating positive relationships and creating opportunities for residents to enjoy community activities and friendships, continues to underpin Villa Maria's approach to residential aged care.

A life in pictures

When people walk into Villa O'Neill they are captivated by the striking photographic images lining the walls. Older faces looking back, each telling a unique personal story. They are the residents of O'Neill, who opened the door to their past to give people an appreciation of their earlier lives, pastimes and passions: the pharmacist, the fisherman, the soldier, the Carlton supporter.

The living photo gallery at O'Neill evolved from a request to hold a local event to celebrate Villa Maria's centenary. With high levels of frailty, the challenge was to ensure all residents had an opportunity to participate. What resulted, was staff (and a talented staff photographer), residents and families working together to create an enduring visual celebration of people's lives.

Getting fit

Everybody readily joins in Monday morning exercises, in fact it's an activity everyone says 'yes' to. According to the YMCA fitness instructor who conducts the class, they are a motivated group of residents at Villa Maria Berwick. Around 25 residents, together with staff, families and volunteers regularly participate.

The exercise program is functional and designed to assist residents with daily tasks, independence, balance and mobility. There are exercises to help ease stiff joints, improve coordination and strengthen muscles, so a resident can more easily get up and down from a chair, pick up something or turn on a tap. Yet it's not only the practical benefits that keep residents coming back to class. Without a doubt, it's the atmosphere – one filled with fun, laughter and lots of chat.

Mural of happiness

Villa Maria Bundoora's Community Action Program, an initiative involving local high schools in the northern metropolitan area, has created many wonderful outcomes for residents and students alike. This year was particularly special, with a year 11 student from Parade College in Bundoora, painting a beautiful mural in one of the courtyards.

Taking six months to complete and unveiled at a ceremony in April, the mural depicts happiness and reflects the many branches of Villa Maria including residents, families, local schools and the community.

The Community Action Program enables students to connect with the community and involves them taking one on one time with residents and assisting staff to run group activities. Students are also given the opportunity to suggest community initiatives.

Women connecting

Each month, 17 women from Villa Maria Wantirna get together to enjoy each other's company, to hear guest speakers and to participate in special events and outings held throughout the year. The group was formed to help facilitate friendships in a social setting, with written invitations issued for each event.

The group pooled suggestions to develop a calendar of activities, which ranged from a cocktail party to a movie, a relaxation morning, lunch at a restaurant, and talks on subjects from travel to tai chi. A recent highlight was a traditional Chinese tea ceremony followed by a Chinese luncheon. The Women Connecting Group is extremely popular and has proven a great way to encourage participation and social interaction.

“ Our focus is on people not routines. We want people to enjoy their life, to experience new activities and feel they are valued members of their community. ”



A ten year old teaching a 90 year old how to play computer games is not an unusual event at Villa Maria Wantirna. The weekly WINGS intergenerational program between Wantirna South Primary School and the aged care facility has proven people can learn from each other whatever their generation. As a result of the program, residents were invited to visit Nintendo headquarters to experience the armchair exercise and competition of a Nintendo Wii, which has since been donated to the facility.

People Services

In an employment market experiencing record low unemployment, together with a highly mobile workforce, it's more important than ever to be an Employer of Choice – not only to attract those on the move, but to retain and engage existing staff.

For the aged and community care and disability services sector, shortages of skilled staff and increasing consumer demand for services, is a compelling reason for innovative and creative workforce strategies.

Villa Maria has responded by creating an environment where its 950 staff and 300 volunteers not only feel engaged and supported, but feel closely aligned to the organisation's vision, mission and values.

The People Services team at Villa Maria was restructured during the year to provide a comprehensive range of support services across the organisation, including human resources, payroll, learning and development, health, safety and wellbeing, volunteer resources, community connections and pastoral care.

Villa Maria is committed to staff development, promoting diversity and creating fun, healthy and productive work environments. Policies and procedures around people management, equal employment opportunity and performance development have been strengthened and communicated throughout the organisation.

Staff are encouraged to share their views about their working life and to identify areas for improvement.

Focus on recruitment

With an industry-wide skills shortage, competition to attract and recruit staff is high. The "Your Career at Villa Maria – imagine the possibilities" campaign was introduced to highlight the benefits of working for a values-driven organisation and attract people wanting to share their skills and talent to make a meaningful difference to people's lives.

A strong presence at career expos and presentations to attract school leavers, has increased people's awareness about the wide range of career options available at Villa Maria.

An e-recruitment system was introduced to streamline, monitor and improve the recruitment and selection process and to enable people interested in working at Villa Maria to lodge an expression of interest. All recruitment is centrally coordinated through People Services, with particular attention paid to equal employment opportunity practice.

Health, safety and wellbeing

Ensuring a safe, healthy workplace is a priority at Villa Maria. Villa Maria was selected to participate in a project with government authority WorkSafe and other community organisations. WorkSafe conducted audits of several Villa Maria sites to view our work methods in relation to occupational health and safety legislation and the Workers Compensation Act. We were able to demonstrate the excellent work we are doing across the organisation in relation to health and safety.

Health promotion is the preventative arm of health and safety. At Villa Maria we have put in place a number of measures to assist staff to make healthy decisions about their lifestyle. Examples include education materials to encourage participation in healthy activities, stress and work/life balance workshops, yoga classes and a healthy eating program.

Learning and development

Supporting staff and service areas to develop their skills base to ensure industry standards and contemporary practice is a key focus for the Learning & Development (L&D) team at Villa Maria. So too is the active promotion of learning and development opportunities.

The team of three consultants drive Villa Maria's approach to professional development. Each has a speciality skills base and this diversity of knowledge is shared across the organisation.

Individual staff can be referred to an L&D consultant to discuss personal learning and development goals and put in place a career plan that allows them to excel. The team regularly visit Villa Maria sites and work closely with service areas to develop individual, site-specific and organisational training, conduct annual training needs analyses and support people undertaking traineeships.

Career pathways

With such a diverse range of programs, services and roles, there are many career pathways available at Villa Maria. Further education opportunities for staff are actively supported and job opportunities promoted internally.

This year, 30 staff from Disability and Community Services undertook a Certificate III in Business Leadership through Northern Melbourne Institute of Technology. The training was available to any staff member from across Villa Maria through the Workplace English Language and Literacy (WELL) program funding.

Participants met fortnightly and progressed through various topics ranging from different personality types to good leadership and identifying their own leadership styles. Participants were given an opportunity to showcase their final assessment to both peers and managers at Villa Maria.

" We have a culture that fosters compassion and care; there's a 'can do' attitude evident across our services. You can feel the creativity and energy at every level."

Rita Khudur (pictured left) joined Villa Maria three years ago as a casual disability support worker. Her enthusiasm and passion was soon recognised and after nine months, Rita was offered a permanent part-time position at one of the respite houses. With the support of her managers and Learning & Development Consultant, Libby Chapman (pictured right), Rita completed a Certificate IV in Disability Services and a Certificate III in Business Leadership. She is now a Team Leader at a Villa Maria Shared Supported Accommodation Service.



Community involvement

Villa Maria has been a vital part of the Victorian community for over a century. Our capacity to provide services, to be innovative, to challenge the status quo and to make a difference to people's lives, is only possible through the ongoing commitment and involvement of the wider community.

Villa Maria enjoys the support of more than 300 volunteers. This year alone they have given 40,000 hours of their time, with a resulting monetary value estimated at over one million dollars. While the

majority of volunteers provide social opportunities for the people who receive Villa Maria services, many are involved in administration, fundraising roles and opportunity shops.

Community involvement at Villa Maria is a two-way street. A great example is the Community Connections program, funded solely through Villa Maria's internal resources. It's a transformational and empowering program bringing together carers and clients to support one another by sharing

experiences and information to enhance their skills, knowledge and confidence. Community Connections also provides an on-going friendship and support network. The program's further expansion in rural regions this year has been particularly beneficial, assisting carers and clients who are dealing with the impact of drought in addition to issues of social isolation and limited resources.

Family ambassadors

For many residents and families, being admitted into a residential aged care facility can be overwhelming. Having someone to talk to who can truly understand and empathise with their experience is an enormous help.

This year, Villa Maria introduced Family Ambassadors to ease this transition process. The Family Ambassador is a volunteer with first-hand experience of having a family member in residential aged care. Their role is to welcome new residents and their families, to show them around, introduce them to other residents and staff and to answer any general questions.

The Family Ambassador regularly visits the new resident over several weeks and touches base with the family. It's proven to be a wonderful initiative, reducing anxiety and assisting residents and families to settle in more quickly.

A strong tradition

It is heartening to see the work of Villa Maria's pioneering volunteer, Louisa Fawkner, continue in 2008. Villa Maria's Pastoral Care Coordinator Sr Mary O'Shannessy and her team of volunteers, regularly translate a range of Catholic, liturgical and religious material, as well as crosswords and Villa News, into audio cassette recordings for people with vision impairment.

Over 70 Villa Maria clients subscribe to this free service. They can request particular items, ensuring the recordings they receive are tailored to meet their areas of interest. Each week, or as needed, volunteers record the readings. Copies are made and then posted to subscribers, again free of charge, thanks to an enduring arrangement made by Louisa Fawkner with the Post Master General early last century. It is hoped to move to a digital recording system in the near future.

Spreading the word

The Hume region covers a large geographic area. Ensuring people have ready access to information about aged and community care and health-related services is extremely important. To help spread the word, the Villa Maria Respite and Carelink Centre in Hume initiated the Carelink Ambassador program.

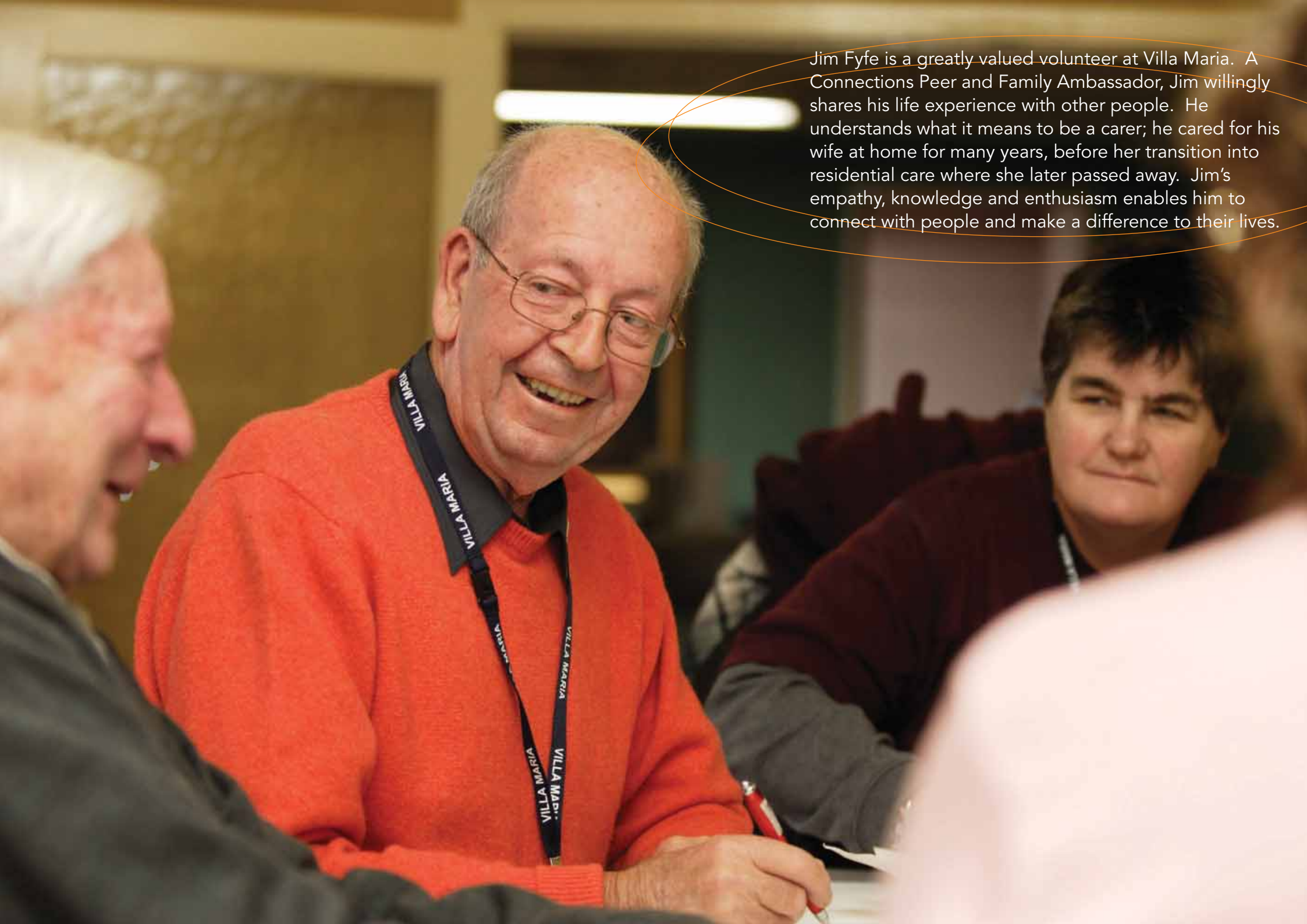
Following identification of suitable volunteers, Carelink Ambassadors are now operating throughout the West Hume region and are located in Community Learning Centres and Medical Centres. Following training and resourcing from Villa Maria, the Ambassadors are able to direct consumers to the Villa Maria Commonwealth Respite and Carelink Centre in Shepparton for further information and support.

Achieving goals

Global trends in volunteering suggest many volunteers are looking for short-term opportunities, where they can share their skills and contribute their time to the community for a defined period. At the same time, we are finding many of our community care package clients are experiencing difficulty maintaining past skills and interests, or accessing their community due to issues of isolation, illness, mobility or lack of transport.

Villa Maria's Southern Community Services team and Volunteer Resources manager have developed the "Goal Achievement Program" as a means of matching community care clients with volunteers who can assist them to achieve their desired goals. A goal may be to learn how to use a computer, access the internet and email friends and family. A suitable volunteer with an interest in information technology is then matched to the client for a three-month period.

"Volunteers build trust, compassion and good will – they are the glue that hold communities together."



Jim Fyfe is a greatly valued volunteer at Villa Maria. A Connections Peer and Family Ambassador, Jim willingly shares his life experience with other people. He understands what it means to be a carer; he cared for his wife at home for many years, before her transition into residential care where she later passed away. Jim's empathy, knowledge and enthusiasm enables him to connect with people and make a difference to their lives.

Governance

Villa Maria is governed by an honorary Board of Directors. During the year ended 30 June 2008, the Board comprised 10 independent non-executive Directors with a diverse range of skills and experience.

The Board is responsible for establishing the strategic direction of the organisation, identifying and managing key risks and monitoring compliance and organisational performance.

Board of Directors

Seated

Br Brian Brandon
Vice President
Education/Property/Finance

Dr Angela Atkin
President
Health/Aged Care/Disability

Standing from left

Lynette Elford
Marketing/Journalism

Peter Walsh
Housing/Community Service

Jenny McAllister
Vice President
Advocacy/Disability

Donna Howlett
Health/Business Management

Paul Rizzo
Banking/Finance

Ian McEachern
Commercial/Civil Law

Brian Barry
Banking/Finance

Peter Hogan
Finance/Strategic Planning

Committed to the highest standards of corporate governance and transparency, the Board restructured and established a number of Board Committees this year: Board Executive; Audit & Risk; Finance & Information Technology; and Strategic & Proposed Developments.

We are grateful to the Board of Directors for their wise stewardship and the contribution they make to Villa Maria and the wider community.



Management

Villa Maria's capacity to provide quality, innovative disability, education and senior services that empower and enrich individuals and communities, is only possible through the skill and dedication of our staff and volunteers.

Their willingness to push the boundaries, to act with compassion, accountability, respect and courage is inspiring. Together, they have provided care and support options for 5,000 people across Victoria. We thank each of them for their ongoing commitment and their community leadership.



Executive Leadership Management Team

Seated from left:

Graeme Wickenden
General Manager – Business Services

Beryl Raufer
General Manager – Community Services

Valerie Lyons
Chief Executive Officer

Shaheen Evans
Executive Manager – Planning & Research

Back row from left:

John de Bono
General Manager – Education &
Co-Principal St Paul's College
(resigned August 2008)

Russel Chesler
General Manager – Projects & Development

Gaye MacInnes
Company Secretary

Janis Klavins
Deputy Chief Executive Officer

Helen McPhee
General Manager – People Services

Liz Ely
General Manager – Disability Services

Rebecca Ryan
Executive Manager – Marketing

Carolyn McColl
General Manager – Residential Services

Kay Miller
Executive Manager – Service Integration

Senior Leadership Teams

Business Services

Lachlan Bakewell – Manager Business Solutions
Cathi Johnston – Manager Systems Accounting
Eva Simo – Manager Finance
Petra Smillie – Manager Purchasing and Facilities

Community Services

Suzanne Chamberlain – Regional Manager Southern
Jeremy McAuliffe – Regional Manager Eastern
Community Services
Jane Reilly – Regional Manager Eastern
Community Care
Kerrie Reardon – Manager Northern Victoria
Community Services
Damien Stones – Manager Western Victoria
Community Services
Peter Zomer – Regional Manager Gippsland

Disability Services

Yopie Deurwaarder – Manager Service
Development and Transition
Lisa Dugdale – Manager Disability Directions
and Individualised Services
Max Lay – Manager Accommodation and
Gateway Services
Trish Nowak – Manager Accommodation
(Feb-Sep 2008)

Jeanne Poustie – Manager Respite and
Accommodation
Sabrina Suhaid – Manager Accommodation
(July-Feb. Maternity leave Feb-Sep 2008)

Education Services

Anne Muir – Manager Early Childhood
Intervention Service
Ann Welton – Co-Principal St Paul's College

People Services

Sue Ferguson – Manager Health Safety & Wellbeing
Darren Mannix – Manager Human Resources &
Learning
Liz Scarfe – Manager Volunteering Resources

Projects & Development

Angela Roennfeldt – Universal Design Architect

Residential Services

Louise Care – Centre Manager O'Neill
David MacDonald – Centre Manager Wantirna
Angelica Oyarzun – Centre Manager Bundoora
Tania Surgeoner – Centre Manager Berwick

Financial performance

Reflecting the impact of the global credit and investment market downturn, Villa Maria reported a Net Deficit of \$4.0m for 2007/08. The financial market movement negatively impacted the result by recognising \$4.1m of unrealised investment losses, which if excluded would have resulted in a surplus of \$0.1m.

For over five years, Villa Maria has enjoyed the rewards of strategically managing invested funds that has seen the portfolio grow from almost \$14m to over \$20m. Our investments are externally managed by BDO Kendalls Wealth Management in accordance with our Investment Policy which is inherently conservative in its approach. The returns Villa Maria has achieved over the past five years are reflected in Table 1.

Salaries and Wages continues to be our largest single expense item, reflecting the service nature of our work. Over 65 per cent of our total expenses relate to Employee Entitlements and this continues to represent a

significant challenge as wage increases outpace funding indexation from both Commonwealth and State governments.

Villa Maria's Balance Sheet remains very strong, benefiting from conservative but prudent fiscal management.

In 2007/08 the Board has undertaken a revaluation of the land and buildings to more accurately reflect the true value of our property portfolio in the Balance Sheet. This resulted in Property increasing from \$17.6m in 2006/07 to \$76.9m for 2007/08. As a consequence, a \$60m adjustment is reflected in the Asset Revaluation Reserve.

The new aged care funding model, Aged Care Funding Instrument (ACFI), was introduced in March. We are continuing to monitor the impact the transition to ACFI

is having on the subsidy payments we receive from the Department of Health and Ageing. Along with other aged care providers, we have ongoing participation with peak bodies to advocate for any identified concerns and to benefit from shared experiences.

During the year, an agreement was entered into with an external provider for the provision of maintenance and emergency services support. The objective is to provide all Villa Maria service areas with access to expertise and efficiencies that will further enhance their ability to deliver care and support to service users. Initial steps have also been taken to establish a centralised purchasing function to achieve volume based savings through a network of preferred suppliers.

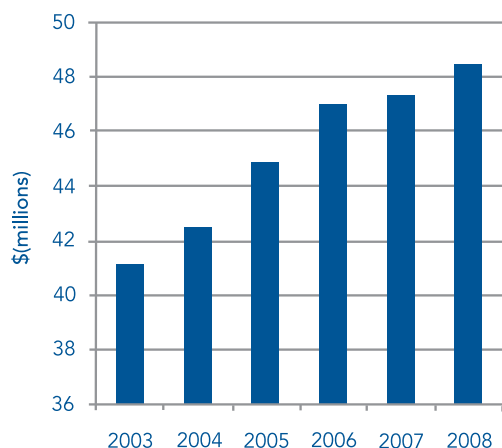
Table 1

	2003/04	2004/05	2005/06	2006/07	2007/08	5-Year Return
Portfolio Value* \$	13,947,801	15,104,420	20,071,668	22,391,148	20,462,172	
Annual Growth** %	10.80	11.98	15.19	16.21	(8.92)	8.43

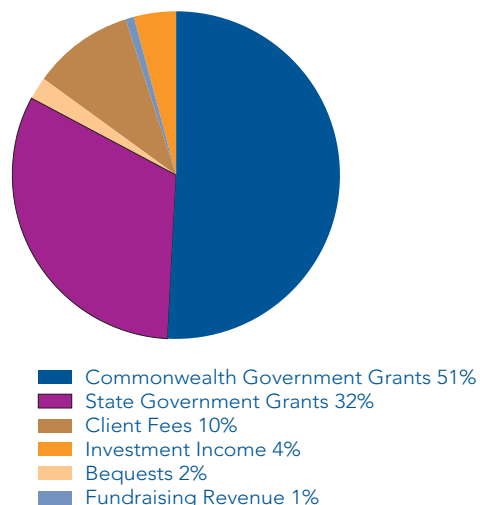
*Portfolio Value includes inflows and outflows of cash

**Annual Growth includes Income and Capital Growth

Five Year Operating Revenue Growth



Revenue Summary 2007/08



Five Year Financial Summary

	2004 \$000	2005 \$000	2006 \$000	2007 \$000	2008 \$000
Operational Services:					
Commonwealth Government grants	24,058	26,052	26,849	26,868	26,492
State Government grants	13,447	13,690	14,998	15,233	16,658
Fees and other income	4,969	5,131	5,117	5,203	5,320
Total income	42,474	44,873	46,964	47,304	48,470
Expenditure	42,219	44,527	47,997	49,974	51,087
Operating surplus/(deficit)	255	346	(1,033)	(2,670)	(2,617)
Other Income and Expenses:					
Fundraising and public relations	660	492	440	244	565
Investments and sundry income	1,870	1,513	3,530	3,706	(2,261)
Abnormal items and capital grants	255	427	1,400	77	301
Total net other income	2,785	2,432	5,370	4,027	(1,395)
Total net surplus/(deficit)	3,040	2,778	4,337	1,357	(4,012)
Total Assets	39,970	39,970	55,392	57,282	116,944
Total Liabilities	10,226	10,226	9,671	10,203	13,123
Total Members' Funds	29,744	29,744	45,721	47,079	103,821

Acknowledgements

In celebrating a century of service to the Victorian community, Villa Maria is grateful to the people and organisations who shared our vision and invested in the future of older people and people with a disability.

We are indebted to our two main funding bodies – the Commonwealth and State Governments – and appreciate the support of Ministers, Members of Parliament and members of local municipalities who continue to provide the required support for our programs and services.

We extend our sincere thanks to the many hundreds of donors who responded to our appeals for assistance; to those people who remembered Villa Maria in their Will;

and to the philanthropic community for their ongoing support. In particular, we would like to acknowledge the following major benefactors:

Aged Persons Welfare Foundation
Australian Government Capital Project/Catholic Capital Grants (Vic) Pty Ltd
Banyule City Council
Bell Charitable Fund
Catholic Archdiocese of Melbourne
City of Casey
Eric Ormond Baker Charitable Fund (Equity Trustees)
Greenacres Golf Club and sponsors

Ivor Ronald Evans Foundation (Equity Trustees)
Jack Brockhoff Foundation
Leslie Eric Paddle Trust (Equity Trustees)
Lord Mayor's Charitable Fund
Muffin Foundation
Scobie & Claire Mackinnon Trust
William Angliss (Vic) Charitable Fund
Winifred & John Webster Trust (Perpetual Trustees)

And finally, special thanks to the auxiliaries, community groups, corporations, service clubs and other funding bodies who have contributed and supported the good work of Villa Maria

Life Members

Mrs J Allen
Mr D Amato
Mr WJ Anderson
Mrs M Arnold
Dr A Atkin
Mrs M Banks
Mrs N Barry*
Mrs V Beck
Mr J Bolton
Ms O Brady
Br BJ Brandon
Mrs C Bryant
Mr K Bryant
Mrs M Butts
Mr R Callinan
Mrs Cheney
Mrs S Clayton
Lady P Connelly
Mrs L Cooper
Mrs E Danielson*

Mrs V Davenport
Mrs M Davey
Mr L Davies
Mrs S Davis
Mrs P Day
Br G Develin+
Mrs M Dossetor OAM
Mrs A Dubsy*
Mrs Dunford
Mr B Dunne
Mr G Dyer
Mrs J Edwards
Ms L Elford
Mrs P Farrar
Mrs A Fitzpatrick
Mrs M Flowers
Mrs P Flynn
Mrs M Fyfe
Mr F Gatt
Mrs C Gleeson

Miss N Grabau*
Mrs Gray
Mrs M Greenway
Mrs B Grooby
Mrs R Hadden
Mrs F Hamilton
Miss E Hammond
Mr L Hardie
Mrs R Hardie
Mrs H Hardman
Mr F Hargrave AO
Mrs C Hart
Mr F Hawkins
Mrs J Hearn
Mrs D Henry
Mr J Henry
Ms E Hinsch
Mr S Hoerauf
Dr W Howard
Mrs M Hyden

Mrs M Jess
Mr J Jess
Mr W Jolley
Mrs B Kane
Mrs T Keeting
Mrs F Langford
Miss M Libby*
Mr A Linossier
Mrs M Luxford
Mrs B MacPherson
Mr L D Mahoney
Mrs N May
Miss B McLaren*
Mrs L McLean
Mrs J McAllister
Mr I McEachern
Mrs A Miller
Mrs B Morgan
Mrs D Mulholland
Mrs H Munro

Mrs B Murphy
Br K Nangle
Mrs M O'Connor
Mrs I O'Hare
Mrs P Oldham
Mrs A O'Sullivan
Mrs M Perkin
Mrs L Perkin
Mrs C Pickering
Mrs P Reynolds
Mrs V Richardson
Mrs D Robinson
Mrs K Russell
Mr B Ryan
Mrs K Ryan
Mr R Ryan
Mr R Sharp
Mrs B Simpson
Mrs H Smart
Miss B Smith OAM

Mrs J Spencer*
Mr R Staniforth
Ms A Sternad
Mrs B Story
Mrs R Sukker
Mr M Sullivan
Mrs F Switson
Mrs M Wall
Mr P Walsh
Mrs V Wells OAM
Mrs C White
Mr R J Whiting
Miss M Williams
Dr B Worsam

*We acknowledge the passing of these Life Members

+Emeritus Director

Service directory

DISABILITY SERVICES

Gateway Services (Adult Day Options)

13 Fernhurst Grove, Kew 3101

T: (03) 9855 7888

535-537 High Street Road, Mount Waverley 3149

T: (03) 9803 0999

355 Stud Road, Wantirna South 3152

T: (03) 9800 7240

Individual Support Program

All Metropolitan Regions

13 Fernhurst Grove, Kew 3101

T: (03) 9855 7628

Flexible Respite

Eastern Metropolitan Region

535-537 High Street Road, Mount Waverley 3149

T: (03) 9809 6820

Mature Choices Program

North and West Region

Case Management & Community Options

1424-1428 Plenty Road, Bundoora 3083

T: (03) 9466 9759

Overnight Respite – Adult

Heidelberg Heights

T: (03) 9854 5112

Overnight Respite – Children

Croydon, Kew, Lilydale, Wheelers Hill

T: (03) 9809 6820

Enriching Lifestyles

13 Fernhurst Grove, Kew 3101

T: (03) 9855 7615

Shared Supported Accommodation

Bayswater

Braybrook

Bulleen

Camberwell

Cheltenham (2)

Endeavour Hills

Highett

Moorabbin

Nunawading

Taylors Lakes

Wantirna

T: (03) 9855 7616

EDUCATION

Early Childhood Intervention Service

13 Fernhurst Grove, Kew 3101

T: (03) 9855 7850

St Paul's College – School

13 Fernhurst Grove, Kew 3101

T: (03) 9855 7700

RESIDENTIAL AGED CARE

Admissions

1300 845 526

Berwick

89-93 Avebury Drive, Berwick 3806

T: 9796 2944

Bundoora

1424-1428 Plenty Road, Bundoora 3083

T: 9467 9011

O'Neil

101 Lewisham Road North, Prahran 3181

T: 9529 1059

Wantirna

355 Stud Road, Wantirna South 3152

T: 9800 7220

COMMUNITY SERVICES

1300 650 615 (24 Hours)

Eastern Community Services

Assistance with Care & Housing for the Aged

Avebury House

Carer Services

Carinya Dementia Services

Community Aged Care Packages

Extended Aged Care at Home Packages

Wantirna Community Rehabilitation Centre

White Road Adult Day Centre

Holiday Respite Accommodation

Level 1, Building 5, 540 Springvale Road,

Glen Waverley 3150

T: (03) 9538 4300

Gippsland Community Services
Community Aged Care Packages

226 York Street, Sale 3850
T: (03) 5143 6000

Northern Victoria Community Services

Commonwealth Carer Respite and Carelink Centre
Community Aged Care Packages
HACC Emergency Response Service
Kialla House Respite Service

190 Benalla Road, Shepparton 3630
T: (03) 5832 8444

Shop 7, 269 High Street, Golden Square,
Bendigo 3555
T: (03) 5442 1966

27-29 Faithfull Street, Wangaratta 3677
T: (03) 5722 9046

Southern Community Services
Community Aged Care Packages

45 Davey Street, Frankston 3199
T: (03) 8796 1500

Western Community Services

Carer Respite
Community Aged Care Packages
Homefirst

155 Girdlestone Street, Ararat 3377
T: (03) 5352 2317

802 Armstrong Street North, Ballarat 3350
T: (03) 5331 2450

505 Raglan Parade, Warrnambool 3280
T: (03) 5560 3023

Opportunity Shops

6/14f Station Street, Bayswater 3153

T: (03) 9729 0986

184 Canterbury Road, Heathmont 3135

T: (03) 9729 3182

348 Mountain Highway, Wantirna 3153

T: (03) 9729 2294

VOLUNTEERING RESOURCES

13 Fernhurst Grove, Kew 3101

T: (03) 9855 7755

VILLAMARIA

Disability, Education and Senior Services

Villa Maria Society
Registered Office
6 Studley Park Road Kew Victoria 3101
Private Bag 20 Kew Victoria 3101

T: (03) 9855 7600
F: (03) 9855 7899
E: villamaria@villamaria.com.au

ABN 32 004 364 103

www.villamaria.com.au