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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.

About Villa Maria

Villa Maria is a not-for-profit, values-based organisation providing quality services and life enhancing opportunities for older people and children and adults with a disability.

Established 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.

The services we offer 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.

For over a 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 and communities we serve.



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

Patrons-In-Chief

Professor David de Kretser AC, Governor of Victoria and Mrs Jan de Kretser

Patron

The Most Reverend Denis Hart, Catholic Archbishop of Melbourne

President & CEO Report



Dr Angela Atkin
President



Valerie Lyons
Chief Executive Officer

For over 100 years, Villa Maria has played a vitally important role in the Victorian community, providing quality services and life enhancing opportunities for older people and children and adults with a disability, their families and carers.

Villa Maria actively seeks ways for people to participate in life, share their passions and interests, develop skills, make connections, offer and receive mutual support and access the services they want and need.

This drive 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 at the heart of our service delivery.

Villa Maria has never been afraid to challenge the status quo or raise the bar to achieve the best possible outcomes for the people we support.

During the year we continued to focus on delivering Villa Maria's Strategic Plan – Achievements & Aspirations 2008-2011 – and make significant progress towards our desired future and our vision of creating choices and building inclusive, sustainable and compassionate communities. While key highlights are illustrated through this report, milestones include:

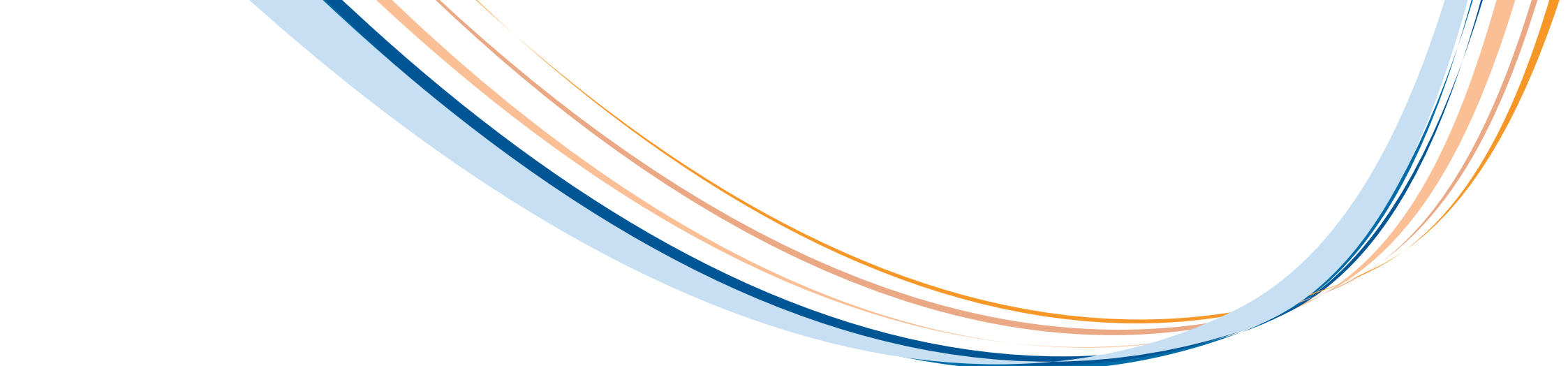
- Completion of the construction of Austin Street, Victoria's first purpose-specific home for young people with high level, complex care needs resulting from acquired brain injury, at risk of or currently living in residential aged care.
- The acquisition of land in Camberwell to develop retirement living apartments as part of Villa Maria's commitment to independent living concepts.
- The closure of Villa Maria Wantirna residential aged care facility ahead of the proposed redevelopment of the Wantirna site, which will see a new 96-bed aged care facility together with a rehabilitation centre and day service for adults with a disability constructed as part of Stage 1.
- Recognition by the Victorian Government as a Fair & Flexible Employer for the second consecutive year.
- Conduct of the first organisation-wide stakeholder survey to ensure that the voices and feedback of the people we support are included in the strategic planning process.

Villa Maria's achievements have been possible thanks to the dedication, hard work and shared commitment of Villa Maria's 950 staff and more than 300 volunteers across all operational and business support services.

They have also been possible due to the generous donations we have received from our philanthropic and community supporters. It is this shared commitment to building stronger communities that makes dreams become reality, with Austin Street a great example.

As it is for the people we support, there are many challenges and hurdles we face, not least those presented by the impact of the global financial crisis and the government funding frameworks in which we operate. To counter their effects, Villa Maria put in place a rigorous budget process which saw all services achieve favourably to the budget resulting in a return to surplus for the organisation compared to the previous financial year.

However, the systemic flaws in government funding levels continue to threaten the disability and aged care sectors' long-term sustainability. No matter how well an organisation manages its resources, fundraises or delivers its services, it cannot build a sustainable future or a stronger community in the face of fundamental problems in the way aged care and disability services are structured and funded. Consider this national statistic: only 40 per cent of aged care homes operate in the black. The remaining 60 per cent survive by eating into reserves, placing pressure on their ability to deliver the services the community and government expect.



With a heightened resolve, Villa Maria was a strong and effective advocate for change. We wrote to and met with state and federal politicians and government departments, submitted discussion papers to government and Productivity Commission enquiries, represented the organisation on industry taskforces and peak bodies and participated in a number of disability and aged care sector campaigns aimed at addressing government funding shortages. These included the National Disability Services Victoria “Fair Go for All” campaign, the call for a National Disability Insurance Scheme and The Campaign for Care of Older Australians – The Grand Plan.

Ensuring Villa Maria is able to effectively and appropriately manage and mitigate risk, led to the development and endorsement by the Board of the Villa Maria Risk Management Framework. Working with the Victorian Managed Insurance Authority (VMIA), a comprehensive risk reporting register was implemented across the organisation, together with a range of new policies and protocols to manage bushfire, emergency and pandemic responses.

As a not-for-profit organisation, the role of Villa Maria’s Board of Directors is vitally important. All Directors volunteer their time and specialist skills to Villa Maria, on top of their professional and other external board

responsibilities. We are grateful to each of them for their commitment and their community leadership.

We were delighted to welcome two new Directors to the Board: Mr Robert Livy and Mr Michael Meere. A Chartered Accountant, Robert has 30 years experience in the health and aged care industry and extensive experience as an advisor to aged care providers. While Michael, an MBA program lecturer at Swinburne University, has 40 years experience in business management and consultancy roles in both private and not-for-profit organisations.

We also wish to thank and acknowledge the contribution of Ms Lynette Elford, who resigned as a Director during the course of the year. Appointed to the Board in 2003, Lyn was an active member of the Strategic & Proposed Developments Committee and played an important role in planning Villa Maria’s centenary celebrations.

And we take this opportunity to thank our Patrons-in-Chief, Professor David de Kretser, AC Governor of Victoria and Mrs Jan de Kretser, and Patron The Most Reverend Denis Hart, Catholic Archbishop of Melbourne for their support and ongoing interest in Villa Maria.

Sadly, in November 2009 our esteemed colleague and former Deputy CEO, Janis Klavins died after a short, but courageous battle with cancer. Through his passion and expertise in quality and risk management, Janis made a significant contribution to Villa Maria, and more broadly, to the aged care sector. He is greatly missed.

An organisational restructure saw the Deputy CEO position replaced by a Chief Operating Officer role, with Ms Beryl Raufer, formerly General Manager Community Services and Acting Deputy CEO, appointed to the position in February. Mr Jeremy McAuliffe, formerly Regional Manager Eastern Community Services, joined the Executive Leadership Management Team in March as General Manager Community Services.

While Villa Maria’s achievements can be measured in many ways – through industry benchmarks, financial targets, public recognition and awards, innovative service delivery and practice – the most meaningful measure, and the one truly worth celebrating, is the difference we made to a person’s life; that through our commitment to our vision, mission, spirit and values we enabled people to shape and lead their own lives. We believe that together, our staff, our volunteers and our supporters, continued to make that difference.

Strategic Plan Key Result Area Achievements & Highlights

Villa Maria's three year strategic plan – 'Achievements and Aspirations 2008-2011' – provides a sound framework for Villa Maria's future growth and development. It is the guide we use to direct, monitor and assess our progress and contains 12 key result areas (KRAs). Due to the commitment and effort of all service and business support teams, considerable progress towards Villa Maria's desired future has been achieved during the year with many major accomplishments, some of which are listed here.

KRA 1 – Person Centred Approach

- Person Centred Taskforce established, champions identified and service area action plans developed.
- Organisation-wide stakeholder survey undertaken with valuable feedback received.

KRA 2 – Business & Service Excellence

- All service areas continue to meet accreditation and legislative requirements, with Community Services successfully completing Department of Health & Ageing tri-annual quality reporting, and Disability Services updating all policies and procedures to

reflect person centred language and the Charter of Human Rights.

- Developed and adopted key Organisational Wide Plans (OWPs) that underpin the strategic planning framework including Strategic Financial Management and ICT & Assistive Technology.

KRA 3 – Service Research, Service Development

- Construction of Austin Street is completed, staff recruited and procedures developed for this unique service model.
- Villa Maria partners with Deakin University to conduct a research project for service users and staff involved in community care focused on Information and Communication Technology solutions.

KRA 4 – Social, Economic & Environmental Sustainability

- A rigorous budget process sees all services achieve favourably to the budget resulting in a return to surplus for the organisation.

- Appeals and events, including the inaugural Charity Golf Day and Art Calendar, raise much needed funds and create opportunities for community engagement and participation.

KRA 5 – People & Culture

- Villa Maria receives its second consecutive Victorian Government Fair & Flexible Employer Recognition Award.
- Organisational Wide Plans are developed covering learning and development, volunteer resources, pastoral care, and health, safety and wellbeing.
- Improved injury management and claims management systems developed resulting in a safer and more productive workplace.

KRA 6 – Governance & Management

- Board Directors undertake annual good governance review and implement recommendations including constitutional changes in relation to board directorships.



- Following a Risk Quality Framework Review with Victorian Managed Insurance Agency, a Risk Management Action Plan and comprehensive risk reporting register is implemented across the organisation as part of the Villa Maria Risk Management Framework.

KRA 7 – Widely Acknowledged, Widely Recognised

- Villa Maria continues to raise its public profile, with extensive positive media coverage received across print, radio and television, in addition to a strong and well received presence at careers expos.
- Villa Maria staff deliver presentations and seminars at sector and cross industry events including Aged & Community Services Australia Conference, 19th Annual Tri-State Conference on aged and community care, Disability Professionals Victoria Conference, National Employer of Choice Conference, the Working Families Council Forum, and the 4th Annual Retirement Communities Conference.

KRA 8 – ICT Platform & Systems Development

- Steady progress is made in the development and rollout of an integrated, organisational-wide technology solution for client management, financial and payroll systems.
- New Villa Maria website launched providing better access to information and featuring intuitive navigation, multi-media functions and W3C compliance.

KRA 9 – Growth & Expansion

- Commenced delivery of Extended Aged Care at Home (EACH) packages into the Loddon Mallee region, EACH-Dementia packages into the Hume and Eastern regions and Community Aged Care packages into the Southern Riverina region of NSW.
- Land acquired at 450 Camberwell Road, Camberwell to develop Villa Maria's first retirement living apartments.

KRA 10 – Building, Facilities & Infrastructure

- St Paul's College students gain enormous benefit from extensive upgrades to the St Paul's College living skills unit and the warm water swimming pool.
- Villa Maria Wantirna residential aged care closes ahead of the proposed redevelopment of the Wantirna site and planning documentation is prepared ahead of the demolition and construction phases.
- Planning approval is secured and renovations commence to enable the Carinya Dementia Service to relocate from Wantirna to its new home in Lysterfield.

Securing Our Future

According to the Australian Bureau of Statistics, Australia's population is rapidly ageing with the number of people aged 70 years or older (presently around 9 per cent of the population or 2 million people) expected to rise to 13 per cent by 2021.

Villa Maria is constantly looking towards the future and is not afraid to step outside its traditional service blueprints in order to move forward and provide important services where they are needed.

Building projects...

Retirement living is a housing option that is growing in popularity, particularly for those in the community who are looking at downsizing from a traditional family home, or seeking a secure and independent lifestyle with fewer concerns.

With this in mind, Villa Maria is embarking on its first major retirement village development, Athelstan Camberwell, in a bid to enhance the range of care and support services it provides to the broader Villa Maria community.

Villa Maria purchased land at 450 Camberwell Road in December 2009, with a project team, consultants and project managers appointed in February 2010.

Athelstan will be developed in conjunction with LU Simon Builders – one of Victoria's leading builders – and will comprise 66 contemporary and elegantly designed independent living apartments on four levels, complimented by a comprehensive suite of community facilities and services, including a coffee lounge and bar, restaurant and private dining room, library, internet area, wellness centre, beauty salon, and cinema.

Alongside this project is the redevelopment of the Villa Maria Wantirna site which will ultimately see the creation of a unique community hub with independent living apartments, extensive community facilities, day services and a 96-bed residential aged care facility.

The former Wantirna high care facility officially closed its doors on 28 May 2010 to make way for the redevelopment, and demolition works are expected to commence late in 2010 after the Carinya Dementia Respite Service relocates to its new home in Lysterfield in October.

Building brighter futures...

The past year has also seen the completion of the construction of Austin Street – Victoria's first purpose built home for 10 young people with high level complex care needs resulting from Acquired Brain Injuries who were living in or at risk of living in aged care nursing homes.

The official opening in August 2010 will mark the culmination of an enormous amount of work done by Villa Maria since it successfully tendered to develop the project under the Victorian Government's 'my future my

choice' initiative in 2007. Villa Maria contributed \$3.75 million of its own funds towards the project, alongside \$1.3 million from the Department of Human Services and \$790,000 raised from philanthropic trusts and community donations.

We believe the men and women who will call Austin Street home will benefit enormously from their new environment and the unique service model we have developed that blends nursing care with rehabilitation and community inclusion.

Advocacy...

At Villa Maria, the rights of the individual, regardless of age or ability, are paramount. For years we have advocated for change and actively voiced the views of the people who access our services.

In senior services, Villa Maria continued to be an active member of the sector peaks Aged and Community Care Victoria, Aged and Community Services Australia and Catholic Health Australia, and made a submission to a Senate Inquiry into Planning Options and Services for People Ageing with a Disability. From a funding perspective, Villa Maria has been seeking increases in



annual indexation funding to cover the cost of providing care services, as well as increased access to capital funding to enable construction of much needed accommodation for older people.

In the disability services sector, Villa Maria has continued to be an active member of both Disability Professionals Victoria and sector peak NDS (National Disability Services) and participated in a range of lobbying activities and strategy development aimed at securing financial sustainability for the sector.

Moving forward, Villa Maria will actively lobby governments in various ways including through the campaign to introduce a National Disability Insurance Scheme (NDIS), and through The Campaign for Care of Older Australians Group, uniting Australians to help solve issues facing aged care.

Investing in the future...

Villa Maria is committed to finding better outcomes for all the people we support. Having an information technology platform capable of supporting this objective is fundamental.

Following Board approval in April 2009 to invest in the technology infrastructure capable of providing better client management and business management processes, Villa Maria has steadily progressed the development of an integrated, organisational-wide technology solution for its client management, financial and payroll systems.

Working with preferred partners Epicor, iCare, RosterLive, Frontier Software and ACFI Manager, Villa Maria is rolling out software solutions that deliver improved functionality and operating efficiencies.

A mammoth undertaking with an expected 24 month implementation timeline, the project has received input and cooperation from all service areas to ensure its success. Already the results are becoming evident. As the systems are further embedded across the organisation, Villa Maria will be even more responsive, more sustainable, and importantly, staff will have more time to spend face-to-face with the people they support.

Villa Maria has been proud to share its experience with other not-for-profit organisations contemplating a similar endeavour; in particular the methodology we developed for delivering a major system implementation project to a plan and budget. We have achieved this directly by working collaboratively with like organisations such as St Vincent de Paul Aged Care and Community Services and Yooralla, and through national industry and conference presentations, which have been well received.

Did you know one in five Victorians have a disability? The predicted demand for specialist services for Victorians affected by a significant or severe disability is expected to rise by 7.5 per cent per year.

"The Disability Services team looks after me in the right manner and respectful way. They support me to do things I want to do,"

Circle Network member, Colin Grundy

Flexible and creative, Villa Maria's Disability Services team recognises the uniqueness and diversity of all individuals, and actively supports more than 500 people and their families through a range of services including shared supported accommodation, facility-based and flexible respite, adult day options, individualised supports, case management and support for ageing carers.

Using innovative service models and a person centred approach, Disability Services continues to enable, support and encourage people to participate fully and equally within the community, creating various pathways and opportunities of their choice.

Think big, achieve big...

Villa Maria's Disability Services team is passionate about supporting people with disabilities to achieve their personal goals and dreams.

A Dreams Day event, held at Wantirna in May, was an opportunity for people supported by Villa Maria to facilitate a number of creative and interactive sessions with a strong focus on achieving personal aspirations.

Almost 100 people attended the event to partake in activities including art, music, tai chi and massage. Circle Network member Gena Kacowicz said she enjoyed running a session which allowed people to express their goals and dreams by creating a visual board with pictures.

Fellow member Paul Beams said Dreams Day meant "bringing people together and having fun", while Ben Russell let his hair down, "I rocked it with my guitar alongside the band with my new hairstyle from the beauty therapist," he said.

The day was a huge success and would not have been possible without the support of Villa Maria staff and volunteers and generous donors including Bakers Delight Bundoora, P & G Quality Meats South Melbourne, and Snap Printing Rowville.

Personalised support at Wantirna...

In July last year, Gateway staff at Wantirna developed the 1:1 program.

Reflecting Villa Maria's person centred approach, the program sees one person each week given the

opportunity to choose a staff member to join them exclusively, or with others if they wish, in an activity of their choice.

Gateway Services has traditionally been a group-funded, group-based service which meant for a lot of people, a choice of a specific activity and who they would enjoy it with was not always possible.

However, the 1:1 program has provided people with the opportunity to follow through their own dreams and goals while also benefitting staff, who enjoy the opportunity to spend quality, one-on-one time with the people they support.

Better equipping staff to assist people with a disability achieve their goals...

Assisting new staff to gain the requirements necessary to enable them to best perform their support worker role has been an important focus for the Disability Services team. A revised, four-day mandatory learning program called DO IT (Disability Orientation and Information Training), undertaken before casual staff commence their hands-on role, has proven to be a valuable learning tool.



Facilitated by Villa Maria's Learning and Development (L&D) team, the program includes presentations by internal and external experts, with themes covering fire safety, administering medication, first aid, manual handling/hoisting, personal care, organisational values and other specific information such as epilepsy, relationships and enriching lifestyles. Information is delivered through theory and practice, with participants receiving certified training certificates at the completion of the program.

More than 240 staff member have so far completed the program, with about 90 in the past year.

In May 2010, a special three-week training and induction course was also organised by Villa Maria's L&D team for the enthusiastic new staff of Austin Street.

As Austin Street represents a new, innovative model of care blending nursing care with rehabilitation and community inclusion, the staff training was equally unique.

A 22-member group took part in a team-building, equine therapy day in Monbulk which taught them how to further develop their skills around non-verbal means of communication, as well as touch.

The training also included visits with the new Austin Street residents in their current accommodation, which staff reported to be "pivotal" to the positive way they will be able to quickly and successfully care for and bond with residents.



Exploring individual interests

An innovative pilot project underway at Villa Maria's Gateway Services is opening up some amazing opportunities and experiences for adults with a disability.

The 12-month This Time, it IS all About ME!!! project began at Gateway Mt Waverley in February 2010 following Villa Maria's successful \$40,000 grant application to the Department of Human Services.

Project officer Warren Davis said the project aimed to help people make sustainable connections separate from disability groups and support them in exploring new things specific to their own interests.

"People who access day services can spend a considerable amount of time in group settings exploring common interests while not spending as much time exploring individual interests in individual settings," Warren said.

"We want to increase their foundation of experiences so that they can have a real and better quality choice about what they want to do."

Warren said it was important that people with a disability had the same age-appropriate opportunities as those without a disability.

"Guys in their mid twenties, for example, may be forming relationships with girlfriends, getting their driver's license, or branching out away from their parents. We want as much as possible to mirror those markers of development."

So far, four participants from Mt Waverley, where the project was first rolled out, have individually joined a local footy club, enrolled in a short course, attended a local disco, and joined a Men's Shed.

Three of the men have also joined Social Impact, a pilot dating service by Impact Support Services Inc, teaching people with disability useful relationship skills and providing opportunities to put them into practice.

Drew Raco, who participated in Social Impact through This Time It IS All About ME!!!, said: "I have found out information I need to know about being a better friend and how to be a good partner in a relationship."

Manager Gateway and Accommodation Services Max Lay said the most important aspect of the project was that it was not about making plans, but rather putting them into action.

"The project has enabled people to think about opportunities without having to consider how it would affect other people in the program," Max said.

The project follows on from the success of Gateway Services Learning and Linking project, which saw a team of three staff dedicate their time to learning in detail the best ways to communicate with and find out more about 21 people with limited communication skills.

This Time, it IS all About ME!!! links strongly with Villa Maria's dedication to delivering a person centred approach, one of its Strategic Plan key result areas.



Dreams become reality

At Villa Maria, dreams are encouraged, and where possible, supported to be achieved.

Villa Maria's Disability Services team provides varied and individualised opportunities for people to pursue their unique goals through a person centred approach.

Last year, the talented members of the Mature Choices Program, which offers support and assistance to people with a disability over the age of 30 and their families, created their own music DVD, 'It's more than a dream', celebrating their creative talents and inspiring adults with a disability to think big and achieve big.

It began in mid 2009, when 18 individuals formed a group and, through support from the broader community including arts organisation Club Wild and a Banyule Watsonia RSL Trust Grant, wrote, recorded and participated in the making of the DVD to present their vision of the world.

The simple yet effective message from the performers was to give things a go and enjoy life, whether it be through singing, dancing to ABBA, having a coffee with friends, or watching the football.

Beth Magann, Community Options Coordinator for the Mature Choices Program, said the project was successful on many levels including engagement and relationship building, skill development, reducing isolation, and increasing community understanding and appreciation of the artistic ability of people with a disability.

The group was excited to launch their musical accomplishment at a much anticipated 'red carpet' event cheered on by family and friends in November 2009 at the Banyule Community Health Centre in West Heidelberg.

Participant Paul Beams said: "The best part about it all was being able to get the project off the ground and it has paid off, we are the voice of the Villa Maria community and I am proud of what we have done."

The dream continued to live on for the group when they presented their DVD at the VALID (Victorian Advocacy League for Individuals with Disability) Having a Say Conference in Geelong in February this year.

People supported by Disability Services have become regular fixtures at the annual conferences, with three members of the Villa Maria Circle Network, who advocate on behalf of people who use Villa Maria's services, giving talks on their experiences as part of the committee in 2009.

Education Services

There are 97 specialist schools in Victoria. St Paul's College is supported by the Catholic Education Office as their sole specialist school for students with physical and complex disabilities.

"Having a child with a disability is a journey and it's not always easy. But I feel we're not alone in the journey with St Paul's - it's probably the most amazing school I've had contact with and more like a family than a school."

Shirley Lloyd, parent of Alana, who has attended ECIS and St Paul's from age 10 months to present, aged 11.

Villa Maria supports children with disabilities and developmental delays in a seamless transition from soon after birth, via our Early Childhood Intervention Service (ECIS), to prep-aged, through our Bridging Program, and finally from ages five to 18 years via St Paul's College, where they receive intense, individualised support to prepare them for adult life.

With a focus on relationships and communication, Villa Maria is committed to working in partnership with families, ensuring each child has access to comprehensive educational, developmental and therapy programs to enable them to develop their full intellectual, physical, emotional and spiritual potential.

Celebration Mass for Feast of St Paul...

Staying connected to its spiritual dimension is important to St Paul's, which prides itself on being a faith community built on love and welcoming and respecting children and families of all faiths.

A highlight of this dedication was the celebration Mass for the Feast of St Paul, the school's patron saint, in June.

Attended to by Bishop Christopher Prowse, Fr Malcolm Crawford, Fr Michael Ryan and Fr David Ryan, about 80 students, families, volunteers and staff gathered to hear about St Paul and his role in the church.

The mass, one of four each year, was a community event shared with students of Xavier College's Burke Hall.

St Paul's facility upgrades...

Extensive upgrades to the St Paul's living skills unit and the swimming pool in the past year have seen enormous benefits for students.

Funded by the Australian Government's Building the Education Revolution program, the \$250,000 living skills area upgrade saw the installation of hydraulic benches and tables that can be raised and lowered as needed, mirrors on the ceiling so students who are tilted back in their wheelchairs can view cooking processes, and electronic doors to increase children's independence and mobility.

A \$467,500 refurbishment of the warm water pool – made possible by generous support from the Australian Government, The Scobie & Claire Mackinnon

Trust, The Helen Macpherson Smith Trust, The Jack Brockhoff Foundation, Blake Dawson Waldron, James F Roche Trust and Catholic Health Care – has boosted weekly hydrotherapy sessions, which provide a great source of pleasure, freedom and learning for students.

The upgraded facilities were blessed by the Most Reverend Denis Hart, Catholic Archbishop of Melbourne and patron of Villa Maria at a formal opening in November 2009.

Intensive Interaction changing lives...

Early in 2010, St Paul's introduced an inspiring program to give students with profound intellectual disabilities the chance to initiate and control communication.

Intensive Interaction is specifically for people with complex learning needs who are still at an early stage of communication development. It enables teachers to support learners who don't use words, or any other obvious or formal ways of communication, to communicate and build meaningful, equal relationships with other people.



Villa Maria received a generous \$20,000 grant from the Lord Mayor's Charitable Foundation in late 2009 to purchase equipment to help set-up the program.

Many of St Paul's prep students transfer from Villa Maria's Early Childhood Intervention Service (ECIS) program, which provides education, therapy, counselling, service planning and support for families to access generic children's services.

As with all of our education services, ECIS is tailored to meet the individual needs of the child and is generally focused on supporting children in their natural environment, in their everyday experiences and activities.

Caring for families...

Provided by ECIS, the Siblings Program helps build the self esteem and resilience of brothers and sisters of children with special needs by providing them with the opportunity to meet and discuss relevant issues with other children in similar situations.

Children can feel isolated at home, where they are unable to interact with their sibling in the 'usual' way

and at school where it can be difficult to discuss their siblings with peers due to a lack of understanding and because they fear being teased.

The number of program participants has swelled from 13 children in 2005, to 43 in the last year, with demand continuing to grow.

One parent said: "My son finds it very comforting that other children live with similar issues with siblings. As a parent, I would like to take the opportunity to thank Villa Maria for providing a very necessary service to families of special kids."

Positive Behavioural Support...

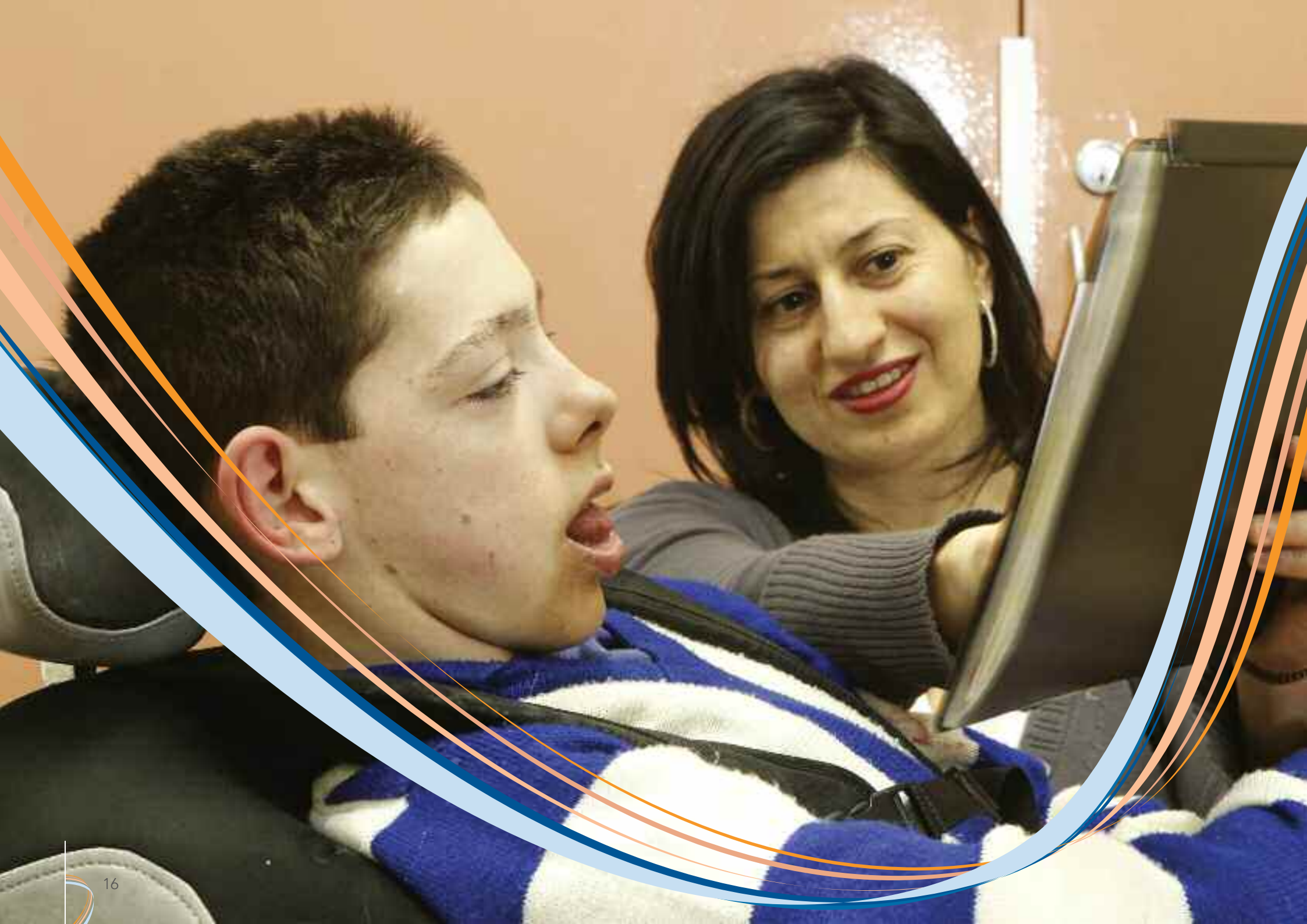
The ECIS Positive Behavioural Support program has expanded over the past year to offer support on both an individual and group basis on weekdays, evenings and Saturdays.

The expanded program is extremely diverse and comprehensive and focuses on goal making around behaviour and on all areas of development. Mealtimes and dietary issues, sleep issues, toileting and managing children on outings are some of the major areas of

concern for parents accessing this program. Feedback has been extremely positive and many parents have reported feeling affirmed in their parenting.

The program aims to provide families with an understanding of factors underlying behaviour and strategies to support their child's development and maximise their independence, using positive behavioural support. This will maximise the child's capacity to be fully included in their extended family and their community.

Programs are developed individually and every effort is made to ensure cultural relevancy. Interpreters are also used as required.



Supporting families and students

The move from a supported school environment into the independent, outside world can be an overwhelming and daunting experience for young people and their parents.

This transition can be especially difficult for people with disabilities, many of whom require constant support and care.

A comprehensive Successful Transition Program at St Paul's College closely guides students and their parents throughout their last two years of schooling to ensure a successful move into adult day programs.

School coordinator Hygenia Lobo said the program was a "very gradual process, which helps parents navigate funding, access relevant services, and connect with each other for mutual support."

Extremely individualised, the program focuses on each person's specific needs, in-line with Villa Maria's person centred approach, and aims to help them move forward to reach their full potential.

Included as part of the program is a 40-page profile on

each student, which is given to staff at the day program they next move to. Compiled by teachers, therapists, and specialist staff who have supported the individual, the book includes specific care needs and personal likes and dislikes.

St Paul's works collaboratively with the Department of Human Services (DHS) to provide this program, with DHS linking case managers to the young people from the age of 18 to 21.

A vital part of the program is the opportunity for students to undertake supervised, external work experience to assist them to develop good work habits, independence, and specific task-related skills.

At the end of 2009, two of the five students who were part of the program worked at the Salvation Army store in Richmond, where they sorted and priced clothes, and gained experience in social interaction with staff and members of the public.

Those who were unable to undertake work experience attended a day service where they enjoyed activities including cooking, crafts and drama.

David Goold, 19, who had been a student at St Paul's since age four, chose to participate in music sessions and take up bowling as part of his transition.

His mum Jane said the support and guidance from St Paul's staff was invaluable during what was a difficult process.

"It was a major stepping stone for us and we had lots of trepidation and fear. St Paul's had been such a beautiful place for David; everyone knew him and welcomed him," Jane said.

"We did bus tours with other families looking at different day centres organised by St Paul's with two staff members. That was the first physical look at these places and it was very confronting and disturbing; some of them were very run down and nearly all of them said there was a waiting list and no guarantees of a place. Seeing some of the clients in an adult setting, as opposed to an environment of younger children, and knowing that that's where David was destined for the rest of his life was also confronting," Jane said.

But with an enormous amount of information and support provided by St Paul's through the program, Jane was able to find a place for David in a centre in Brunswick close to home.





Cultural connections

In August 2009, Villa Maria's Early Childhood Intervention Service (ECIS) successfully expanded its reach into the City of Yarra to engage a culturally diverse group of families in their own community.

Each week, a speech pathologist, educationalist and music therapist from Villa Maria ECIS meet with up to six families at the Collingwood Neighbourhood House on Hoddle Street.

ECIS manager Anne Muir said staff had recognised that many families found it difficult to access services due to a lack of transport opportunities, or because they were isolated within their community.

Recognising the importance of working in partnership with families and other service providers, ECIS sought permission from the City of Yarra to host community-based, group sessions at the neighbourhood centre each Thursday.

The culturally diverse group, including families of African, Nauruan, Vietnamese and Greek origins, work with ECIS staff to improve communication and play with their children, aged two to five years, who have developmental delays.

As well as making a huge difference to the lives of the children, parents and siblings, extending the program has also benefited staff, Anne said.

"It's been interesting for us too to manage the group in a way that's respectful to everybody's cultures," Anne said.

"People's acceptance or understanding of disability and cultural norms around child development can be different cross-culturally, so we've had to be quite mindful of that and be very careful not to impose our belief systems on people. We want to make sure what we're doing is culturally relevant."

Anne said the feedback from those who regularly attended had been very positive.

Parent Lise Dube said she had seen positive behavioural changes in her five year old son Hubjoden, who is autistic, since he began attending the group at the start of 2010.

"He's responded well and now and again he's started talking and touching my face in the morning, and more emotional type actions," she said.

"Mainstream kinder can be very hard because they (staff) don't really know how to treat him and I have to follow him everywhere. But at the program in Collingwood everyone is very nice and I can relax and sit there or join in if I like, and Hubjoden really gets along with everyone."

Lise said the location of the program was a huge benefit for her family.

"The group is great not just for me, but others in the future who will have similar problems. Having somewhere in our area is very, very important."

Anne said ECIS would consider expanding its community-based groups to other areas if the need arose.

Community Services

Villa Maria is one of the largest providers of aged care packages in Victoria, with over 780 Community Aged Care Packages (CACP), 30 EACH (Extended Aged Care at Home) packages and nine EACH-Dementia packages constantly filled and with high, ongoing demand.

Villa Maria's extensive range of Community Services are dedicated to assisting older people, children and adults with a disability and their carers to remain active and connected in their community.

Our highly skilled and committed Community Services team provides care and support to over 4,000 people across five regions in metropolitan and regional Victoria and Southern New South Wales.

Ensuring quality in everything we do...

Villa Maria's Community Services successfully completed Department of Health and Ageing (DoHA) Quality Reporting in Gippsland, Southern and Eastern regions between September 2009 and June 2010.

This tri-annual reporting ensures quality processes are in place and demonstrates that Villa Maria meets program guidelines and legislative and funding requirements.

Always improving...

Villa Maria is always looking to improve on existing services. In April and May, the first ever organisation wide survey of people supported by Villa Maria was conducted. Individuals who receive community care packages, carer services, residential services, disability services and education services were asked to complete a written or online survey with feedback used to inform Villa Maria's strategic planning process.

As a result, many people offered to be part of focus groups, including Carer Insight Circles. Generally people receiving carer services were happy with their

existing support, with personal phone access to a case manager appreciated.

Throughout October and November 2009, Villa Maria partnered with Deakin University to conduct a research project for carers, care recipients, package clients and staff involved in community care.

The project, formulated around information and technology for people aged between 60 and 80 years, aimed to improve social connection, and support healthcare (especially self-care) among senior citizens in the community through innovative Information Communication Technology (ICT).

Data was sourced through information sessions, focus groups and case studies and findings revealed many senior citizens and their carers wanted solutions to particular problems, rather than general sources of information, and that there was a strong need for social connection with other senior citizens and the wider community.

As a result, opportunities were found to introduce ICT solutions within care packages to support information needs and social and self-care needs.

Extending our reach interstate...

Following Villa Maria's success in the 2009 Aged Care Approvals Round, funding for the expansion of our CACP program into the Southern Riverina region of NSW came through in September.

Five packages were funded enabling Villa Maria case managers to support each CACP recipient with a variety of needs including personal care assistance, meal delivery, transport assistance, in-home respite care, garden and home maintenance and support to locate and access social programs. This has been of enormous benefit to older people in this region who were previously unable to access packages in their area.

Delivery of five EACH packages into the Loddon Mallee region also commenced, enabling additional support to be provided to people with complex needs, and ensuring continuity of care for our current CACP clients waiting for an EACH package.

And for the first time, Villa Maria has been able to provide EACH-Dementia packages, three in Hume and six in the East, providing case management and a planned and co-ordinated package of care to assist people with dementia to remain living at home.



Caring for carers in a meaningful way...

While the rewards of caring for a loved one are many, it can also be taxing on finances, physically and emotionally draining, and result in carers becoming isolated from the community.

Villa Maria's carer support services provide interesting and varied opportunities and support for carers to help them connect back with life in a way that's enjoyable and meaningful for them.

From singing circles and choirs for the musically inclined, to organic gardening sessions for carers with green thumbs, the past year has been full of new and interesting initiatives for carers to get involved in.

Carer retreats in seaside and rural locations have proven extremely popular and beneficial among carers.

And in the Eastern region, male carers have been provided with information and events targeted to their needs including a new book library, workshops on men's health and presentations from beyondblue and Carers Vic.

A partnership with Mental Illness Fellowship (MIF) has seen a group of male carers who support someone with a mental illness meet at Villa Maria's Men's Shed on a weekly basis where they play pool, discuss current events, garden and share BBQ lunches.

And in the Hume region, about 100 young carers have been supported by Villa Maria's Carer Support Program within the last 12 months through activities including bowling, a challenging high ropes course, movie nights and a ski trip, as well as presentations in schools educating students about carer support networks available in their local area.



Getting in touch with nature

Feelings of relaxation, contentment and a decrease in stress are commonly felt among people who venture into the great outdoors and get close to nature.

In November 2009, Villa Maria's Eastern Community Services teamed up with not-for-profit charity People & Parks Foundation to run an innovative four-session Ecotherapy for Carers program in the Dandenong Ranges National Park.

The sessions, including ranger-led walks, meditation, gardening and art classes, are available for people who care for a loved one who is frail aged, has dementia, has an acquired brain injury, or mental health issues.

Research indicates that there is a high incidence of depression among carers, often due to the responsibility of ongoing support, and it is well documented that having contact with nature can alleviate some of the symptoms of depression and bring people back to a better sense of wellbeing.

Eastern Community Services community development worker Kate Ryan said the program, which she helped run with resource consultant Jessica Taylor, was in line

with a new way in which Villa Maria supported carers in their important role.

"It's different from the traditional sort of support group where people sit around and talk about their problems. This is more about getting people out of their normal environments and having a new focus on health and wellbeing and also connecting with nature. We also like to try and give them a skill, such as meditation, so when they go home they can hopefully practise this in their own time."

Carer Heather McCourt, who participated in the Ecotherapy program earlier this year, said she found the casual and informative set up of the sessions enjoyable and helpful.

"Carers need to feel supported and I found the art group in particular was just excellent, we had the most amazing dynamics with the women who were there," Heather said.

"When you go to a doctor or a counsellor half the time you don't say the things you want to say, but when you're in a group with other carers you can speak

honestly and say what a rough day you've had and that you didn't cope very well. The emotional support is excellent."

Heather, whose son has an acquired brain injury and severe epilepsy, said she found the meditation sessions very helpful and urged other carers to contact Villa Maria to find out more about carer events.

Rachel Laurie, program manager People & Parks Foundation, said she had enjoyed working with Villa Maria to implement the program, which was based on the principle of People & Parks Foundation of connecting people with nature for the benefit of their health and wellbeing.

Rachel said the trio were now looking to expand the program to suburban parks to help reach more carers living in metropolitan areas.

Residential Services

Up to 200,000 people aged over 65 are estimated to have some form of dementia. This is expected to rise to around 265,000 by 2020 and 500,000 by 2050. Dementia is one of three major factors precipitating entry into residential aged care.

"The important thing for us is that residents are getting immense satisfaction from the therapeutic side of the massage and aromatherapy, which is leading to improved outcomes in their overall wellbeing including increased appetite and nutrition," Residential Services General Manager Carolyn McColl.

Speak to any one of Villa Maria's dedicated team of Residential Services staff and their absolute commitment to the welfare and happiness of the older people in their care is clear.

From lifestyle coordinators to nurses and personal care assistants, each individual possesses the skill and determination to provide the highest possible standards of care to the residents of Villa Maria's aged care facilities in Berwick, Bundoora, Prahran and Wantirna.

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

Sensory delights at O'Neill...

Over the past year, an innovative aromatherapy program running at Villa O'Neill has seen residents feeling rejuvenated and uplifted.

Through the support of Villa Maria's Learning and Development team, Lifestyle Coordinator Jo Bozin began an 18-month Aromatherapy and Massage

course at NMIT in Preston in February 2009 and is now a qualified aromatherapy and massage therapist.

Jo chose twelve O'Neill residents who had been experiencing weight loss because of a decline in appetite at lunch time for a trial aromatherapy program which commenced in December 2009.

The residents were given face washers with drops of citrus sinensis (a fragrance known for its appetite stimulant qualities) before lunch and when weighed again in March, after a 12 week period, all but two had gained weight and showed a renewed interest in their meals.

Massages, conducted in O'Neill's sensory room, have also resulted in an increased range of movement, decreased pain levels, improved skin integrity and decreased stress and anxiety among the 42 residents.

The sensory room, which officially opened in October 2009 following a generous donation from the Estate of Irene E Reid through Trust Company, provides a soothing environment for residents with dementia and assists their cognitive skills through stimulating the senses with lighting effects, sounds, music, scents and textures.

Villa Maria's Berwick and Bundoora sites also have sensory experiences for residents and following a public appeal in April, more than \$17,000 was raised towards the establishment of a sensory garden at Bundoora which is set to be completed in 2011.

Building brighter futures at Wantirna...

Villa Maria has continued to work towards the proposed redevelopment of our Wantirna site since the official closure of the residential facility in May 2010.

Villa Maria is truly grateful for the wonderful care and support given to residents by staff, volunteers and our many community supporters. Together, they have laid a strong foundation for the new aged care facility which will better meet the current and future needs of the Knox community.

Stage 1 of the Wantirna redevelopment includes a new 96-bed aged care residence that will offer single-room high care, low care, extra services and dementia specific facilities. The redevelopment will result in an exciting new community hub; one that melds traditional aged care with broader community care and independent living.



Berwick moves closer to expansion...

Villa Maria's Board of Directors has approved the appointment of Woodhead Architects for the Berwick project, involving an extension to the existing 60-bed facility which will include 16 extra beds and a new laundry.

Focusing on the provision of palliative care, well trained and experienced staff will continue to work closely with family and medical personnel to ensure a person's wishes, dignity, comfort and clinical needs are met.

Our major focus will be on continuing to provide the very best quality of care and comfort to residents in the later stage of their life and to provide families with the reassurance that their loved one will continue to be cared for and supported at a very high standard.

It is anticipated that the construction of a new 16-bed wing will commence in early 2011.

Planning for the future with dignity...

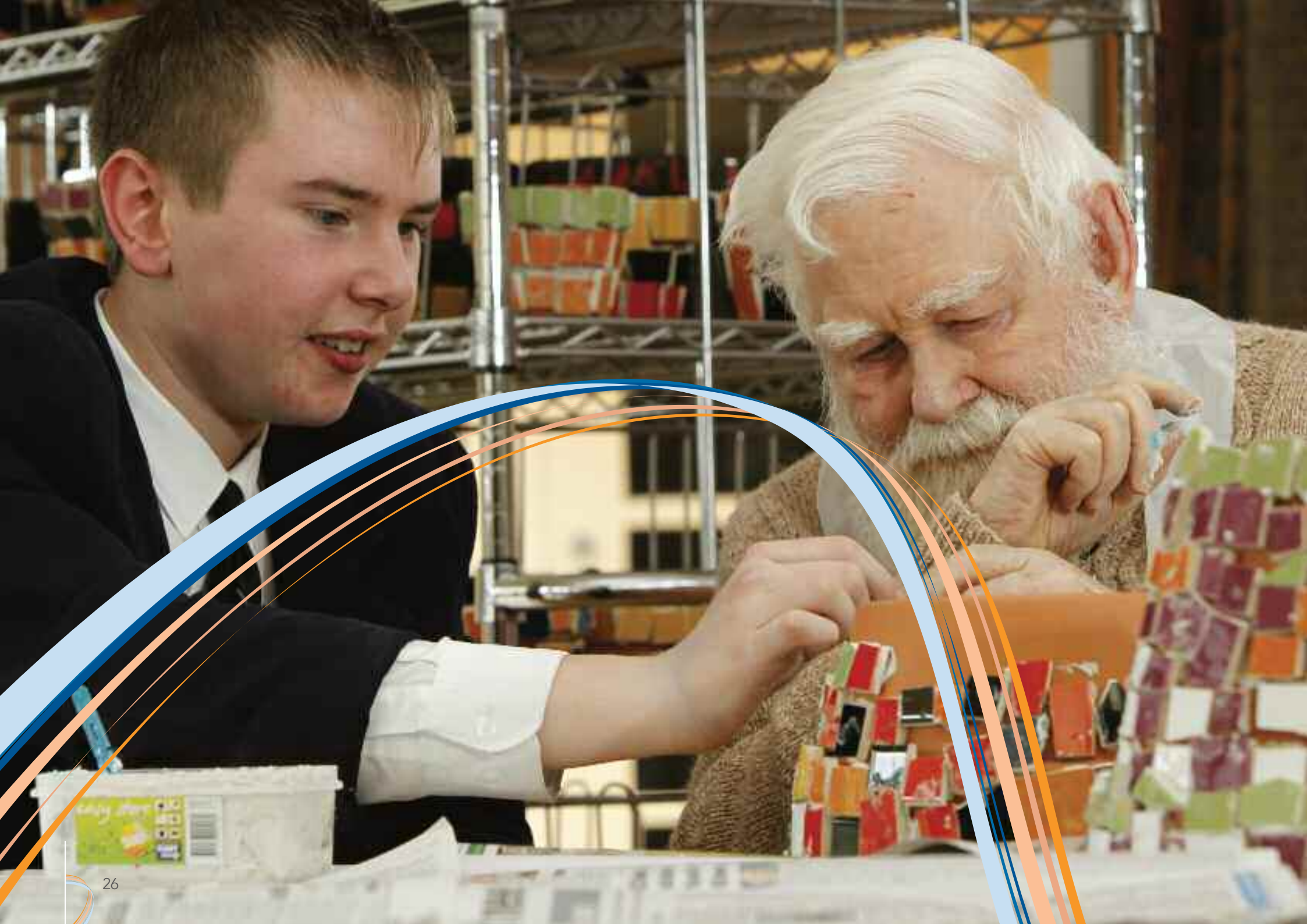
An important aspect of the Berwick expansion and subsequent focus on palliative care is the introduction of Advanced Care Planning (ACP).

Part of Austin Health's Respecting Patient Choices program, ACP is the process for making and writing down future health care wishes in advance so that if someone becomes unwell and is unable to communicate, those wishes are adhered to.

After completing on-line training through La Trobe University, more than 20 selected staff qualified to become Respecting Patient Choice consultants to work with families and residents on their plans.

The plans will also be introduced across Community Services to give people the opportunity to plan for their future before the need may arise for them to enter residential care.

Villa Maria hopes these plans will give people we support increased independence and the knowledge they have control over their future, and provide their families with greater peace of mind.





Piecing together the generational gap

An intergenerational mosaic program at Villa Maria in Bundoora is seeing older people and students work together to learn new skills, create impressive artworks, and form solid friendships.

Villa Maria Bundoora has had a long-running and successful relationship with nearby Parade College for more than ten years, with shared excursions, activities and entertainment helping to reduce social isolation and break down barriers between the community and older people.

The twice-weekly mosaic workshops for residents were established in April 2010, with eight, Year 10 Parade College students visiting on Thursdays to join in the fun.

Bundoora centre manager Ruby Callanan said doing mosaic was a “magnificent creative outlet” which harnessed declining fine motor skills in older people, and helped to improve and develop the same skills for younger people.

“It brings about a whole nourishing, community feel,” Ruby said of the classes.

“People come out of their shells and really interact with each other.”

Ruby said one resident who had a stroke and has paralysis had made a whole table using just one arm. “He’s unable to talk so being able to express himself in a very concrete way was amazing for him. He was just so happy, smiling and gleaming.”

Pots, tables, wall features and plates have been among the items created since the sessions began, with residents and students alike enjoying the chance to let their creative imaginations flourish.

Parade College Community Action Program co-coordinator Darrell Cruse said Bundoora staff had spoken with the students before they commenced the program about what it was like to work with older people and some of the challenging issues they may encounter, such as dementia.

“The mosaic program has had a multitude of benefits,” Darrell said.

“Some of the boys just get the experience of realising how hard the staff at residential facilities work and

some of the confronting things they have to do. It also gives them a chance to do something different from classroom learning and they get a bit of praise for their efforts.

“Whenever they go out they’re quite nervous in the first week but you see them by the end and they have gained a lot of confidence. They become part of the adult world for a couple of months.”

The Australian Bureau of Statistics 2005 shows by the year 2016, people aged 45 and over will account for more than 80 per cent of growth in Australia's labour force – contributing to the employment market swinging back to the job seekers' advantage.

Shortages of skilled staff and increasing consumer demand for services in aged and community care and the disability services sector has seen Villa Maria continue to adopt a range of innovative and creative workforce strategies to attract and retain staff.

Our dedicated People Services team works extremely hard to provide support services across the organisation including human resources, payroll, learning and development, health, safety and wellbeing, volunteer resources and pastoral care.

Fair and flexible...

Villa Maria's status as a leading organisation for providing best practice, fair and flexible working conditions was again recognised when it won a second consecutive Fair and Flexible Employer Recognition award on June 23.

Villa Maria was one of 20 Victorian organisations honoured by the Victorian Government, and one of only seven to be recognised in both 2009 and 2010.

Villa Maria has long recognised and understood the need to create a flexible, supportive and innovative workplace for our 950 staff through arrangements including 48/52 leave arrangements, job sharing, learning and development opportunities and flexible start and finish times.

We are constantly looking to further our commitment to being a fair and flexible workplace with future initiatives to be introduced including a Stay in Touch maternity leave program, allowing staff to keep their work relationship alive while on maternity leave.

Supporting staff to up skill...

Villa Maria's Learning and Development (L&D) team assists staff with their professional development and training needs in a range of programs and services and in frontline management.

In 2009, 20 Villa Maria staff members successfully undertook a Diploma of Management at RMIT University, with 18 more staff undertaking the course in 2010.

Run in partnership with RMIT University for the past two years, this one-year course allows staff to develop and measure their management skills against national standards, and gain greater knowledge of their organisation.

The L&D team also supports staff to undertake education and traineeships including Certificate III Aged Care Work, Certificate IV Lifestyle and Leisure, Certificate IV Nursing and Certificate IV in Disability.

Health, safety and wellbeing...

Villa Maria's Health, Safety and Wellbeing (HSW) team is dedicated to ensuring the profile of Occupational

Health and Safety (OHS) across the organisation is maintained at a high level, and that HSW is considered a factor in everything the organisation does.

In the past year, the team has overseen improved return to work planning, early intervention, safety and reporting measures and claims management methodologies and strategies.

These measures have seen Villa Maria's Industry Rate (and performance) improved by almost one per cent in 12 months. This is significant, given the industry's average as a whole improved by only 0.01 per cent.

All employees are equal...

Villa Maria's Equal Employment Opportunity (EEO) and Valuing Diversity Policy has been created to maintain a working environment that is fair and free from all forms of discrimination, harassment and bullying, where all staff and volunteers enjoy good working relationships with each other and management.

Approximately 100 staff completed EEO training in 2010 across metropolitan Melbourne and regional Victoria.



Earlier this year, Villa Maria achieved a two year exemption from mandatory reporting to the Equal Opportunity for Women in the Workplace Agency (EOWA) because of its commitment and innovative approach to equality.

The EOWA said: "We particularly commend Villa Maria for the work done in relation to promoting women to senior roles and the provision of increased flexible work options to aid with the attraction and retention of talented staff."

Leading the way...

Due to Villa Maria's outstanding EEO practices in flexible employment, our Human Resources team was invited to present at various public forums throughout the past year. These included the Working Families Council Forum on Right to Request Flexible Work Arrangements in May and the National Employer of Choice Conference in June 2010. The team will also present at the Aged Care Workforce Conference in Sydney in August.

Villa Maria's consistent participation in major careers and employment expos is proving an effective means of introducing Villa Maria to a large cross section of the community. Through direct contact with current and future job seekers, we have been able to highlight to high school students, young adults and professionals seeking a career change, the rewarding career pathways available in disability and aged and community services, and Villa Maria as a career destination of choice.





A caring practice evolves

Pastoral care has always been an important tool at the heart of Villa Maria's mission to enrich the lives of older people and people with a disability.

Since Villa Maria was established as the Catholic Braille Writers Association in 1907, pastoral care has been delivered to thousands of people in an effort to offer comfort and companionship, spiritual and emotional support and encouragement, and to help people reconnect with what gives life meaning and value.

Villa Maria's two dedicated pastoral care coordinators, Sr Mary O'Shannessy and Maureen O'Sullivan, are committed to offering this support to residents, their families and Villa Maria staff, regardless of their individual religious backgrounds or spiritual beliefs.

As Villa Maria moves into the future, Maureen has recognised the need to train more people in the skills of pastoral care in order to reach as many people as possible from increasingly diverse backgrounds.

"Pastoral care volunteers have always been a part of this organisation," Maureen said.

"They would visit people in their homes, take them on pilgrimages, and have special dinners. But over the years those volunteers have aged and, of course, there hasn't been anybody aside from Sr Mary and myself to deliver the service."

Since December last year, Maureen has been developing a Pastoral Care Volunteer Program in a bid to recruit volunteer pastoral care workers and increase pastoral awareness.

Maureen is finalising the details of a training manual and will hold an interactive, four-day training program later this year.

Potential candidates will need to share Villa Maria's general values of compassion, accountability, respect and courage, as well as be attentive listeners, grounded in their own spirituality and sensitive to others needs. They will be trained in grief and loss issues and team building and communication, among others.

"We are a Catholic organisation but we are open to multicultural faiths, so we would love some volunteers from various multi-cultural backgrounds," Maureen said.

Pastoral care recipient Imelda, who accesses Villa Maria's Eastern Community Services respite, said she and her mother were grateful for the support of Maureen following the death of her father in June 2009.

"As Mum's carer, it was hard for me to grieve. Thanks to Maureen's listening ear and caring response, I was given the space to at least attend to some of my own grief, and feel like a human being by being able to share my feelings with her and offload without being judged," Imelda said.

"I would highly recommend the pastoral care program to everyone. I know I would not have got through those first few months without it."

Community Involvement

Did you know about 34 per cent of Australia's adult population, or 5.4 million people, volunteer?

According to the Australian Bureau of Statistics, the top reason for volunteering (57 per cent of people) was 'helping others or the community'.

"The possibilities of what can be achieved when we work together are endless. Together, we can build stronger communities."

Villa Maria CEO Valerie Lyons.

Villa Maria was founded by volunteers in 1907, and today, more than 300 volunteers still play a crucial role in achieving our vision of creating choices and building inclusive, sustainable and compassionate communities.

Volunteers provide social opportunities for people receiving Villa Maria services, as well as providing administration and fundraising support, particularly through opportunity shops.

Ten volunteer information sessions were held in the past year and garnered extremely positive reactions with many new volunteers signing up. The demographics of volunteers have continued to change over the past few years. No longer are retirees the only source of volunteers, with an influx of younger Gen X and Gen Y volunteers from many different nationalities, some even working full time. About 75 per cent of our new volunteers were either professionals or students in their twenties, and about 95 per cent were from culturally and linguistically diverse backgrounds.

As we accept volunteers from the age of 12, we are also seeing a resurgence in the number of school groups attending our aged care centres, which the residents love. All volunteers, no matter their age or cultural

background, are extremely valued and an integral part of Villa Maria. We also welcome volunteering families and corporate volunteers.

Volunteers have always played an essential role in Villa Maria's unique work and help to provide further enhancement opportunities, increase social networks and create a sense of community for the people we support.

Did you know Australian computer users aged 55 and over are the fastest growing group to sign up to sites such as Facebook and MySpace?

Community engagement and participation is vital to Villa Maria's ongoing mission, vision and success.

After more than six months of development work, Villa Maria launched its new website on Christmas Eve 2009. The aim was to make the new site more accessible via

videos, photo imagery and written information; easier to navigate; and more informative, providing people with a greater understanding of the diversity and range of services we provide so they can make informed choices. Since the launch, website traffic has increased by 150 per cent and people are staying on the site 30 per cent longer.

Based on a consultative stakeholder approach, Villa Maria's new website is part of a broader on-line strategy which includes social media platforms such as Facebook, Twitter and YouTube. By embracing the social media revolution, we hope to build stronger communities and reduce the social isolation often experienced by the people we support.

The launch of our Facebook, Twitter and YouTube pages in August 2010 will provide an informal and engaging way for people to receive information, provide feedback and generally join in the conversation and we are looking forward to hearing what our community has to say.



Getting involved...

Throughout the past year, hundreds of people from various backgrounds have thrown their support behind Villa Maria fundraisers in an effort to generate funds to support our life-changing initiatives and programs.

Corporate sponsors and players in the inaugural Villa Maria Charity Golf Day held at Southern Golf Club in October 2009, raised a massive \$56,000 towards Austin Street – Victoria's first purpose built home for young people with Acquired Brain Injuries who were living in or at risk of living in nursing homes.

And for the more creatively inclined, Villa Maria's first annual Art Calender Launch, Exhibition and Auction in September, was a chance to support art therapy programs for older people and children and adults with a disability, while showcasing the artistic work of the wider Villa Maria community.

Both of these fantastic events would not have been possible without support from our major donors and supporters including Care Marketing, Eastern Press and Mark Munro Photography for the art event, and naming

rights sponsor Reflex Technology Group (RTG) and major sponsors Bowens – the Builders Choice, Coady Valuers and Williams Boag Architects for the golf day.

A list of the incredibly generous individuals and organisations who have supported Villa Maria over the past year can be found in the acknowledgements page of this report.



The greatest gift

Villa Maria is lucky enough to attract hundreds of committed volunteers who share our vision of creating choices and building inclusive, sustainable and compassionate communities.

Soon Lye Chan has volunteered with St Paul's College since May 2010 and has already made a significant contribution to supporting staff in their mission to empower and enrich the lives of children with a disability and see them reach their full potential.

Astonishingly, Soon Lye rises at 4am each day to ensure he completes his full time work as a project manager with an engine manufacturing company in order to raise funds for his volunteer work, creating educational and play devices for children with disabilities.

Soon Lye said he read about a girl with cerebral palsy in a community newspaper 20 years ago and was compelled to use his technical and creative skills to help, which he has done directly with individual families or through not-for-profit organisations ever since.

Soon Lye said volunteering his time to help children was "extremely satisfying."

"It's in my blood, it's as simple as that," he explained.

Soon Lye is meticulous in his work and ensures that each device he develops meets a child's individual attributes and needs.

"There's no one-size-fits-all approach to children. Each one is unique," Soon Lye said.

He has been working closely with St Paul's speech language pathologist Deirdre Beglan to develop switch adapted toys and devices, such as CD players allowing children who can't communicate to turn music on and off and fast forward and rewind.

"Soon Lye's work is massively important because it gives children a sense of independence," Deirdre said.

"He's really enthusiastic and involved in wanting to create ways for children to communicate more."

Deirdre said Soon Lye's work ethic and dedication was something to be admired.

"I don't know how he does it. He will spend 18 hours on the weekend figuring out how to make a device adaptable or suitable for the kids here. Some of the switch adapted CD players you can buy through stores are over \$300 and he can create a similar thing for under \$100, most of which is his gift to the kids."

Volunteering resources manager Claire Waters said Soon Lye was one of more than 300 committed volunteers whose work enhanced the lives of the people Villa Maria supports through roles including swimming assistants, social visitors, walking companions and computer tutors.

"Studies show that volunteering improves self-esteem and insomnia, strengthens the immune system, increases life expectancy, and heightens a sense of wellbeing and happiness," Claire said.

"Volunteers can add specialist knowledge, another pair of hands, unconditional care/time, a different perspective, a new face. Money can't always buy these gifts – volunteers are essential."

Governance

Board of Directors

Villa Maria is governed by an honorary Board of Directors with a diverse range of skills and experience. There were 11 independent non-executive Directors in office during the year ended 30 June 2010.

The Board was delighted to welcome new Directors, Mr Robert Livy and Mr Michael Meere, and gratefully acknowledges the six year contribution of resigned Director Ms Lynette Elford.

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

Committed to the highest standards of corporate governance and transparency, the Board undertook an internal governance review and continues to support the refinement of the corporate governance framework and pursue the work of the following Board Committees: Board Executive; Audit & Risk; Finance & Information Technology; and Strategic & Proposed Developments.

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



Dr Angela Atkin
President
Health/Aged Care/Disability



Brian Barry
Banking/Finance



Br Brian Brandon
Education/Property/Finance



Lynette Elford
Marketing/Journalism
(Resigned September 2009)



Richard Gray
Disability/Aged Care



Peter Hogan
Vice President
Finance/Strategic Planning



Donna Howlett
Vice President
Health/Business Management



Robert Livy
Accounting/Health & Aged
Care



Jenny McAllister
Advocacy/Disability



Michael Meere
Business Management



Peter Walsh
Housing/Community Service

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 to 5,000 people. We thank each of them for their ongoing commitment and their community leadership.

Executive Leadership Management Team

Front row from left:
Shaheen Evans
Executive Manager – Planning & Risk
Helen McPhee
General Manager – People Services
Liz Ely
General Manager – Disability Services
Rebecca Ryan
Executive Manager – Marketing
Carolyn McColl
General Manager – Residential Services

Back row:
Russel Chesler
General Manager – Projects & Development
Cheril Dewhirst
Executive Manager – Education Services/Principal, St Paul's College

Jeremy McAuliffe
General Manager – Community Services

Kay Miller
Executive Manager – Service Integration

Gaye MacInnes
Executive Manager – Company Secretariat Services/Company Secretary

Valerie Lyons
Chief Executive Officer

Graeme Wickenden
Chief Financial Officer/General Manager – Business Services

Beryl Raufer
Chief Operating Officer



Senior Leadership Teams

Business Services
Lachlan Bakewell – Manager Business Solutions
Leanne Bell – Manager Projects & Analysis
Cathi Johnston – Manager Systems Accounting
Eva Simo – Manager Finance
Petra Smillie – Manager Purchasing & Facilities

Community Services
Suzanne Chamberlain – Regional Manager South East Region
Jane Reilly – Regional Manager Eastern Region
Kerrie Reardon – Regional Manager Northern Region
Damien Stones – Regional Manager Western Region

Disability Services
Libby Chapman – Manager Accommodation
Yopie Deurwaarder – Manager Service Development & Transition
Lisa Dugdale – Manager Disability Directions & Individualised Services
Max Lay – Manager Accommodation & Gateway Services
Jeanne Poustie – Manager Respite
Jenni Williams – Manager Austin Street

Education Services

Anne Muir – Manager Early Childhood Intervention Service

People Services

Sandra Bowen – Manager Learning & Development
Toni Donia – Manager Payroll
Darren Mannix – Manager Human Resources
Troy Pearl – Manager Health Safety & Wellbeing
Claire Waters – Manager Volunteering Resources

Projects & Development

Angela Roennfeldt – Design Manager

Residential Services

Ruby Callanan – Centre Manager Bundoora
Louise Care – Centre Manager O'Neill
David MacDonald – Regional Manager South-Eastern (until June 2010)
Tania Surgeoner – Manager Quality & Documentation Systems
Edda Tandridge – Aged Care Social Worker
Linda Wallace – Centre Manager Berwick

Financial Performance

Villa Maria completed the 2009/10 financial year with a strong financial performance, reporting a net surplus of \$374,000 compared to a net deficit in the previous year of (\$1.3 million). Although recognition of one-off funding and changes in accounting policies contributed significantly to this turn-around, the organisation has taken on a more vigorous financial profile underpinning its capacity to make key strategic growth decisions at a time when economic challenges prevailed nationally and internationally.

Across all services, the financial results for the year reported favourably to the budget – a major achievement given the budget was framed to respond to the prevailing economy. Most of our programs however continue to operate in deficit, reflecting the tight funding regimes they operate within. Villa Maria continues to advocate for a fairer allocation of government funding to address this imbalance; particularly across the disability and residential aged care programs, which historically have operated at significant deficits. A systemic flaw in the funding model continues to be the indexation basis that provides annual funding increases less than the general cost of living, and particularly salaries and wages, which for a service organisation like Villa Maria is our largest cost item.

However, substantial inroads were made in 2009/10 to address workforce issues with a focus to develop our employees and reduce our dependency on agency filled shifts. This provides not only a better financial outcome, but a more consistent and supportive response to the people in our care.

Villa Maria has again been well supported through the generosity of our donors and supporters. In 2009/10, \$1.4 million was received through fundraising, up from \$0.7 million in 2008/09. Over \$790,000 of this funding has been directed to the recently completed my future my choice (mfmc) Austin Street project to assist in the completion of the facility that will provide a home for 10 young people previously at risk of, or currently living in nursing homes.

Villa Maria's Statement of Financial Position (previously Balance Sheet) remains strong. The Net Asset position increased from \$93.5 million to \$108.1 million over the year, reflecting the growth in our property portfolio. Offsetting some of this growth was the introduction of borrowings of \$8.75 million to finance the acquisition of land in Camberwell for a retirement living development (see below). Preparation for financing the Camberwell project also accounts for the shift in the financial assets, with the introduction of "Assets classified as held for sale" of \$4.65 million representing identified investments that will be realised to support the project.

Villa Maria's investment portfolio fell from \$14.4 million to \$12.8 million as funds were directed towards major projects, including Austin Street, Camberwell and information technology (IT) systems.

The Board continues to closely monitor the liquidity position and overall financial sustainability of the organisation as we pursue further growth opportunities to broaden our reach and ensure Villa Maria continues to provide the highest levels of support to the people who access our services.

Major Projects

As noted above, a major focus for Villa Maria over 2009/10 has been the development of the mfmc project at Austin Street, Alphington. The development represents a successful partnership between Villa Maria and the Department of Human Services (DHS), with the project running to plan and budget. To support the project, Villa Maria contributed \$3.75 million, comprising land and funds, with \$1.3 million provided by DHS and \$790,000 raised through philanthropic and community donations. The facility will be officially opened in August 2010.

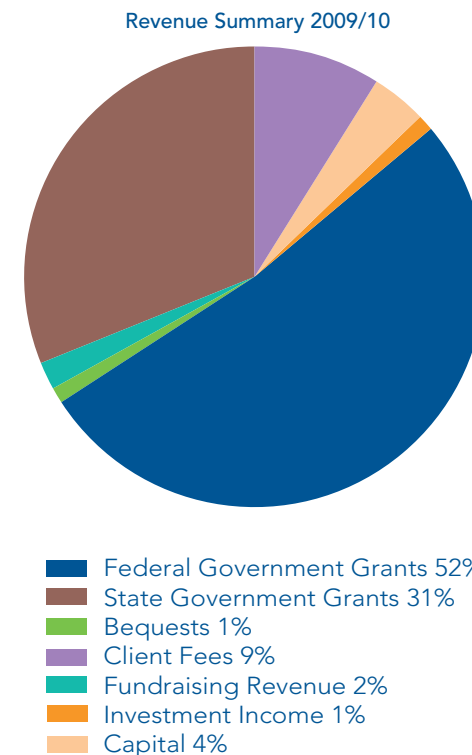
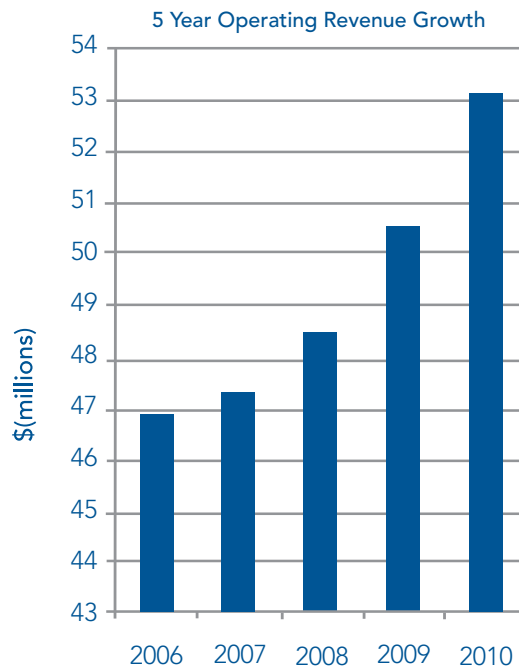
In December 2009 Villa Maria acquired a vacant site at 450 Camberwell Road, Camberwell, to develop retirement living apartments. Across the balance of the year, planning for the development progressed for the construction of 66 apartments over four levels. A strategic relationship was established with one of Victoria's most reputable builders, LU Simon Builders, in a unique model that reduces Villa Maria's risk across the project while ensuring the project delivers a quality outcome. Framed to provide both parties with comfort that their respective positions are secured, the model delivers significant project savings through early involvement of the builder across the design stages.

Construction of the apartments is due to commence in November 2010 and take 18 months to complete. The apartments reflect Villa Maria's commitment to independent living concepts, while providing an ambience and lifestyle associated with the Camberwell area.

Significant progress has also occurred for the redevelopment of the Wantirna site. In May 2010 we completed the relocation of residents from the site in preparation for the demolition works scheduled to commence in late 2010. Construction works are then expected to commence in early 2011. The development includes a new 96-bed aged care facility, rehabilitation centre and a day service facility for people with a disability.

Plans for the construction of 16 additional beds and conversion of double rooms to single rooms at our Berwick aged care facility have also advanced this year. Planning arrangements are being finalised and it is anticipated construction will commence in early 2011. The expansion of the facility will provide for a mix of care needs, including palliative care.

Following a review of Villa Maria's IT systems, a major implementation to update our core systems commenced in 2009/10. The past year has focused on upgrading our financial systems in preparation for subsequent stages involving the introduction of an enterprise-wide client management system to provide greater functionality and efficiencies across our core services. This project represents Villa Maria's largest IT based investment and is supported by strategic and operational benefits. The project will continue across 2010/11 with the implementation of resident/client management and care modules for our aged care facilities and community based programs.



Five Year Financial Summary

| | 2006 | 2007 | 2008 | 2009 | 2010 |
|------------------------------------|---------------|---------------|----------------|----------------|----------------|
| | \$000 | \$000 | \$000 | \$000 | \$000 |
| Operational Services: | | | | | |
| Australian Government grants | 26,849 | 26,868 | 26,492 | 28,230 | 30,083 |
| State Government grants | 14,998 | 15,233 | 16,658 | 16,959 | 17,668 |
| Fees and other income | 5,117 | 5,203 | 5,320 | 5,299 | 5,424 |
| Total income | 46,964 | 47,304 | 48,470 | 50,488 | 53,175 |
| Expenditure | | | | | |
| Operating surplus/(deficit) | (1,033) | (2,670) | (2,617) | (3,926) | (1,454) |
| Other Income and Expenses: | | | | | |
| Fundraising and public relations | 440 | 244 | 565 | 1,510 | 1,554 |
| Investments and sundry income | 3,530 | 3,706 | (2,261) | 819 | (1,322) |
| Abnormal items and capital grants | 1,400 | 77 | 301 | 315 | 1,596 |
| Total net other income | 5,370 | 4,027 | (1,395) | 2,644 | 1,828 |
| Total net surplus/(deficit) | 4,337 | 1,357 | (4,012) | (1,282) | 374 |
| Total Assets | | | | | |
| Total Assets | 55,392 | 57,282 | 116,944 | 107,440 | 130,701 |
| Total Liabilities | | | | | |
| Total Liabilities | 9,671 | 10,203 | 13,123 | 13,911 | 22,093 |
| Total Members' Funds | 45,721 | 47,079 | 103,821 | 93,529 | 108,608 |

Acknowledgements

As a not-for-profit organisation, Villa Maria relies on the generous support it receives from individuals and organisations to provide quality, life-enhancing opportunities to older people and children and adults with a disability.

We feel extremely lucky to have over the past year received generous support of Government Ministers, Members of Parliament and members of local municipalities, and for the funding we receive from governments at the Commonwealth, State and Local levels which enable us to continue to sustain and grow our vital services.

Contributions made by governments, businesses, charities and individuals alike are all extremely important and are making a real and positive difference to people's lives.

We are deeply thankful for those who remembered Villa Maria in their Will or from whom we received bequests, providing an enduring investment that we can apply to a range of vital programs and initiatives. For over a century, we have enjoyed the philanthropic support of the Victorian community. It is only through the generosity of individual donors and corporate supporters that we can sustain and grow our services. Hundreds of people have responded to our seasonal appeals this year – too many to name – enabling us to raise funds towards our Austin Street initiative, a sensory garden at our Bundoora residential aged care facility, and the Early Childhood Intervention Service Siblings Program. To each of our donors, we thank you most sincerely.

As always, the philanthropic community has been a fantastic source of ongoing support and we particularly wish to acknowledge the following benefactors.

TRUSTS AND FOUNDATIONS

Bell Charitable Fund
BLINC Committee
Catholic Capital Grants (Victoria)
Catholic Education Commission of Victoria
Collier Charitable Fund
D Prentice Charitable Fund
Gandel Charitable Trust
H A Payne Charitable Trust (Perpetual Trustees)
Ian Rollo Currie Estate (Trust Co.)
Ida Maud Webster McDonald Perpetual Charitable Trust
J B Ryan Perpetual Trust (Trust Co.)
J C Reseigh Estate (ANZ Trustees)
James F Roche Trust (Perpetual Trustees)
James L O O'Reilly Trust
James Macready-Bryan Foundation
Joe White Bequest
John T Reid Charitable Trusts
L B Halpin Charitable Trust (Trust Co.)
Leo Hartnett Trust (Perpetual Trustees)
Loftus-Hills Trust
Lord Mayor's Charitable Foundation
Lynne Quayle Charitable Trust
M J Polinelli Trust (Perpetual Trustees)
Muffin Foundation
R C & E M Bennett Trust
Scobie and Claire Mackinnon Trust
Victor Russ Pitman Trust (Equity Trustees)
William Angliss (Vic) Charitable Fund

BEQUESTS

Est. Dorothy M James
Est. Dora Mary Armstrong
Est. M. Ferchaud
Est. Thirza Rogers
Est. Edward L Woolard
Est. J J O'Dea
Est. J A Cahill
Est. D D Favaloro

SUPPORTERS

Bertocchi Smallgoods Pty Ltd
Department of Justice Magistrates Court Melbourne
Greenacres Golf Club
Hawthorn Community Chest
Kew Golf Club
Loyola Staff Association
Radio 3AW
Royal Victorian Bowls Association
SKF Australia Pty Ltd

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Naming Rights Sponsor:

Reflex Technology Group (RTG)

Major Sponsors:

Bowens – the Builders Choice
Coady Valuers
Williams Boag Architects (WBa)

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Epicor
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Metcalf Carpets
MJG Office Partitions
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Nesco Services
Norden Conversion
Optus
Randstad
Russell Kennedy
Selectus
Teknocomp
Thomson Adsett

PRO BONO SERVICES & GIFTS IN KIND

Care Marketing
Eastern Press
Im-Press Promotions Burwood
Mark Munro Photography
Pete Smith
Russell Kennedy

LIFE MEMBERS

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Mr D Amato
Mr W Anderson
Mrs M Arnold
Dr A Atkin

Mrs M Banks
Mrs N Barry
Mrs V Beck
Mr R Blackburn*
Mrs L Blackburn*
Mr J Bolton
Mrs J Bonser
Ms O Brady
Br B Brandon
Mrs C Bryant
Mrs M Butts
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Mr M Sullivan
Mr P Walsh
Mrs V Wells OAM
Mrs C White
Mr R J Whiting
Miss M Williams
Dr B Worsam

* Admitted to Life Membership in June 2010
** Emeritus Director

We acknowledge the passing of these Life Members:

Mr LD Mahoney
Mrs D Robinson
Mrs K Russell
Mrs F Switson

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

Lifestyle Services

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

My Future My Choice

Austin Street, Alphington
T: (03) 9224 8200

Overnight Respite – Adult

Heidelberg Heights
T: (03) 9854 5112

Overnight Respite – Children

Croydon, Kew, Lilydale, Wheelers Hill
T: (03) 9809 6820

Outer Encounters

Mt Evelyn
Ashwood
T: (03) 9809 6823

Shared Supported Accommodation

Bayswater
Braybrook
Bulleen
Camberwell
Cheltenham (2)
Endeavour Hills
Highett
Moorabbin
Nunawading
Taylors Lakes
Wantirna
T: (03) 9855 7616

Education Services

Early Childhood Intervention Service

13 Fernhurst Grove, Kew 3101
T: (03) 9855 7850

St Paul's College

13 Fernhurst Grove, Kew 3101
T: (03) 9855 7700

Residential Aged Care

Admissions

1300 845 526

Berwick

89-93 Avebury Drive, Berwick 3806
T: (03) 9796 2944

Bundoora

1424-1428 Plenty Road, Bundoora 3083
T: (03) 9467 9011

O'Neill

101 Lewisham Road North, Prahran 3181
T: (03) 9529 1059

Wantirna

355 Stud Road, Wantirna South 3152
(aged care facility temporarily closed
due to redevelopment)

Community Services

Eastern Community Services

Assistance with Care & Housing for the
Aged Carer Support Program
Community Aged Care Packages
Extended Aged Care at Home Packages
Extended Aged Care at Home Dementia
Packages
Holiday Respite Accommodation

Level 1, Building 5, 540 Springvale Road
Glen Waverley 3150
T: (03) 9538 4300

White Road Activity & Respite Centre

13 White Road, Wantirna South 3152
T: (03) 9800 7210

Carinya Dementia Service

8 Palmerston Road, Lysterfield 3156
T: (03) 9752 7700

Villa Maria Rehabilitation Service

255 Stud Road, Wantirna South 3152
T: (03) 9800 7260

Northern Community Services

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

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

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

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

South East Community Services

Community Aged Care Packages
(southern areas)
4/147-151 Foster Street,
Dandenong 3175
T: (03) 9238 9600

Avebury House
Berwick
T: 9769 9248

Community Aged Care Packages
(Gippsland)
226 York Street, Sale 3850
T: (03) 5143 6000

Western Community Services

Carer Respite
Community Aged Care Packages
Homefirst

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

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

172 Merri Street, Warrnambool 3280
T: (03) 5562 1789

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

Villa Maria Central Office

6 Studley Park Road, Kew 3101
T: (03) 9855 7600

Villa

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

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VILLA MARIA

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