

2011 Annual Report



VILLAMARIA

Contents

About Villa Maria	1
President & CEO Report	2
Strategic Plan Key Result Area	4
Achievements & Highlights	
Forward looking, thinking and moving	6
<i>Adam's story</i>	8
Disability Services	10
<i>Brad's story</i>	12
Education Services	14
<i>Anne's story</i>	16
Community Services	18
<i>Roseanne's story</i>	20
Residential Services	22
<i>Max's story</i>	24
People Services	26
<i>Warren, Kylie and Rae's stories</i>	28
Community Involvement	30
<i>Muriel's story</i>	32
Governance	34
Management	35
Financial Performance	36
Acknowledgements	38
Service Directory	40

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.

Person Centred: at Villa Maria relationships enable people to shape and lead their own lives.

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, their families and carers.

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 across the state and into southern New South Wales.

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-plus volunteers respond to the unique needs of the people and families we support with openness, innovation, creativity and flexibility.

Patrons-In-Chief

(to 7 April 2011)

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

Patron

The Most Reverend Denis Hart, Catholic Archbishop of Melbourne

VILLA MARIA



President and CEO Report

Supporting older people, children and adults with a disability, their families, and carers to achieve the best quality of life possible is something which has driven Villa Maria's dedicated staff and volunteers for more than 100 years.

We are motivated by the individual achievements of the people we support. Their inspirational stories include Shared Supported Accommodation resident

Adam, a passionate campaigner for the rights of people with a disability; Community Care Package recipient Roseanne, who is volunteering to help Villa Maria reach older people from Indigenous backgrounds in need of extra support to remain living at home; and Berwick aged care resident Max, whose health has greatly improved following intensive pain management therapy as part of the high quality and holistic care given to all residents.

Making a difference to the lives of people like Adam, Roseanne and Max is made possible only by a shared commitment from our staff and volunteers to continue to work towards our vision of creating choices and building inclusive, sustainable and compassionate communities.

Perhaps even stronger, is our resolve to continue to raise the bar and achieve the best possible outcomes for the people we support.

During the year, we continued to work hard towards reaching the goals set out in our 2008-2011 Strategic Plan, Achievements and Aspirations. This plan set out to build on the organisation's solid foundations and initiate service solutions to meet the changing needs of the community.

Dr Angela Atkin
President

While key highlights are outlined in this report, some exciting developments and milestones included:

- The beginning of construction of Villa Maria's first independent retirement living development, Athelstan Camberwell.
- The allocation of an extra 94 community care packages (*the largest amount awarded to any one Victorian provider*) by the Australian Government, expanding our range of services and reach to regional areas to better respond to people's individual needs and provide an expanded continuum of care.
- Master plan endorsed, permits granted and Stage 1 construction commenced on the redevelopment of our Wantirna site, which will see a new 96-bed aged care facility together with a wellbeing centre and day service for adults with a disability.
- The expansion of our Berwick aged care residence commenced, including a new 16-bed wing and renovation of the existing facility, to ultimately create a 76-bedroom residence.
- Recognition of our women friendly work practices with a prestigious 2011 Employer of Choice for Women (EOCFW) citation by the Australian Government; also building on our existing citation as a Victorian Government Fair and Flexible Employer.

Like all not-for-profit organisations, our capacity to achieve such significant milestones and in turn provide the best possible services and support to our communities, relies on the generosity of our donors. With this in mind we thank our philanthropic and community supporters for having the confidence to commit their time and funds to Villa Maria and share in the joys their support brings.

Villa Maria has long-faced the challenge of providing quality services and programs within under-funded government frameworks. Our ability to counter these problems can only be accomplished with a rigorous budget process – which has notably seen us achieve an outstanding operating surplus of \$2.8 million, up from \$0.4 million in 2009/10 – and through our passion for helping to shape the changing landscape across senior, disability and education services.

Over the past year, Villa Maria has continued to weather the storm of uncertainty and major change within these three sectors.

We have worked extremely hard to push for equality and a fair go for all of the people we support by making submissions to Productivity Commission reports *Caring for Older Australians* and *Disability Care and Support* and the Federal Government's *Review of Funding for Schooling*. We have also been actively involved in campaigns including Every Australian Counts; calling for a National Disability Insurance Scheme (NDIS) to provide cover for those who have or acquire a significant disability, and the Be Inspired! campaign, promoting active and healthy ageing for seniors.

Through these campaigns it has been extremely encouraging to see our staff and the wider Villa Maria community give their time and effort to join public rallies, fundraising events and various committees to raise awareness and push for better outcomes for the people they support.

This coming year will indeed see enormous change afoot in terms of government policy and the legislative environment in all sectors. We believe this passion, along with our new Strategic Plan – Advancement through Innovation July 2011–June 2014 – will hold Villa Maria in good stead to make informed decisions about predicted needs, trends and challenges and above all, enable us to continue to build a brighter future for the individuals and families we support.

In pursuit of our vision of creating choices and building inclusive, sustainable and compassionate communities, Villa Maria continues to refine its approach to risk management. Over the past year, this has seen us continue to evolve our Risk Management Framework; Risk Register and reporting, and begin to integrate our planning, risk and performance evaluation systems via a new integrated information platform called Interplan. Upon completion, Interplan will deliver improved reporting, accountability, efficiency in delivering our strategy, managing our risks and assisting in the management and development of our staff. Ultimately, excellence in risk management will see us deliver the outcomes as envisaged in our Strategic Plan 2011-2014.

Both Strategic Plans are the result of much collaboration between the Board, staff and volunteers of Villa Maria and the people we support. The 11-member, honorary Board of Directors – who bring their own respective qualifications and expertise to the table – have been responsible for establishing the strategic directions of the organisation, identifying and managing key risks and monitoring compliance and organisational performance over the past year.

As always, they have set the culture for Villa Maria through our values of Compassion, Accountability, Respect, Courage and Person Centred, which have been mirrored by our staff and volunteers.

We were delighted to welcome new Director to the Board, Vito Cassisi, a practising architect who brings with him over 40 years of experience in the building industry and a solid understanding of the community sector through his Vice Presidency of both the Italian Assistance Association (CO.AS.IT) and the Assisi Centre.

We also wish to sincerely thank and acknowledge the contribution of Brian Barry who resigned as a Director in January 2011. Brian served on the Board for a total period of five years, and was also Chairman of the Board Audit & Risk Committee. Brian's long standing interest in and personal commitment to Villa Maria has been greatly valued and we wish him well for the future.

And we take the opportunity to thank our Patrons-in-Chief (9 January 2009 – 7 April 2011) Professor David de Kretser AC, former 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.

Throughout 2011, Villa Maria has been building strongly towards ensuring a person centred philosophy is embedded in all we say and do; where relationships enable people to shape and lead their own lives. We think you will agree that the real success of Villa Maria and the proof of our achievements so far, can be found within the pages of this report; in the personal stories detailing the accomplishments, hopes and dreams of the people we support.

Valerie Lyons
Chief Executive Officer

Strategic Plan Key Result Area Achievements and Highlights 2010/11

Villa Maria's three year strategic plan 'Achievements and Aspirations 2008-2011' has acted as a clear and direct blueprint to help secure our long term future and to achieve our vision of creating choices and building inclusive, sustainable and compassionate communities.

Through this plan we have achieved key elements of our capability platform strategies – People & Culture; Governance & Management; Widely Acknowledged, Widely Recognised; ICT Platform, Systems Development; Growth & Expansion; and Buildings, Facilities & Infrastructure – a massive undertaking which we are extremely proud of.

So as we move into our next planning cycle with our Advancement through Innovation 2011-2014 Strategic Plan, we reflect on the many major accomplishments achieved during the past year, made possible only by the commitment of our dedicated staff and volunteers.

KRA 1 – Person Centred Approach

- Progress made towards establishing a Person Centred Approach Recognition Program recognising and encouraging positive staff and volunteer contributions.
- A Person Centred Active Support Project is rolled out, training Disability Services staff to better engage with the people they support.
- Expansion of consumer engagement through the development and implementation of Carer Insight Circles in regional Victoria.

KRA 2 – Business and Service Excellence

- All service areas continue to meet accreditation and legislative requirements.
- Disability Services achieves newly established Accreditation in Standards for Disability Services in Australia following the successful completion of an audit against Department of Human Services Quality Framework.
- Villa Maria's Community Services achieves accreditation for its outstanding health and community care by independent body QICSA

(Quality Improvement and Community Services Accreditation) – the first large not-for-profit organisation to do so.

KRA 3 – Service Research, Service Development

- Villa Maria participates in Australian Government's trial of Consumer Directed Care and Consumer Directed Respite Care.
- Villa Maria continues partnership with Deakin University in a study which finds the need for a central information gateway where senior citizens and their carers can get customised information.

KRA 4 – Social, Economic and Environmental Sustainability

- Villa Maria joins the social media revolution, via Facebook, Twitter and YouTube platforms, further engaging with our communities.
- Appeals and events, including the Charity Golf Day and Art Calendar, raise much-needed funds and create opportunities for community engagement and participation.
- Villa Maria helps shape aged care, disability and educational industry reforms by making submissions to Productivity Commission reports *Caring for Older Australians* and *Disability Care and Support* and the Federal Government's *Review of Funding for Schooling*.
- Villa Maria reports a net surplus for 2010/11 of \$2.8 million, up from \$0.4 million in 2009/10.
- Financing is secured from three separate lending institutions supporting Villa Maria's capital developments at Camberwell, Wantirna and Berwick.

KRA 5 – People and Culture

- Villa Maria's women friendly work practices are acknowledged with a prestigious 2011 Employer of Choice for Women (EOCFW) citation by the Australian Government in March. It was the first time Villa Maria had applied for the citation, which awards non-government organisations with policies

- and practices in place supporting women.
- Villa Maria's 2010 Organisational Effectiveness Survey provides an objective measure of staff opinion about organisational strengths, weaknesses and opportunities.
- Health, safety and wellbeing initiatives including health checks, fitness challenges, access to health information and updated policies and procedures see a reduction in workforce injuries, lower WorkCover Premium and a healthier, more productive workplace.
- Villa Maria's CALD and ATSI Taskforce arranges Cross Cultural Awareness and Communication workshops for all staff.

KRA 6 – Governance and Management

- Board Directors undertake annual good governance review and implement recommendations including constitutional changes in relation to board directorships.
- The Board and Executive Management approve the purchase of CAM Management Solutions Interplan software integrating Business Planning, Risk Management and the Performance Evaluation System from 2011/12 onwards.
- Strategic Plan 2011-2014 Advancement through Innovation is launched.
- Three Year Strategy and Annual Business Plans for Service and Support Areas for 2011/12 developed.
- Villa Maria Risk Framework updated and implemented.
- Villa Maria Central Risk and Project Risk Registers operationalised across the organisation.
- Business Continuity Taskforce established and interim Business Policy, Procedure and Site Plan template developed.

KRA 7 – Widely Acknowledged, Widely Recognised

- Villa Maria continues to raise public profile, with extensive positive media coverage received across print, radio and television, in addition to a strong and well received presence at career expos.
- Villa Maria is a finalist in the Australian Human Resources Institute (AHRI) National Awards, recognising flexible management strategies.
- Villa Maria's Design Manager Angela Roennfeldt wins Australian Government National Disability Award for outstanding contribution to improving housing options for people of all abilities.
- Villa Maria staff deliver presentations and seminars and sit on panels at sector and cross industry events including the 20th Annual

Tri-State Conference on aged and community care, the International Retirement Communities World Conference in Singapore, Epicor global and national conferences in Orlando, USA and Queensland, Australia, the Upside of Risk Forum and the 5th Annual Australasian Better Boards Conference.

KRA 8 – ICT Platform and Systems Development

- Rollout of integrated technology solution for client management, financial and payroll systems.
- Development and rollout of personnel evaluation system.
- Major project centralises network to Kew site reducing hardware, support and network costs.
- Review of bandwidth across sites to increase network capability.
- VillaNet Administrator appointed to improve VillaNet presence, usage and take up and to coordinate and improve document management, policies and procedure practices.

KRA 9 – Growth and Expansion

- Construction of Villa Maria's first independent retirement living development, Athelstan Camberwell, begins.
- Villa Maria awarded 94 community care packages (*the largest amount allocated to any one Victorian provider*) by the Australian Government, expanding our range of services and reach to regional areas to better respond to people's individual needs and provide an expanded continuum of care.
- Community Services attains new Australian Government-funded National Respite for Carers Program (NRCP) service in the Southern region, providing respite to carers from Culturally and Linguistically Diverse (CALD) backgrounds.

KRA 10 – Building, Facilities and Infrastructure

- Carinya Respite Service relocates from Wantirna to its new home in Lysterfield.
- Austin Street officially opens and becomes a permanent home to ten young residents.
- Master plan endorsed, permits granted and Stage 1 construction begins on the redevelopment of the Wantirna site.
- Construction begins on the expansion of Berwick aged care residence with a focus on environmentally sustainable design.

Forward looking, thinking and moving

Villa Maria's drive to build strong and inclusive communities is not only about bricks and mortar, but helping to shape and influence the legislative environments in which we exist.

We are constantly evolving to suit the changing needs of the communities we support; whether through sustainable and cutting edge building designs or innovative services and programs, individuals are always at the core of our decision making.

Projects

The past 12 months have been an exciting time for the Villa Maria community as we celebrate the completion and the commencement of some major projects.

These innovative developments have been designed and planned around the individual needs of the people we support now and into the future; anticipating how we will successfully assist them to shape and lead their own lives.

Wednesday, August 18, 2010 was a proud day for staff and the people we support as Villa Maria's vision to transform the lives of young people with high level, complex care needs became a reality.

Austin Street in Alphington is Victoria's first purpose-specific residence for ten young people who were living in, or at risk of living in, aged care residences.

The project was the result of three years of hard work by Villa Maria, which contributed \$3.75 million to the project alongside a further \$1.3 million provided by the Department of Human Services and around \$900,000 raised to date through philanthropic trusts and community donations.

The past year has seen many positive milestones made in terms of resident's physical and emotional wellbeing, as they bond with local community groups and residents, access intensive therapies and enjoy their modern and spacious living surroundings.

Villa Maria's Design Manager Angela Roennfeldt, who lent her expertise to the Austin Street project, was awarded a National Disability Award by the Australian Government in December 2010.

Angela played a critical role in identifying key features needed in Austin Street, including automatic doors to rooms to give the residents more independence and space, and other cutting edge features such as automatic blinds, televisions and radios, to increase the amount of control and choice each resident has over their environment.

On May 16, 2011, the beginning of construction of Villa Maria's first independent retirement living development, Athelstan Camberwell, was celebrated.

Villa Maria has partnered with leading construction company L.U. Simon Builders on the 66-apartment development, which builds on our 104-year history of providing high quality services and reflects our ability to look towards the future and provide important services where they are needed most.

With Australia's population rapidly ageing, Athelstan Camberwell will cater for a new demographic of retirees not previously supported by Villa Maria who are seeking a greater level of independence in their living choices.

Mayor of Boroondara Nicholas Tragas said the development would be a welcome addition to the local community when completed in the second half of 2012.

At the same time, the Knox community is eagerly awaiting the completion of Villa Maria's multi-million dollar Wantirna site re-development.

The endorsed Master Plan for Stages 1 to 5 and the permit for Stage 1 was obtained in November 2010.

Construction on Stage 1 of the Stud Road site, which represents an investment of over \$30 million by Villa Maria, commenced in January, and will include a 96-bed aged care residence offering low care, high care, extra services and dementia-specific support, as well as a day service (Gateway) for adults with a disability and a wellbeing centre.

Villa Maria is extremely fortunate to partner with nationally acclaimed development and construction company Grocon on this exciting project. As part of their corporate social responsibility commitment, Grocon will build Stage 1 on a no profit, no margin basis, contributing their services at cost.

The redeveloped Wantirna site will ultimately blend aged care with community services and independent living accommodation, all focused on active community involvement.

Construction of Stage 1 is expected to be completed by November 2012.

Scheduled for completion around the same time is the expansion of Villa Maria's Berwick aged care residence.

Builders 2Construct began works at the end of June 2011.

Villa Maria is investing \$7.8 million in this building program which will see the construction of a new 16-bed wing and renovation of the existing facility, to ultimately create a 76-bedroom residence. Designed to meet the current and future support and care needs of older people in the south-eastern region, the works will provide Villa Maria Berwick with improved palliative care capacity and new levels of comfort.

With a strong focus on environmental sustainability, the new sections of the building have been designed with eaves to cut out direct summer sun and maximize winter sun, skylights to maximize natural light, ceiling fans to reduce the need for mechanical cooling, and energy efficient hot water radiators for heating. Rain water will also be collected and re-used for flushing toilets and irrigation.

These environmentally friendly aspects of planning ensure the building is sustainable for today's residents and staff as well as those in the years to come.

Advocacy

Over the past year Villa Maria has been working to help shape the changing landscape across the senior, disability and education sectors. We have also been preparing to move into a future environment where there is a greater level of consumer directed care in both a disability and aged care services setting; where hybrid service models are required to meet consumer needs and expectations.

On January 21, 2011, the Productivity Commission released its draft report, *Caring for Older Australians*. Villa Maria made a submission to the inquiry in July 2010, outlining our perspective as a service provider and that of more than 2,500 service users and carers who we had engaged to share their personal experiences and future needs for support.

The Commission found Australia's aged care system is in need of a major overhaul to meet the challenge of an ever increasing ageing population and, most importantly, to improve the wellbeing of older Australians. It is proposing many reforms to address the challenge, including a simplified 'gateway' into care, a flexible and individualised range of care and support services, and a government-backed Aged Care Equity scheme enabling seniors to contribute to the costs of their aged care and support.

Villa Maria also joined peak aged and community care body Aged & Community Care Victoria (ACCV) and other leading providers to publicly celebrate the achievements of older Australians as part of the 2010 Seniors Festival.

Two Villa Maria Bundoora residents and CEO Valerie Lyons joined other active seniors and aged care organisation CEOs to ride Harley Davidson motorbikes from Albert Park Lake to Federation Square on October 3. The ride was part of the inaugural Be Inspired! event, aimed to encourage older people to achieve their dreams and keep active within the community.

In Disability Services, the vital need for a National Disability Insurance Scheme (NDIS) has continued to gain momentum over the past year.

In April 2011, Villa Maria submitted its response to the Productivity Commission draft report, *Disability Care and Support*. In it, Villa Maria expressed its support for the NDIS intentions and principles for inclusive and accessible communities, rights protection, justice and legislation, economic security, personal and community support, learning and skills and health and wellbeing for people with a disability, their families, and carers.

Disability Services staff also joined around 500 people in a public rally supporting the scheme in Geelong on February 10.

As an active supporter of the scheme, Villa Maria worked hard to raise awareness of the need for an NDIS both internally and externally, and will continue to do so in the coming year.

On the educational front, Villa Maria made a submission to the Federal Government's *Review of Funding for Schooling* in March 2011. Reviewing funding and regulation across the government and non-government schooling sectors, the review is the first of its type in Australia since 1973 and will no doubt result in some major changes across the educational sector that may affect St Paul's College well into the future.

Adam's story

Whether it's at a local football match, a public rally, or while addressing dignitaries, Adam's ability to make his voice heard is second to none.

Adam, who lives at one of Villa Maria's 12 Shared Supported Accommodation houses, has long been a campaigner for the rights of people with a disability, encouraging them to speak their minds and help influence the wider disability sector.

Since 2008, Adam has been a member of The Circle Network, comprising of 11 people receiving disability services from Villa Maria who meet monthly to discuss topics of importance to them and how they want to be supported by the organisation.

Adam, who has been a guest speaker at countless conferences, forums and information nights, said his participation at a Doorstop for Disability action rally at Treasury Place on October 11, 2010 was one of his proudest moments yet.

The rally was in support of a National Disability Insurance Scheme, which Villa Maria is actively campaigning for, which would enable more choice, sustainability and social inclusion for people with a disability and their families.

"I said to the Minister (the then Shadow Minister for Community Services Mary Wooldridge) that I believe all people who are disabled should have a choice in what they want to do in life, from what they want to do on weekends, where they want to work, where they want to live and who they want to go out with," Adam explained.

"I want to teach people to speak up and speak their minds about whatever they want to do in life and to give some encouragement and to help people in everyday life."

For Adam, some future personal goals include completing a food handling course and continuing his work with VALID, a State Government-funded advocacy group for adults with intellectual disabilities and their families.

In his down-time, Adam said going out with friends, participating in ten-pin bowling and fulfilling his duties as captain of the Ringwood Spider's Football Club Cheerleading Squad kept him pretty busy.

"I will keep making sure I speak up for people's rights and being a voice for people who have a disability," Adam said.



Disability Services

Villa Maria's Disability Services strive to enable, support and encourage people to participate fully and equally within the community via pathways and opportunities of their choice.

More than 500 individuals and families across the "whole of life" continuum access a range of services including accommodation, facility-based and flexible respite, adult day options, individualised supports, case management and support for ageing carers.

Our flexible and creative services recognise the uniqueness and diversity of all individuals, assisting them to reach their goals and aspirations.

Recognition

In April 2011, teams from Endeavour Hills Shared Supported Accommodation (SSA) and Heidelberg Heights Respite Facility were nominated in the 2011 Victorian Disability Sector Awards.

The teams were finalists in the Support Worker Award (Team) category, celebrating excellence in practice.

The nomination provided some well-deserved recognition to the teams, who along with Disability Services as a whole, work incredibly hard to support individuals to achieve their goals and dreams.

Person Centred Active Support

Villa Maria's Disability Services are committed to empowering people with a disability to gain more control of their lives and become valued members of their community.

In order to assist them to do so more effectively, a Person Centred Active Support project is being rolled out, with staff at five Disability Services sites piloting intensive training and mentoring sessions with an external consultant between November 2009 and August 2010.

Team attitudes and behaviours were examined and staff identified what practices and principles needed to change to better engage the people they support.

At a team leader retreat in September 2010, five team leaders presented the positive outcomes achieved for their teams and individuals as a result of Person Centred Active Support. They talked about doing things with people, not for people, and enabling people to participate successfully in meaningful activities and relationships.

A further 10 sites will complete the training in 2011 and the final 10 in 2012.

Quality

Villa Maria Disability Services staff members see fantastic outcomes for the people they support each and every day.

On May 13, 2011, these achievements were officially recognised by the Department of Human Services (DHS) when it gave Villa Maria Accreditation in Standards for Disability Services in Australia.

Accreditation was given following the completion of an audit – review of documentation, site visits and feedback from people accessing services – by an external auditing group against the DHS Quality Framework, which assessed Villa Maria against nine industry standards and five outcome standards.

While the benefits of accreditation are many, including the continuation of funding and highlighting Villa Maria's impressive standing within the wider industry, most importantly it confirms the many positive outcomes achieved for the people we support.

Reaching out with respite

Respite for families of children with disabilities is a vital means of giving them a much-needed break to recharge their batteries.

Villa Maria provides many respite options for families of children with disabilities living in the eastern region of Melbourne, and for the first time in April 2010, the service was offered to families living in the north via respite camps.

Villa Maria secured non-recurrent funding from DHS North West Metropolitan Region to run two camps for students from St Paul's College at

Villa Maria's Rye beach house in the April school holidays, and again in the July holidays to Queenscliff.

Reaction from families was extremely positive. Some parents were happy to be able to take their other children out for dinner, or even just to get a full night's sleep.

And importantly for the children who attended the camps, it was a break from their everyday routines to enjoy trips to the movies, ten-pin bowling and the beach.

Brad's story

Brad's modesty may mask his personal achievements over the past year; but they have certainly been significant.

Brad, aged 53, has received support from Villa Maria's (Disability) Lifestyle Services team for almost two years; working hard alongside his case manager Bronwyn King and support workers Cecily and Scott to become healthier, happier and more independent.

"I like going out with Cecily and Scott," said Brad, who has an acquired brain injury.

"They come and pick me up and Scott and I play pool. Sometimes Cecily and I cook."

Before Brad was connected with Villa Maria, he admits he was pretty unhappy: living in Supported Residential Services with people who didn't treat him well and often turning to alcohol to deal with his problems.

However with help from Bronwyn, Brad last year moved into new accommodation in Reservoir where staff are more supportive and have assisted him to manage his drinking in a safer way.

With links to counselling, medical, finance and employment services, Brad's on his way to achieving his next major goals of quitting smoking, regaining his driver's licence, and securing some paid work.

"I want to get my licence back so I can drive around and go to Bright to see my Dad," Brad said.

In the meantime, Brad will continue to strengthen his relationships with people out in the community, such as staff from the local Opportunity Shop where Brad borrows sci-fi and action videos for his old VCR.

Bronwyn said as Brad's case manager, she was proud of the changes he had made to his life over the past year, particularly as some were quite difficult.

"Brad used to rely on others to make his appointments etc, but now he does it on his own which is fantastic. Every time Brad calls me now he's really alert and cheerful. Cecily and Scott love working with him too. We all want to see Brad regain even more of his independence."

For Brad, the ultimate goal is to move out of Shared Supported Accommodation.

"I'd like to live on my own," Brad said. "To cook my own food, go for walks. Maybe Williamstown would be a good place..."



Education Services

Specialist Education Services at Villa Maria aim to provide children with a safe and supportive environment in which they can access specialist education pathways, together with developmental and therapeutic services, to enable them to reach their full intellectual, physical, emotional and spiritual potential.

From soon after birth until age 18, children have access to comprehensive educational, developmental and therapeutic programs through our Early Childhood Intervention Program, Bridging Program (prep-aged), and specialist school St Paul's College (children aged 5 to 18).

Villa Maria educational staff are committed to working in partnership with families and are dedicated to providing children with the highest quality outcomes.

Intensive Interaction

Since receiving a generous \$20,000 grant from the Lord Mayor's Charitable Foundation in late 2009, St Paul's College has been delivering an inspiring program giving students with profound intellectual disabilities the chance to initiate control and communication.

Intensive Interaction enables teachers to support learners who don't use words, or any other obvious ways of communication, to communicate and build meaningful, equal relationships with other people.

In May 2011, five St Paul's staff travelled to Adelaide for the Intensive Interaction Down Under Conference.

Sponsored by Catholic Education South Australia, the conference provided a forum to reflect on and discuss the use of Intensive Interaction in settings including schools, day services, residential units and learner's homes, as well as to celebrate innovation.

For students at St Paul's, Intensive Interaction has, and will continue to be, a life-enhancing program which is now a permanent part of the curriculum.

Creativity

Students at St Paul's College became mini movie stars in December 2010 when they featured in their own professionally-made film.

A \$6,500 grant from the Artists in Schools program funded professional video artist Mim Whiting to join St Paul's drama teacher Annie Curran and help create a 15-minute film. *Has Anybody Seen My Dream?* saw children 'living out their dreams' including enjoying a tea party dressed as superheroes.

The program, run by the Department of Education and Early Childhood Development and Arts Victoria, provides students with exciting and creative learning opportunities while also exposing artists' work to new audiences.

Reactions from staff, families and volunteers to the film were very positive and the students enjoyed seeing themselves on the big screen.

Technology

New state-of-the-art electronic whiteboards have opened up a whole new world of possibilities for St Paul's students.

Those returning from school holidays in February 2011 were excited to see that four SMART Board interactive whiteboards had been installed following generous grants from the Ida Maud Webster McDonald Perpetual Charitable Trust and the William Angliss (Vic) Charitable Fund.

Interactive whiteboards are large interactive displays that connect to a computer and projector. They are used in classroom instruction to make lessons more interactive and allow teachers to incorporate sound, video, internet resources and student interaction into their lessons.

The SMART Boards are great for children who have limited motor skills and are particularly beneficial for children with autism, who find the large screens engaging.

Family

Villa Maria's Siblings Program has, over the past year, grown to support 45 children and young people who have siblings with disabilities.

Run by the Early Childhood Intervention Service (ECIS) since 2005, the program aims to build the self esteem of the siblings and provide an avenue for them to meet and discuss relevant issues with children in similar situations.

Increased numbers have seen the program expand into three separate age groups, which now meet fortnightly instead of monthly. Thanks to generous donations from Villa Maria's July 2010 Appeal approximately \$57,000 was raised to support the Siblings Program.

In October 2010, the groups joined together to create an inspiring CD, titled *Sibs*, featuring self-penned songs expressing their emotions.

Launched on May 28, 2011 to family members and friends, the CD's recording process and discussions enabled children to explore and express their feelings about different issues, such as fears surrounding their sibling's health and safety, and provide an opportunity for the children to talk about what makes them unique and special, unrelated to being a sibling.

Autism

Villa Maria's Helping Children with Autism (HCWA) program delivers a comprehensive range of services to young children with autism spectrum disorders and their families.

Established by FACHSIA (Australian Department of Family and Community Services & Indigenous Affairs) in 2009, the program operates alongside and in conjunction with ECIS and is offered to children who may or may not access Villa Maria's services.

The program aims to support a child's development in the areas of social interaction, communication and play, which are core features of autism spectrum disorders, through individual and comprehensive plans developed in conjunction with the child's parents."

Over the past year the number of families accessing the HCWA program has increased to 45, with additional Speech Therapy sessions and thrice-weekly Building Better Behaviours classes running at ECIS, individual's homes, community centres and schools on Saturdays and evenings, making them more flexible and accessible for families. An interpreter is also being used for families from Culturally and Linguistically Diverse backgrounds.

Anne's story

It was a bittersweet moment when Anne graduated from St Paul's College in December 2010.

The "always smiling, inquisitive and sociable" former school captain had been a part of the Villa Maria educational community for 15 years and developed many strong bonds and friendships with both teachers and students.

Like many St Paul's students, Anne joined Villa Maria's Early Childhood Intervention Service (ECIS) at age four and thrived under the guidance of its dedicated educators and therapists for two years, until she commenced at St Paul's in 1997.

Anne, now aged 19, has epilepsy and Angelman syndrome: a neuro-genetic disorder characterised by developmental delay, intellectual disability and severe speech impairment.

A very active student, Anne enjoyed participating in all school activities including swimming, sailing, woodwork, band, and cooking, thriving in the rich educational and therapeutic environment.

Anne's mother, Diem, commented that some of the important achievements have allowed her and her family to more easily access the community. For example, as Anne's eating skills have improved they are now able to share a meal at a restaurant.

"Anne loved St Paul's – she wishes she was still there!" Diem said.

Anne, who now attends a day program for adults with disabilities, shared a particularly close bond with teacher Helen Bean.

"It was with mixed emotions that we farewelled Anne on December 16," Helen said.

"We were excited for her as she journeyed on to new and exciting adventures at Interact (a day program for adults with disabilities), delighted with her progress in mastering so many tasks and skills at school, yet sad to say goodbye to a great friend."

There are presently around 130 children who are benefiting from the same outstanding education and support services as Anne through ECIS and St Paul's.



Community Services

Supporting seniors, people with a disability, and their carers to remain active and connected in their community and living independently at home is the basis of an extensive range of community services at Villa Maria.

Our passionate and highly skilled team provides care and support to more than 4,000 people across Victoria and into southern New South Wales.

Whether through community care packages, carer support services, respite and day programs, rehabilitation or dementia specific care, people's individual wants and needs are always considered, and maintaining or improving their quality of life is paramount.

Ageing at home

In December 2010 Villa Maria was awarded an extra 94 community care packages (*the largest amount allocated to any one Victorian provider*) in the Australian Government's 2009-10 Aged Care Approvals Round (ACAR), bringing our total number of packages delivered across Victoria and Southern New South Wales to 913.

For the first time this included Extended Aged Care at Home (EACH) in Riverina, Northern Metro, Barwon, Gippsland, Grampians and Hume regions, and Extended Aged Care at Home Dementia (EACH D) in Barwon, Gippsland, Grampians and Loddon Mallee regions. These additional packages expanded Villa Maria's range of services and broadened our outreach to target people of Aboriginal and Torres Strait Islander (ATSI) backgrounds, people who are homeless or at risk of homelessness, and those from Culturally and Linguistically Diverse (CALD) backgrounds.

Villa Maria is participating in the Australian Government's trial of Consumer Directed Care (CDC) and Consumer Directed Respite Care (CDRC) – models of care which are central to future aged care reforms being considered by the Government. CDC and CDRC packages enable care recipients and carers to exercise greater choice about their care and to take increased control of their service arrangements.

An initial allocation of seven CDC packages to the Loddon Mallee region was received in July 2010. This was followed by an additional allocation in June 2011 of 15 CDC packages in the Hume, Gippsland and Riverina regions and an allocation of seven CDRC packages from the Hume region.

A further achievement for Community Services in June 2011 was the attainment of a new Australian Government-funded National Respite for Carers Program (NRCP) service in the Southern (City of Casey) region, providing community based day respite options to carers from CALD backgrounds.

These allocations are an expression of confidence from the government and local communities in Villa Maria's capacity to deliver such vital services, and means Villa Maria can better respond to people's individual needs and provide an expanded continuum of care.

Connection

The introduction of an Internet Kiosk at the Villa Maria Rehabilitation Centre in October offered seniors the chance to learn new skills and stay connected with their community.

The kiosk, made possible under the Federal Government's Broadband for Seniors Initiative in conjunction with NEC Australia, saw 55 people aged over 50 trained for seven months on how to operate a computer, use the internet and email etc, free of charge.

The kiosk helped to combat loneliness and isolation with seniors reporting they are now enjoying connecting with their children and grandchildren via email and Skype, and are more confident in navigating their way around the internet.

Music

A Music Fiesta during Carers Week in October 2010, celebrated the amazing dedication shown by more than 1,400 carers supported by Villa Maria across the Hume region.

The fiesta, organised by Villa Maria in partnership with Upper Murray Family Care, aimed to raise awareness of carers in the community and to acknowledge the important job they do; supporting loved ones who are frail aged, have dementia, a chronic illness, a disability, or mental health issues.

Music also helped to uplift a group of nine carers in Hume in May 2011, when Villa Maria, Northeast Health Wangaratta and Ovens and King Community Health Service ran a unique Ukulele for Carers program.

The ongoing program allows carers to spend time with people in similar roles whilst learning to play a fun and unique instrument.

Quality

Guests, carers and staff of Villa Maria's Carinya Respite Service embraced a move from Wantirna South to a new, modern home in Lysterfield in October 2010.

The planned day, recreational and overnight respite service offers people with dementia living in the Eastern region a chance to maintain their independence and quality of life, while providing much-needed respite for their carers. The large grounds, modern appliances, decor and extra space have been well-received by all.

Catering to carers needs is important to Villa Maria. In August 2010 the Community Services team invited around 40 carers from the Hume region on an overnight retreat in Dookie. The Carer Insight Circles saw an independent consultant ask carers what was important to them, what they liked about Villa Maria's carer services and where they could perhaps improve. The responses were overwhelmingly positive with carers saying Villa Maria was "like a family", "gave great advice", was "very reliable" and "listened to their needs".

Taking proactive means to maintain and improve on the delivery of quality services is fundamental to Community Services. In September 2010, it achieved QICSA (Quality Improvement and Community Services Accreditation), awarded by the Quality Improvement Council (QIC). Villa Maria chose to undertake the non-compulsory accreditation process to assess the quality of its services and establish an objective benchmark against other organisations.

This independent accreditation against national health and community care standards affirms Community Services practice and places Villa Maria at the forefront of community care service providers. Ultimately, the three-year accreditation will benefit those receiving community services from Villa Maria as it continues to implement its Quality Improvement Plan.

Roseanne's story

Roseanne was aged just three when she was taken away from her Aboriginal mother by government authorities in Victoria.

She was made a ward of the state and spent 18 months in an orphanage before being fostered to a family in Melbourne, where she was abused for 15 years.

Now aged 54, Roseanne is committed to reaching out to other older indigenous people to help them face issues of mistrust, abandonment and helplessness; things she has battled throughout her life.

Roseanne has been accessing a Community Aged Care Package (CACP) from Villa Maria since December 2010. CACPs assign Case Managers to older people within the community to assist them with individual needs such as home care, travel assistance and socialisation, enabling them to remain living independently at home.

Around the same time, Villa Maria was awarded an extra 94 community care packages (*the largest amount allocated to any one Victorian provider*) in the Australian Government's 2009-10 Aged Care Approvals Round (ACAR). Many of the packages are aimed at people from Aboriginal and Torres Strait Islander (ATSI) backgrounds and those who are socially and financially disadvantaged.

Roseanne, who has extensive experience in community health, has volunteered to use her personal and professional knowledge to help Villa Maria reach the ATSI community to connect them with packages.

"Trust and the fear of being judged are also big barriers to seeking help for people from the Stolen Generation," Roseanne said. "If someone has been traumatised earlier in life and then they come in contact with someone who is nice and trying to help them, there's a suspicion that there must be an underlying issue or agenda."

Roseanne said having her Villa Maria Case Manager Leonie Mills there to listen and help her access local support services had been fantastic.

Leonie said Roseanne's assistance was "vital" in helping Villa Maria reach ATSI community members who may be in need of support to stay living independently at home.

"A large percentage of the population don't realise these packages are available," Leonie said.



Residential Services

Villa Maria's Residential Services team considers it a privilege to support the 193 older people living in our aged care residences.

At Berwick, Bundoora and O'Neill (Pahran) residents accessing high and low, dementia specific and respite care are given the highest quality of clinical care while being supported to enjoy community activities and develop friendships with staff and residents alike.

From personal care assistants to lifestyle co-ordinators and nurses, each staff member is absolutely dedicated to the health, wellbeing and happiness of residents and ensuring their families stay connected and engaged in their lives.

Wellbeing

Villa Maria is always open to new types of safe and gentle therapies which can improve the quality of life of residents in aged care.

Reiki therapy was introduced at Villa O'Neill in February 2011, to help reduce stress and anxiety and improve the general wellbeing of residents with dementia.

Therapist Annemiek van de Kamp has seen a positive change in residents since the therapy began, with many appearing more calm and content.

An innovative aromatherapy program and sensory room at Villa O'Neill has also seen marked differences in the health and happiness of residents, while a sensory garden at Villa Maria Berwick has similarly had a positive impact.

The health and wellbeing benefits of gardens and gardening, particularly in aged care, has been widely researched and confirmed.

Residents at Bundoora will also soon enjoy the therapeutic benefits of helping to maintain an indigenous garden, which volunteers from the Building Commission and Plumbing Industry Commission and MLC & NAB Wealth Technology began creating in November 2010.

Development

The expansion of Villa Maria's Berwick residence is a step closer to reality with builders 2Construct beginning works at the end of June 2011.

Villa Maria is investing \$7.8 million in this building program which will see the construction of a new 16-bed wing and renovation of the existing facility, to ultimately create a 76-bedroom residence. Designed to meet the current and future support and care needs of older people in the south-eastern region, the works will provide Villa Maria Berwick with improved palliative care capacity and new levels of comfort and environmental sustainability.

The entire project is expected to be completed by the end of 2012.

Around the same time, construction of Stage 1 of Villa Maria's multi-million dollar Wantirna re-development is also set to finish. The new, 96-bed aged care residence will offer an ageing in place model with low care, high care, extra services and dementia-specific support.

Technology

In July 2010, a new information technology system was introduced across Villa Maria's residential aged care services (RACS), streamlining and modernising the way residents' health and wellbeing information is documented and stored.

Replacing hard copy files, the iCare system is an aged care electronic client record accessed by RACS staff via VillaNet which stores information including resident's health history, nutritional needs and advance care plans.

Residential Services worked extremely hard alongside Villa Maria's IT Business Management team to see the program become a reality. iCare will act as a 'one stop shop' for staff needing to review and update residents' details in a fast, safe and effective manner.

Cultures

Cultural diversity of residents and staff is highly valued and respected across Villa Maria's aged care residences. Acknowledging the cultural backgrounds of residents brings joy and reminiscence into their lives and helps restore their sense of identity. It also fosters a relationship where the residents realise they are important to staff and that their cultures are important too.

There are 17 nationalities represented among 42 residents at Villa O'Neill, nine nationalities among 60 residents at Berwick, and 12 nationalities among 91 residents at Bundoora.

Villa O'Neill's annual Spring Festival in October 2010 is an example of how residents have the opportunity to share and celebrate their heritage in a meaningful way.

Residents, staff, family members and friends enjoyed a smorgasbord of exciting cuisine from across the world, live entertainment, and fun activities.

Cultural Calendars at our aged care residences – such as St Patrick's Day on March 17 and Italian Culture Day on May 27 – are full of opportunities for residents to enjoy diverse food and enjoy entertainment from across the globe.

Particularly popular was Australia Day celebrations held on January 26 at Bundoora, where residents and their families enjoyed lamingtons and a traditional 'Aussie BBQ', and took part in an 'Aussie quiz'.

Maintaining dignity

Maintaining the dignity of residents and ensuring their comfort, is paramount for Residential Services.

Staff members across Villa Maria's aged care residences have built on their capacity to deliver quality continence management during the past year through an online course run by respected continence product supplier TENA.

The additional training means staff can better identify the most appropriate methods and products needed to respond to residents' individual needs. Maintaining residents' social continence and respecting their privacy, rights and dignity is of primary importance.

Future planning

Advance Care Planning (ACP) continues to be a major focus for Villa Maria's Residential and Community Services.

Following the introduction of ACP – the process of identifying residents' future health care wishes before they become too unwell to communicate – in early 2010, almost all aged care residents and their families have worked with specially trained Villa Maria Respecting Patient Choices consultants on their plans, assisting residents to reflect upon, choose and communicate their preferences about their future health care.

An End of Life Care Pathway (EoLCP) program was also introduced and trialled at Berwick in March 2011. The pathway is used for residents in Palliative Care to provide a consensus-based best practice guide to care in the final days and hours of their lives.

The EoLCP has been welcomed by staff, who sign off all aspects of care that have been required such as spiritual/religious/cultural needs addressed, medications altered, and loved ones approached regarding grief and loss issues. For residents, the program significantly improves palliative care outcomes as they are less likely to be transferred to hospital and are able to remain in a familiar place with carers who are known to them.

Personal care workers in particular have welcomed the clear direction as to what they are required to do to make life as comfortable as possible for the residents before they pass away.

EoLCP has now become standard practice at Berwick and will be rolled out across other Villa Maria aged care residences in the future.

Max's story

Max's body has served him extremely well over his 91 years.

He has played in the Australian hockey squad, been a state champion table tennis player, played in the WA state side against Australian cricket legend Sir Donald Bradman, and for five years served on the front line for Australia as a Commando in WWII.

So it's come as no surprise to Max that his body is a little worn out and not "keeping up with his mind" these days.

Max is one of 29 residents at Villa Maria Berwick who have been receiving intensive pain management therapies, administered by a qualified physiotherapist four times per week, since March 2011.

Extensive audits throughout Villa Maria Berwick identified residents who were experiencing chronic pain and would benefit from one-on-one therapies using heat, massage, electrical nerve stimulation and exercise.

Max, who experiences general age-related aches and pains in his legs, stomach and arms, including arthritis, said his twice-weekly therapies were "definitely helping."

"It's really good physio and since I've been doing it for the past five months, after I moved in, I gradually seem to be getting on top of it."

Max's wife Thelma, with whom he's recently celebrated his 60th wedding anniversary, says the therapy has "brought back some life" to her husband.

"He thoroughly enjoys the massages and has found it helpful in reducing his pain and increasing his mobility," Thelma said.

Berwick Division 1 nurse Kylie Maddern said the aim of the program was simple.

"We are devoted to delivering quality and holistic care to all of our residents. Through this program we hope to achieve improved resident outcomes, decreased pain and reliance on medications for pain relief, increased sensory stimulation and improved quality of life."

For Max, who has held impressive titles throughout his nine decades such as Mayor, Captain (pilot) and Marketing Director, it is his "quality of life" that is most important.

"I have two sons, three grandchildren, and of course my wife, Thelma, who has looked after us all. I have been very lucky in my life and I want to keep active for as long as I can," Max said.



People Services

Villa Maria understands that managing diversity can be an important process for improving organisational performance.

Our dedicated 16-member People Services team recognises, values and nurtures the different skills and competencies of our 950 staff and 300-plus volunteers.

Through a range of support services across the organisation including human resources, payroll, learning and development, health safety and wellbeing, volunteer resources and pastoral care, the People Services team ensures staff are motivated and equipped to support more than 5,000 people across Victoria and southern NSW.

Cultural awareness

Enhancing understanding and communication with people of Culturally and Linguistically Diverse (CALD) backgrounds is vital for Villa Maria to provide quality support to the wider community.

With this in mind, Villa Maria's CALD and ATSI (Aboriginal and Torres Strait Islander) Taskforce sought assistance from Josie Prioletti from Prioletti Consultants in January 2011 to develop and present Cross Cultural Awareness and Communication workshops for all staff.

In total, 65 staff from across all service areas have so far completed the training at Bundoora, Ballarat, Kew and Brandon Park. Reaction has been extremely positive with many staff reporting the workshops to be "interesting and insightful" and assisting them to be more aware of people's cultural values and behaviours.

Additional workshops in regional and metropolitan areas are planned for the remainder of 2011 and into 2012.

Pastoral care

Villa Maria's Pastoral Care Volunteer Program has been progressing well, with three new volunteers recruited following an intensive four-day training program in October 2010.

Headed by Pastoral Care Coordinator Maureen O'Sullivan, the program trains people in grief and loss issues, team building and communication, enabling them to provide comfort, companionship and spiritual and emotional encouragement to the people we support and to our staff.

In total there are around 15 pastoral care volunteers who support Maureen and fellow Pastoral Care Coordinator Sister Mary O'Shannessy, reading publications for the vision impaired, undertaking administration tasks, and importantly, providing one-on-one visits and a 'listening ear'.

Learning and development

Villa Maria's dedicated Learning and Development (L&D) team ensures staff members from diverse backgrounds, ages and professions enjoy a challenging and fulfilling long-term career.

During the past year, L&D have increased their team resources, which in turn, has built on their capacity to deliver a wide range of training for staff including clinical skills, mandatory skills and professional development, and maintaining an L&D presence at career expos such as the Royal College of Nursing Australia (RCNA) Nursing and Health Expo in April and the Reinvent Your Career Expo in June.

In 2010, 18 staff completed their Diploma of Management at RMIT, with 13 more staff undertaking the course in 2011. The one-year course, funded by Villa Maria, sees staff develop their management skills and learn more about Villa Maria.

L&D continued existing relationships with RMIT and NMIT, while building new relationships with other providers such as the national depression initiative Beyond Blue, which conducted a training session pro bono for residential services staff in April 2011.

Staff from L&D and Human Resources presented a paper to 350 aged care professionals on 'Recruiting for Attitude and Training for Skill' at the annual ACSA Tri-State Conference in February.

L&D also worked with IT to develop more online modules for VillaNet, to enable staff to undertake online training and assessments.

Widely recognised

Villa Maria's dedication to ensuring all employees enjoy a flexible, supportive and innovative workplace saw it acknowledged at a prestigious national award ceremony in November 2010.

Villa Maria was a proud finalist in the Sir Ken Robinson Award for the Workforce Flexibility category in the Australian Human Resources Institute (AHRI) National Awards. These awards recognise management strategies that allow diverse groups of employees to flourish through flexible work practices.

In March 2011 Villa Maria was one of only 99 organisations who achieved Employer of Choice for Women status for 2011 from the Equal Opportunity for Women Agency, building on our existing citation as a Victorian Government Fair and Flexible Employer (2010, 2011).

Technological advancement

In June 2011, Villa Maria's payroll system CHRIS21 was upgraded. Originally implemented in December 2009, CHRIS21 can be integrated with Villa Maria's finance system, EPICOR, and also makes accessing information much easier for staff.

CHRIS21 modules in L&D, Human Resources and Health Safety and Wellbeing are also expected to be rolled out in the future.

In March 2011, the CAMS/PES (Personnel Evaluation System) was introduced to replace the current paper-based performance development procedure evaluation process. The system is presently being rolled out to the Executive team for the reporting of their annual performance evaluations, with plans to roll out to Management level staff in late 2011, early 2012.

Health, safety and wellbeing

Health, Safety and Wellbeing (HSW) at Villa Maria has continued to develop over the past year, with an increased focus on the wellbeing of individuals.

A 12-week Pedometer Challenge, beginning April 18, 2011, saw 200 staff members calculate their weekly steps in an effort to increase their physical activity and overall fitness. Some amazing results have been achieved with reports of up to 10 kilograms in weight loss, increased fitness levels, and positive lifestyle changes.

Other wellness initiatives have included free, WorkSafe Work Health Checks for staff, regular health and wellness posters including information and tips on good health, and quarterly newsletters focusing on topics such as manual handling and driving safely.

'Quit' information packs were sent to all sites, and detailed HSW Manuals distributed including policies, procedures, forms, and useful tools in relation to Health and Safety, WorkCover, Rehabilitation etc.

The HSW team also focused on supporting staff who have a work-related health condition by emphasising their importance in the workplace and consideration of return to work options.

These initiatives have seen a reduction in workplace injuries and their impact. And as a result, Villa Maria's WorkCover Premium, based on claims performance and costs to June 30, 2011, has been significantly reduced, enabling more dollars to be used for safety, health and other important preventative initiatives.

Warren, Kylie and Rae's stories

Speak to any one of Villa Maria's employees and a firm belief in our values of Compassion, Accountability, Respect, Courage and Person Centred is evident.

But it's not only upholding these values in service delivery that makes Villa Maria so successful, it's a feeling among staff of being valued by the organisation.

Villa Maria has proven its commitment to being an employer of choice through consecutive Victorian Government Fair & Flexible Employer awards (2010, 2011) and Australian Government 2011 Employer of Choice for Women accreditation.

Opportunities for professional and personal development are highly valued by Villa Maria employees through our dedicated Learning and Development (L&D) and People Services team.

Warren Davis is one of 13 employees undertaking their Diploma of Management at RMIT in 2011, with a further 18 staff having completed their one-year course in November 2010.

Since joining Villa Maria in January as a Disability Services project officer, Warren has effectively "re-invented his career"; building on his extensive disability services background with various training and assessment qualifications to become an L&D Consultant.

"I am very impressed with the career opportunities here at Villa Maria. I feel genuinely valued as the organisation is investing in me as a person and in my career development," Warren said. "I work in a very supportive environment with individuals who are similarly passionate and committed to providing quality learning and development opportunities for staff and bringing out the best in people."

Kylie Maddern is another employee who has taken advantage of professional opportunities and the flexible working environment at Villa Maria.

Kylie began as a Division 1 nurse at Berwick aged care residence in 2010, was supported by Villa Maria to undertake an ACFI (Aged Care Funding Instrument) training course to become Quality and Documentation Systems Manager, and is now also job-sharing as a Clinical Care Co-ordinator.

Kylie, who is also completing the Villa Maria-funded RMIT Diploma of Management, said as a mother of two, her work/life balance was crucial.

"It's a very flexible workforce. Where Villa can help you out, they do. Working in such a supported environment makes me want to achieve results."

For more established staff like Rae Harrison, feeling valued and continually motivated in her role is vital.

The Community Services team leader began as a corporate receptionist at Villa Maria almost 10 years ago. Since then, Rae has thrived on professional opportunities provided by Villa Maria such as a student placement at Carinya Respite Service while undertaking her Diploma of Welfare through Holmesglen TAFE, and in various case management roles.

"My goal was always to get a position in aged care and have a more hands on role. I feel lucky that I was supported by Villa Maria to achieve my dream."



L-R Warren Davis, Kylie Maddern and Rae Harrison

Community Involvement

Villa Maria's capacity to provide services, to be innovative, to challenge the status quo and to make a difference to people's lives, is only possible through the ongoing commitment and involvement of the wider community.

Valuing volunteers

Volunteers have been the lifeblood of Villa Maria since we began in 1907.

Today, more than 300 volunteers of all ages help us to deliver our vital services in roles such as social visitors, drivers, disability support workers and opportunity shop assistants.

Collectively, they have donated more than 30,000 hours of their time over the past year, making a significant difference to the lives of around 1,000 people accessing 30 Villa Maria programs.

The value of our volunteers cannot be underestimated. Without them, our efforts to deliver quality services to older people, children and adults with a disability, their families and carers would be greatly diminished. For the people we support, volunteers are an essential part of being connected to the wider community. And for this, we extend our sincere thanks.

On May 9 the amazing dedication and compassion shown each and every day by our volunteers was celebrated at the annual Villa Maria Volunteers Luncheon and Service Awards at the Green Acres Golf Club in Kew. Volunteers enjoyed a gourmet lunch, drinks and entertainment with service awards ranging from five to 30 years handed out to 39 people.

Social media

In an effort to reach out and further engage with the wider community, Villa Maria joined the social media revolution in August 2010.

Recognising the rapid growth of social networking and the importance of having an on-line presence, we established our own Facebook, Twitter and YouTube pages.

Our objective was to increase Villa Maria's accessibility to the community, to promote and improve our services, respond to feedback and give people from all walks of life the opportunity to engage with one another for support and friendship and to share their experiences. Already Villa Maria's social media presence has achieved great results and we look forward to further expanding and engaging our on-line community.

Fundraising activities

Villa Maria's annual Charity Golf Day on October 25, 2010 was a huge success with over \$70,000 raised for Austin Street and our Children's Respite Services.

More than 100 people lent their support as players in 27 golf teams and 38 companies generously sponsored or supported the event, held at one of Victoria's premier golf courses, the Southern Golf Club, in Keysborough.

Widespread support of companies, and in particular gold sponsors Reflex Technology Group (RTG) and Epicor, are fantastic examples of how corporate donors and industry supporters give back so generously to their communities.

Villa Maria's art therapy programs received a boost following our second annual Art Calendar Launch, Exhibition and Auction on September 22, 2010 at the George Paton Gallery.

Supporters turned out to bid on colourful and vibrant artworks created and donated by staff, volunteers, established artists and people who access Villa Maria services.

A total of \$17,000 was raised through silent and loud auctions at the event and through sales of the art calendar.

The generosity of our supporters has been overwhelming this past year, particularly through our appeals, which raised substantial funds in support of our Children's Respite Services, music therapy at our aged care residences, and our Siblings Program; supporting siblings of children with special needs.

As always, support received from philanthropic trusts has been invaluable. We thank the following groups whose generous donations have helped fund a variety of life-enhancing projects including outdoor play equipment at our Lilydale Children's Respite House and at St Paul's College, sensory equipment for Gateway Kew, and towards capital works at Austin Street: The ANZ Accommodation and Care for Older People in Victoria, The Collier Charitable Fund, The South Australian Children's Variety Club, F & F Leith Charitable Trust, Bendigo Bank East Kew, and the Peter Brock Foundation.

Generosity from individuals and businesses also saw more than 350 socially and financially disadvantaged people supported by Villa Maria receive Christmas Hampers in December.

We had some very heartening feedback from hamper recipients, some of whom had had a particularly tough year and cried with happiness upon receiving their festive gifts.

Future support

Villa Maria depends on the ongoing support of the community to achieve our goals. Bequests with us are an enduring investment that we can apply to a range of vital programs and initiatives.

In March 2010, we joined 107 of Australia's leading charities in a new campaign urging Australians to leave a charitable bequest in their Will.

The 'Include a charity, help the work live on' campaign aims to change people's behaviour and educate the public into leaving a gift in their Will. The process is made easy via website www.includeacharity.com.au

Bequests enable Villa Maria to confidently plan ahead knowing that we can continue to deliver much-needed services well into the future. We are very grateful to have received bequests from the Estates of A Lewis, B E N Parks, D D Newell, D L Robinson, Father G Fitzgerald, G J Carr, J P Leahy, Noel M E Grabau, Thirza Rogers, Wilfred John Comber, and Z Godula, over the past year.

Muriel's story

Without the support of Villa Maria's 300-plus volunteers and the generosity of donors, our capacity to deliver life-changing programs would be greatly diminished.

Over the past year a special partnership has been blossoming between statutory Victorian authorities the Building Commission and Plumbing Industry Commission and Villa Maria, which has seen enormous benefits for the people we support.

Muriel Marczynski, the Commission's Director of People and Culture and Information Management, said in late 2010 the organisation singled out Villa Maria because it "performs great work throughout the community and is an admirable charity that we'd like to support."

Since that time, the Commissions have generously assisted Villa Maria through volunteering days at our Bundoora aged care residence to build an indigenous garden for residents, a Christmas donation drive to help fill festive hampers for socially and financially disadvantaged people, and held a bake day to raise funds for the ongoing care costs of Daisy, a Jack Russell x Chihuahua, providing vital pet therapy to residents of Austin Street (a purpose-built home for young people with complex care needs who may otherwise be living in nursing homes).

Muriel said the Commissions understood not-for-profit organisations such as Villa Maria relied heavily on the support of their communities to make a tangible difference to people's lives.

"As values-based organisations, the Building Commission and Plumbing Industry Commission are aware of the positive impact we can have on Villa Maria by assisting in the wonderful work they perform within the community," Muriel said.

As for the Commissions' staff, Muriel said the experience of volunteering at Bundoora had been particularly rewarding and had allowed staff to work together in a completely different environment. One staff member observed:

"The overall (gardening) results in just a few short hours were very satisfying to see, especially given the dedication Villa Maria constantly provides to the community."

Muriel said the Commissions would continue to support Villa Maria in 2011, with activities planned for the remainder of the year including more volunteering gardening days, another bake day, and a chocolate fundraising drive.



Governance



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 2011.

The Board was delighted to welcome new Director Vito Cassisi and gratefully acknowledges the five year contribution of resigned Director Brian Barry.

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

Board of Directors

(Pictured above from left to right)

Jenny McAllister
Advocacy/Disability

Peter Walsh
Public Policy/Advocacy

Fr Joe Caddy
Mission/Social Policy & Research

Robert Livy
Finance/Risk/ Aged Care

Richard Gray
Disability/Aged Care

Dr Angela Atkin
President
Health/Aged Care/ Disability

Vito Cassisi
Architecture/Culture

Michael Meere
Business Management/Strategy

Peter Hogan
Vice President
Finance/Strategy

Donna Howlett
Vice President
Health/Business Management/ Strategy

Br Brian Brandon
Education/Property/ Finance

Not pictured:
Brian Barry
Finance/Risk
(Resigned January 2011)

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 be person centred and to act with compassion, accountability, respect and courage is inspiring.

Together they have provided care and support options to over 5,000 people. We thank each of them for their ongoing commitment and their community leadership.

Executive Leadership Management Team

Front row from left:
Beryl Rauffer
Chief Operating Officer

Shaheen Evans
Executive Manager – Planning & Risk

Jeremy McAuliffe
General Manager – Community Services

Rebecca Ryan
Executive Manager – Marketing

Carolyn McColl
General Manager – Residential Services

Middle row front left:
Gaye MacInnes
Executive Manager – Company Secretariat Services/
Company Secretary

Helen McPhee
General Manager – People Services

Valerie Lyons
Chief Executive Officer

Liz Ely
General Manager – Disability Services

Kay Miller
Executive Manager – Service Integration

Back row from left:
Russel Chesler
General Manager – Projects & Development

Graeme Wickenden
Chief Financial Officer/General Manager Business Services

Cheril Dewhirst
Executive Manager – Education Services/Principal, St Paul's College



Senior Leadership Teams

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

Community Services
Suzanne Chamberlain – Regional Manager South East Region
Jane Reilly – Regional Manager Eastern Region
Suzie Don Leonard – 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

Independent Living Apartments
Dianne Lane – Sales Manager

People Services
Sandra Bowen – Manager Learning & Development
Toni Donia – Manager Payroll
Troy Pearl – Manager Health Safety & Wellbeing
Claire Waters – Manager Volunteering Resources

Projects & Development
Angela Roennfeldt – Design Manager

Residential Services
Yvonne Henderson – Centre Manager Bundoora
Louise Care – Centre Manager O'Neill
Tania Surgeoner – Manager Quality & Documentation Systems
Edda Tandridge – Aged Care Social Worker
Linda Wallace – Centre Manager Berwick

Financial Performance

Villa Maria achieved an outstanding financial result for the year ended 30 June 2011, reporting an operating surplus of \$2.8 million (\$0.4 million in 2009/10).

Accounting adjustments to reflect a \$4.1 million decrease in the value of bed licences held by Villa Maria as an Approved Provider of residential aged care from the Department of Health & Ageing, has been applied against this surplus to report a net deficit of \$1.8 million (there was no similar adjustment in 2009/10).

The \$2.8 million operating surplus represents a significant achievement by all of Villa Maria's services and is attributed to a heightened financial awareness developed over the past three years, evident in the accountable and financially sustainable culture embraced by all levels of the organisation. Challenging budgets were set for each service area in 2010/11 and these were achieved, with the exception of Residential Services where a number of one-off expenses resulted in a small unfavourable variance to budget at year-end.

Of significant consideration was the \$4.1 million decrease in the value of bed licences. The value of bed licenses held by aged care providers has been an important issue for the aged care sector for the past 12 to 18 months. The small number of sales upon which a valuation may be determined has given rise to speculation as to whether providers should continue to report the licences in their balance sheet. The matter has been further complicated by the Productivity Commission's report *Caring for Older Australians*, which includes a recommendation to remove the current restrictions on bed licences. Each year, Villa Maria commissions an independent valuation of the bed licences, and it was on this basis the decrease in value was determined.

As expected for a service-based organisation, employee expenses constitute approximately 60 per cent of Villa Maria's expense base and consequently is closely monitored to ensure optimum outcomes are achieved. Across 2010/11, significant effort was applied to ensuring Villa Maria's employees received relevant training and development opportunities while minimising dependency on agency filled shifts, which invariably carries a significant cost impost and a more fragmented support experience for the

people in our care. Through some innovative partnerships and internal practices, including the augmentation of a pool of Villa Maria casual employees, we successfully minimised agency usage, achieving cost savings and improved care outcomes.

Major Projects

The advancement of the three major capital projects Villa Maria committed to in the previous financial year has been a major focus. In particular, finalising the funding arrangements and associated documentation for each project has been a major undertaking for the 2010/11 year.

Camberwell Project

Villa Maria has partnered with one of Victoria's most reputable and experienced builders, L.U. Simon Builders, for the construction of Athelstan Camberwell; 66 apartments over four levels at 450 Camberwell Road, Camberwell. In what is an innovative and unique model, the collaboration with L.U. Simon Builders provides significant cost efficiencies while ensuring a high quality product is the priority of both parties. Under the arrangement with L.U. Simon Builders, each party has contributed capital to the project and will equally share the final proceeds upon settlement of the apartments, with Villa Maria owning and managing the apartments and receiving all future earnings from the lease arrangements residents enter into. The project received the support of the National Australia Bank as the project's funder, with the loan secured by a registered mortgage over the Camberwell site. The total project cost is \$52 million and as at 30 June 2011, works costing \$0.6 million had been undertaken.

Wantirna Project

Villa Maria has been fortunate to engage with Grocon for the development of Stage 1 of the Wantirna project, which consists of a 96-bed residential aged care facility, a day service for people with a disability and a wellbeing centre. Grocon has joined with Villa Maria as the builder for the project on a "no margin" basis as part of their corporate social responsibility commitment. The project is supported financially through a loan agreement with the Westpac Banking Corporation. As at 30 June 2011, building works costing \$1.6 million had been undertaken. These works are the

first stage of a proposed five-stage project, with subsequent stages providing independent living and community facilities.

Berwick Project

The Berwick 60-bed residential aged care facility is being expanded to meet local demand and to modernise the existing building. As at 30 June 2011, plans have been finalised and the construction works tendered for a 16-bed extension, along with the conversion of eight shared rooms to single rooms. The Roman Catholic Trusts Corporation for the Archdiocese of Melbourne (acting on behalf of the Catholic Development Fund) is providing financing for the project. As a result of this partnership with the Archdiocese, through the Catholic Development Fund, Villa Maria receives competitively priced funding for the project. In what is a mutually beneficial arrangement, Villa Maria now holds a significant portion of investment funds with the Catholic Development Fund.

In addition to these three major projects, Villa Maria continued with a number of other significant projects to improve the operational efficiency of the organisation. This included the

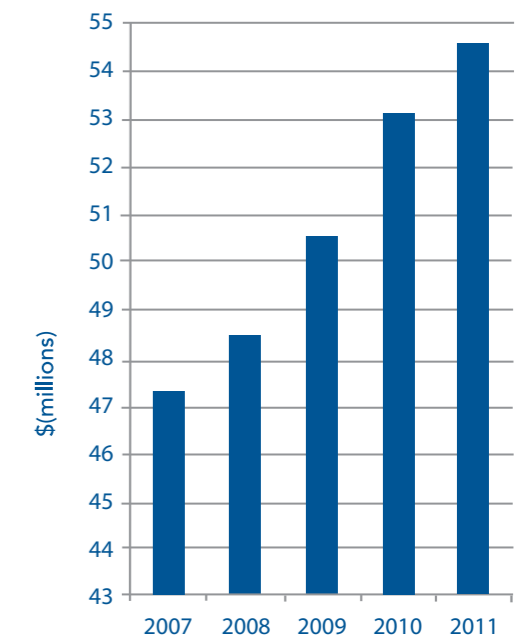
ongoing implementation of systems to provide greater functionality and efficiency for client management. The rollout of the Epicor system continued and is now operating across residential aged care and is complemented by the iCare system for clinical needs.

The increase in borrowed funds and commitment to major projects has been supported by the development of detailed financial reporting focusing on Villa Maria's cash position and the projections of commitments and revenue streams into the future. Villa Maria's liquidity position is closely monitored, and customised reporting is generated to provide transparency and clarity to ensure full compliance to banking covenants and internal reporting requirements.

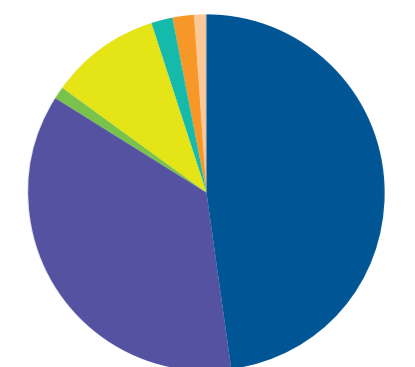
Five Year Financial Summary

	2007	2008	2009	2010	2011
	\$000	\$000	\$000	\$000	\$000
Operational Services:					
Australian Government grants	26,868	26,492	28,230	30,083	27,779
State Government grants	15,233	16,658	16,959	17,668	20,962
Fees and other income	5,203	5,320	5,299	5,424	5,950
Total income	47,304	48,470	50,488	53,175	54,691
Expenditure					
Operating surplus/(deficit)	(2,670)	(2,617)	(3,926)	(1,454)	(551)
Other Income and Expenditure:					
Fundraising and public relations	244	565	1,510	1,554	1,318
Investments and sundry income	3,706	(2,261)	819	(1,322)	1,227
Abnormal items and capital grants	77	301	315	1,596	(3,831)
Total net other income	4,027	(1,395)	2,644	1,828	(1,286)
Total net surplus/(deficit)	1,357	(4,012)	(1,282)	374	(1,837)
Total Assets	57,282	116,944	107,440	130,701	142,321
Total Liabilities	10,203	13,123	13,911	22,093	32,588
Total Members' Funds	47,079	103,821	93,529	108,608	109,733

Five Year Operating Revenue Growth



Revenue Summary 2010/11



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, their families and carers.

We feel extremely fortunate 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 and 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, the Early Childhood Intervention Service Siblings Program, and upgrades to the Children's Respite Houses. 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

ANZ Accommodation & Care for Older People in Victoria
Bell Charitable Fund
Blake Dawson
Brother Gerard Trust
City of Boroondara
Collier Charitable Fund
Community Enterprise Foundation/Bendigo Bank (East Kew)
D Prentice Charitable Fund
Father L Hartnett Charitable Trust
F & F Leith Charitable Trust
H & A Payne Charitable Trust
I M Webster McDonald Perpetual Charitable Trust
J C Reseigh Estate
J B Ryan Perpetual Trust
J & H Brent Foundation
Lord Mayor's Charitable Foundation
Marian & E H Flack Trust
M & B Fennessy Gift Fund
M J Polinelli Trust
Muffin Foundation
Peter Brock Foundation
Variety South Australia
V R Pittman Estate
William Angliss (Victoria) Charitable Fund

Bequests

Est. G J Carr
Est. Wilfred John Comber
Est. Father G J Fitzgerald
Est. Z Godula
Est. Noel M E Grabau
Est. J P Leahy
Est. A Lewis
Est. D D Newell
Est. B E N Parks
Est. D L Robinson
Est. Thiriza Rogers

Supporters

Greenacres Golf Club
Magistrates Court of Victoria
Methodist Ladies' College
The Returned & Services League (Croydon)
SKF Australia Pty Ltd
St Michael's Uniting Church
St Paul's Auxiliary
The Cherry Tree Grove Garden Club

Golf Day Sponsors

Gold Sponsors:
Epicor
RTG (Reflex Technology Group)
Major Sponsors:
Bowens-The Builder's Choice
Coady Valuers
NAB Health
Norden Conversion
Hole Sponsors:
BDO
Calumo
CGU Workers Compensation
iCare
Leighton

Optus
Randstad
Robert Verdouw & Associates Pty Ltd
Russell Kennedy
Selectus
Snap Printing Rowville
Teknocrp
Thomson Adsett
Hospitality Sponsors:
Athelstan Camberwell
Coady Valuers

Pro Bono Services and Gifts in Kind

Banyule City Council
Building Commission & Plumbing Industry Commission
Bunnings Hardware (Scoresby)
Care Marketing
Glen Iris Hire
Holmesglen University
Horticultural Therapy Association Victoria
LaTrobe University Nursery Team
Nelson Alexander
Pete Smith
Russell Kennedy

Life Members

Mrs J Allen
Mr D Amato
Mr W J 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
Brother B J Brandon
Mrs C Bryant
Mrs M Butts
Mr R Callinan
Mrs J Cheney
Mrs S Clayton
Lady P Connelly
Mr L Connolly
Mrs L Cooper
Mrs V Davenport
Mrs M Davey
Mr L Davies
Mrs S Davis
Mrs P Day
Br G Develin**
Mrs M Dossetor OAM
Mr B Dunne
Mr G Dyer
Mrs J Edwards
Ms L Elford
Mrs P Farrar
Ms M Fennessy
Mrs A Fitzpatrick
Mrs M Flowers
Mrs P Flynn
Mrs M Fyfe
Mrs B Garlepp
Mr F Gatt
Mrs C Gleeson

Mrs G Gray
Mrs M Greenway
Mrs B Grooby
Mrs D Gubbins
Mrs R Hadden
Mrs F Hamilton
Miss E Hammond
Mrs A C Hansen
Mr L Hardie
Mrs R Hardie
Mrs H Hardman
Mr F Hargrave AO
Mrs C Hart
Mr F Hawkins
Mrs J Hearn
Mrs L Hendricks
Mrs D Henry
Mr J Henry
Ms E Hinsch
Mr S Hoerauf
Mrs M Hyden
Mrs M Jess
Mr J Jess
Mr W Jolley
Mrs B Kane
Mrs T Keeting
Mr P Lesur
Mr A Linossier
Mrs M Luxford
Mrs B MacPherson
Mrs N May
Mrs L Mc Lean
Mrs J McAllister
Mr I McEachern
Mr M J McKernan
Mrs A Miller
Mrs B Morgan
Mrs D Mulholland
Mrs H Munro
Br K Nangle
Mrs M O'Connor
Miss D O'Farrell
Mrs I O'Hare
Mrs P Oldham
Sr M O'Shannessy
Mrs M Perkin
Mrs L Perkin
Mrs C Pickering
Mr C Raven
Mrs P Reynolds
Mrs V Richardson
Mr R Ryan
Mr B Ryan
Mrs K Ryan
Mrs B Simpson
Mrs H Smart
Miss B Smith OAM
Mr P Smolka
Ms A Sternad
Mrs B Story
Mrs R Sukker
Mr M Sullivan
Mr P Walsh
Mrs V Wells OAM
Mrs C White
Mr R J Whiting
Miss M Williams
Dr B Worsam

** Emeritus Director

We acknowledge the passing of these Life Members:
Mrs F Langford
Mr R Sharp



Community support helps parents like Mara (pictured) and her family access vital Villa Maria services including children's respite.

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

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 – Adults

Heidelberg Heights

T: (03) 9854 5112

Overnight Respite – Children

Croydon, Kew, Lilydale, Wheelers Hill

T: (03) 9809 6820

Outer Encounters (after school care)

Mt Evelyn

T: (03) 9809 6823

Ashwood

T: (03) 9809 6823

Shared Supported Accommodation

Bayswater

Braybrook

Bulleen

Camberwell

40

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

T: 1300 845 526

Independent Living Apartments

Athelstan Camberwell

450 Camberwell Road, Camberwell 3124

Display Suite

391 Camberwell Road, Camberwell 3124

T: (03) 9882 5800 or 1800 799 087

Community Services

Eastern Community Services

1300 650 615 (24 hours)

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

Level 1, Building 5, 540 Springvale Road,

Glen Waverley 3150

T: (03) 9538 4300

White Road Activity and Respite Centre

13 White Road, Wantirna South 3152

T: (03) 9800 7210

Carinya Respite Service

8 Palmerston Road, Lysterfield 3156

T: (03) 9752 7700

Villa Maria Rehabilitation Centre

255 Stud Road, Wantirna South 3152

T: (03) 9800 7260

Northern Community Services

1300 650 615 (24 hours)

1800 052 222 (24 hours) * Australian Government.

Freecall from fixed lines, mobiles at mobile rates

Commonwealth Respite and Carelink Centre

Carer Services

Community Aged Care Packages

Extended Aged Care at Home

Extended Aged Care at Home Dementia Packages

Consumer Directed Care

Consumer Directed Respite Care

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

61 Haverfield Road, Echuca 3564

T: (03) 5442 1966

South East Community Services

1300 650 615 (24 hours)

Community Aged Care Packages (Southern and Gippsland areas)

Extended Aged Care at Home Packages

(Gippsland areas)

Extended Aged Care at Home Dementia Packages

(Gippsland areas)

Consumer Directed Care (Gippsland areas)

4/147-151 Foster Street, Dandenong 3175

T: (03) 9238 9600

226 York Street, Sale 3850

T: (03) 5143 6000

Southern Flexible Respite Care

T: (03) 9238 9600

Western Community Services

1300 650 615 (24 hours)

Carer Respite

Community Aged Care Packages

Extended Aged Care at Home Packages

Extended Aged Care at Home Dementia Packages

Individualised Support Program

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

41

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

ABN 32 004 364 103

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