

ANNUAL REVIEW 2021



Our **MISSION** is why we are here.
Why we exist.

**TO MAKE A POSITIVE DIFFERENCE IN THE
LIVES OF PEOPLE LIVING WITH DISABILITY**

Our **VISION** is a declaration of where
we want to be, and what we hope
to achieve in the long run.

**TO PROVIDE HIGH QUALITY SUPPORT TO
PEOPLE WITH DISABILITIES, WHERE EVERY
PERSON CAN SAY, “I AM LIVING THE LIFE
THAT I WANT”.**

Our **VALUES** tell us what is good,
and how we expect things to be done
around here. They are how we act,
what we strive for, and seek to protect.

We treat everyone with **RESPECT**, value
diversity and the contribution of all

We encourage individual **CHOICE**
and protect the rights of all people

We support everyone to be full and
active members of their **COMMUNITY**

We provide quality **SUPPORT** that
enables people to live the life they want

We always strive for **EXCELLENCE**, always
looking for areas to improve and innovate

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CHAIR AND CEO REPORT

2021 has been yet another unprecedented year full of challenges. The best word to describe how every person we support, our staff, our families and networks have dealt with the COVID-19 pandemic is 'perseverance'. We continue to persevere through every change or challenge thrown at us and we have all done a remarkable job getting through the year. There have been many times when we have heard the words, 'I've had enough', 'I miss my family', 'when will restrictions stop', and then Victoria's lockdown number 6 came along. So we must acknowledge it has been a really tough year for us all.

Together, we have faced it all head on, working tirelessly to support each other and keep everybody safe. To each and every person associated with **focus**, we say 'Thank you'. Thank you for supporting the difficult decisions we have had to make in following the Chief Health Officer Directions. Thank you for your understanding and for persevering to get through these challenging times.

Our priority has always been to achieve our mission; to support people to live the life they want. Whilst for the most part this has been incredibly difficult to achieve due to the restrictions, our frontline staff and leadership teams have worked tirelessly to support people to remain engaged, be active and still achieve their goals. The creativity of our Activities Facilitators has kept the people we support together, while actually being apart. It's now hard to imagine life without Zoom!

The Board and Executive Team met in March this year to develop our 2021 – 2024 Strategic Plan. It was a great day and the only time we've managed to get together this past 18 months. A summary of the Strategic Plan is included within this AGM Annual Report and I'm sure you will join us in being extremely proud to be part of the future. A Strategic Planning Day was held with all leaders and Head Office staff in July and it was our intent to showcase the Plan to our teams and families in the following months. Unfortunately, Lockdown #6 put a stop to that so we still have much work to do to ensure our Strategic directions are imbedded into practice and our goals for the organisation are realised by 2024.

Our sincere thanks to Bev Stacpoole and the 80 volunteers associated with the Mont Albert Kindilan Society Op Shop which has been closed for much of the year. The shop is looking to open again and our volunteers are ready and willing to face the new challenges of running a shop whilst following the strict compliance health directives.

Our thanks go to Mrs Sara Jholl who resigned this year from our Board, having served on the Kindilan Society Board

since 2014. We are grateful to Sara for her commitment and support over the years. To our Board Members, thank you for your ongoing dedication to support **focus** and for supporting us to develop a robust Strategic Plan that will ensure the future of **focus** is bright.

2021 has not been an easy year for many due to personal loss. Our thoughts are with all our employees and families who have lost loved ones this year. We were saddened to hear that several people we had previously supported had passed away. To the families of Maria (Dixie) Longstaff and Melinda Black, we are sorry for your loss.

To keep everyone safe, our entire workforce is now vaccinated. We sincerely thank all of the people we support and their families for supporting our workforce by also getting the COVID vaccination. We hope these vital vaccines bring us all the 'normality' life has to offer. It's been an enormous but worthwhile task to ensure we do our bit to help us all live safer lives together, with far less restrictions.

To our Head Office staff who have worked from home for most of the year, to all of our staff who have persevered whilst wearing masks, goggles or fully body PPE, we thank you. Everyone has worked tirelessly to support the organisation and continuously go above and beyond to navigate the complexities that business as usual brings. Our successes are due to the ongoing commitment from all our staff, from the Executives, Client Services team, People, Culture and Safety team, Finance Team, Innovation and Quality team, Maintenance Team, Transport Supervisor and Executive Assistant. It's truly an honour to be part of this wonderful team.

To our dedicated and supportive family members, thank you. We are grateful for your support and encouragement. We certainly couldn't have gotten through this year without you.

As for next year. Kindilan (**focus**) turns 50. So we hope it will be a year to reminisce, catch up and celebrate the last 50 years and get prepared for what the next 50 years brings.



Paul Thomson
Board Chair



Toni Stewart
Chief Executive Officer

COVID REPORT

As of Friday October 22, there were 216 active COVID cases in disability settings. 113 of those cases are in residential services. Thankfully *focus* has remained free from the virus. Following the updated rules regarding vaccinations of all Authorised Workers, it is with pride that we can confirm all of our staff in *focus* are vaccinated, alongside 100% of the people we support. This is in no small part due to the remarkable efforts of everyone who coordinated with Aspen Medical back in March setting *focus* vaccination hubs throughout the year to do what was required.

We have continued and we have thrived. Our success over the past 2 years is a testament to the strength of the people we support as they accepted and lived with the necessary changes. Our accomplishments show the high calibre of our staff who committed to do all that was necessary to keep everyone safe. And our achievements are underpinned and driven by the steadfast support of our families who helped us stay the course, with their faith in our ability to do what was required and to do it well. It is with gratitude to everyone within *focus*, that we can all look back on this once-in-a-lifetime event with pride in our organisation. And we can move forward with confidence that we will use what we have learnt to do more and be better.



BOARD PROFILE



Paul Thomson

Chair

Paul joined the Board in 2017 and was appointed Chairman in April 2019. He is passionate about the role that **focus** plays in supporting people with a disability and brings a strong background in professional services and working with government that is very relevant to the organisation.

Paul is a senior partner with KPMG and spends the majority of his time in that role advising on large complex infrastructure and property projects. He holds a Bachelor of Commerce and is a member of the Institute of Chartered Accountants.



Michael Negri

Michael is a senior executive and CEO in the industrial markets, with 25 years experience managing businesses. He has been a board member of a number of not for profit boards in the intellectual disability sector including Minda in South Australia, Araluen in Melbourne, as well as a trustee of the Kindilan and Araluen Foundations.

Michael has a Masters of Business Administration from Melbourne Business School, a civil engineering degree from Melbourne University, has completed the Institute of Company directors course and the Harvard Corporate level strategy programs.

Michael is the board's deputy chair and the chair of the finance committee.



Wendy Waddell

Wendy joined the **focus** Community as a Board Member in 2018 and she is passionate about supporting people to have a life that has both purpose and possibility. Wendy has been an interchange parent, and has also served on the Board at L'Arche Melbourne.

Wendy is the CEO of CraigCare, supporting aged care residents in Victoria and Western Australia.



Sally Harrop

Sally works in educational publishing as an Instructional Designer/Writer. Her family has had a long affiliation with **focus** in fundraising activities and as Board members. She has a brother who is a long term resident at **focus**. Sally is passionate about **focus** maintaining its reputation as a provider of high quality supported accommodation for people with disabilities and their families.



Paul Hardy-Smith

Paul first joined the **focus** board in 2012. His brother, Brett, lives in Ash House. Paul is a veterinarian who runs his own veterinary consulting business. He is also a lecturer at the University of Melbourne and Charles Sturt University, the President of the Aquatic Animal Health Chapter of the Australian New Zealand College of Veterinary Scientists, and President of the Kew Swimming Club. Paul is passionate about the health and well being of people with disabilities and proud to be a member of the **focus** board.

EXECUTIVE LEADERSHIP TEAM



Toni Stewart

CEO

Toni has enjoyed senior management roles for NFP Disability Organisations for over 27 years, and specialises in leading and managing teams through change, building positive cultures that **focus** on quality supports. Toni joined **focus** in 2016 at a time when the organisation was beginning to transition over to the NDIS. Her leadership ensured the transition was successful for all facets of the business and in particular the stakeholders. Toni was recruited as the incumbent CEO as of 1 June 2020 and she continues her commitment to seeing **focus** prosper and remain a provider of choice across the Mornington Peninsula.



Jayne Gillespie

Executive Manager People and Culture

Jayne holds a Masters in Human Resources Management (Employment Relations) and is a Certified Practitioner with the Australian Human Resource Institute. She is a member of the NDS National Committee on Workforce, and Deputy Chairperson of the NDS Victoria Workforce Forum with over 20 years' experience in Not for Profit. Jayne is committed to workforce and organisational transformation to deliver quality service to the people we support and their families.



Mark Schwartz

Executive Manager Finance

Mark commenced at **focus** in November 2020. He is a Fellow Member of the CPA and holds a Bachelor of Economics. Mark brings with him many years of commercial accounting expertise gained through wide industry sector experience including Hospitality, Professional Services, Utilities, Consumer Finance, Properties, IT, and Manufacturing.



Michelle Dunne

Executive Manager Operations

Michelle has over 20 years experience working in the disability sector. With previous roles in Management, Practice Enhancement and Research, Michelle is passionate about the work we do at **focus** and wants to support a positive experience for every person.



Andy Zammit

Executive Manager Operations

With nearly 20 years at **focus**, Andy has developed close working relationships with several families and staff over the years and exemplifies our organisational commitment to career progression at **focus**. Andy is dedicated to ensuring the people we support and their families experience quality support.

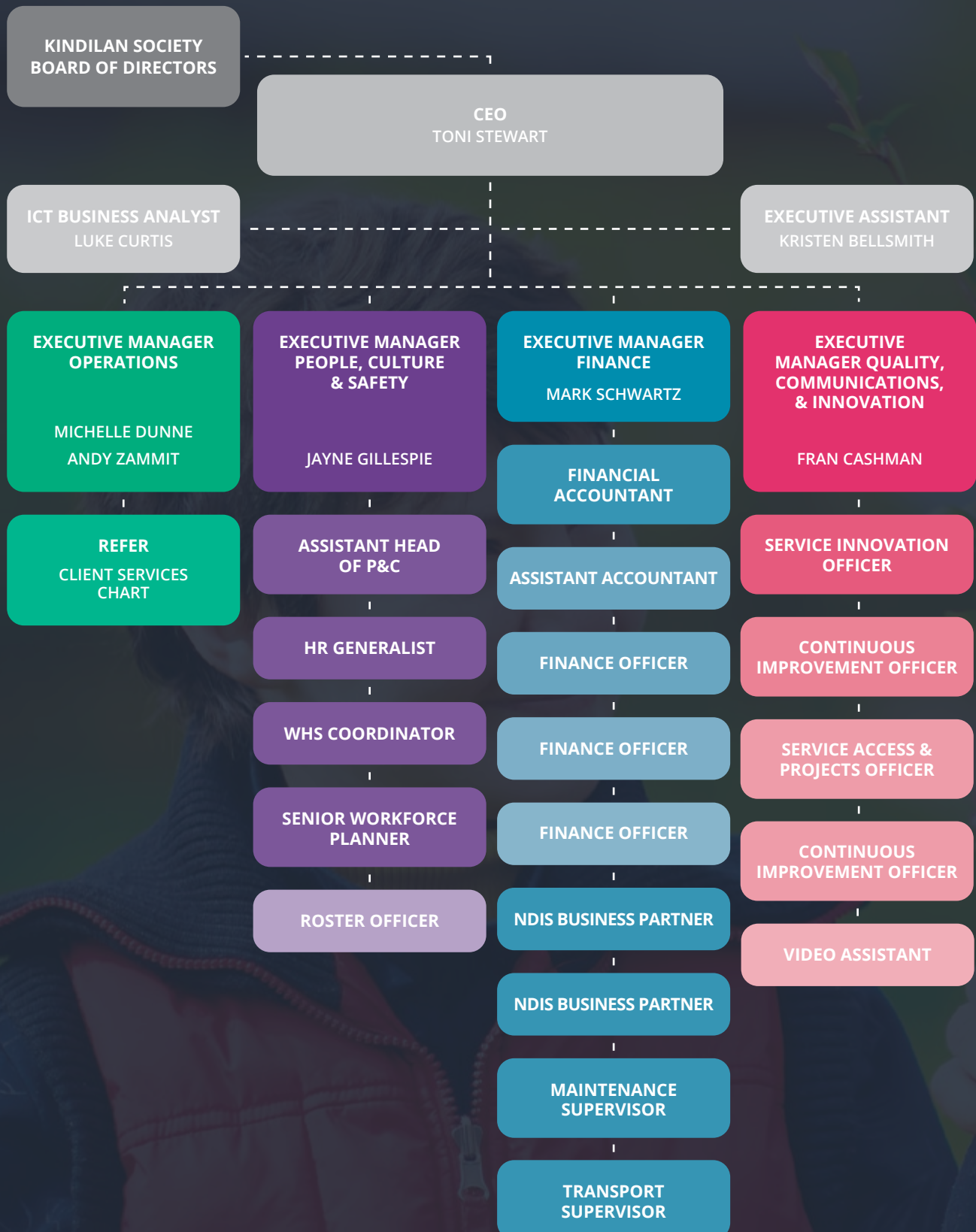


Fran Cashman

Executive Manager Quality, Communications, and Innovation

Fran began her career in the disability sector with **focus** in 2012. She has performed a range of roles across the organisation including Frontline Leadership, HR Recruitment & Allocations, NDIS Support Planning and Continuous Improvement. Fran's passion is celebrating successes achieved through collaborative partnerships. She works to drive the creation, communication and delivery of great service.

ORGANISATIONAL STRUCTURE



CLIENT SERVICES STRUCTURE

CEO
TONI STEWART

EXECUTIVE MANAGER OPERATIONS
MORNINGTON/BAYSIDE
MICHELLE DUNNE

EXECUTIVE MANAGER OPERATIONS
SOUTHERN PEN & RED HILL
ANDY ZAMMIT

AREA MANAGER MORNINGTON/ SOMERVILLE

AREA MANAGER SOUTHERN PEN

BONDI TEAM LEADER
CULBURRA TEAM LEADER
MCALISTER TEAM LEADER
THE RISE TEAM LEADER
OLSEN TEAM LEADER
OPPY TEAM LEADER

SEAVIEW TEAM LEADER
HARTIGAN TEAM LEADER
RYMER TEAM LEADER
BALCOMBE TEAM LEADER
CENTURY TEAM LEADER
DROMANA TEAM LEADER
BUNGOWER TEAM LEADER

ACTIVITIES
FACILITATOR

ACTIVITIES
FACILITATOR

ACTIVITIES FACILITATOR

NDIS SUPPORT PROVISION MANAGER

AREA MANAGER RED HILL

SUPPORT PLANNER

SUPPORT PLANNER

ASH TEAM LEADER
BERRY TEAM LEADER
BANKSIA/PINE TEAM LEADER
OAK/OAK FLAT TEAM LEADER
CEDAR/CEDAR FLAT TEAM LEADER

ACTIVITIES FACILITATOR

POSITIVE BEHAVIOUR PRACTITIONER

OUR *focus*

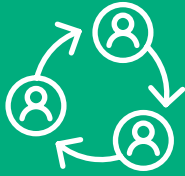
STRATEGIC GOALS 2021-2024

We are driven by our vision to provide high quality support to people with disabilities, so they can say, 'I am living the life I want'.



FIVE STRATEGIC PILLARS

PERSON FIRST



- The people we support inform our practice, guide our services and influence their experience of their support.
- We promote trust and confidence through our client and family centred engagement.
- We drive a strengths based approach to bring out the best in our people.

**People are
in control of
their lives**

INNOVATION & COLLABORATION



- We use technology to enhance independence in *focus* homes and drive efficiencies across the business.
- Develop greater choice in living options for people and work with the market to provide competitive supply.
- We move beyond compliance to best practice.

**We are pioneers
of excellence**

REPUTATION RECOGNITION & IDENTITY



- We are known and respected as a trusted organisation with lived experience of disability.
- We create strong public awareness and engage with our communities.
- Our staff know our story, drive our purpose, and support our aspirations.
- We are all part of the conversation.

**We are known,
respected, and
trusted**

BUILDING CAPABILITY



- Our workforce demonstrates critical thinking and problem solving capability which respectfully questions the status quo.
- We value and recognise our staff and hold each other to account.
- A co-created culture of wellbeing and safety is evident in everything we do.

**Our workforce
is our strength**

ECONOMIC SUSTAINABILITY



- Financial efficiencies will maximise surpluses and build a strong, vibrant future that can withstand and adapt to change.
- Financial best practice through efficient processes, making sound business decisions.
- Key personnel take ownership of their results and promote financial accountability throughout *focus*.

**We adapt
and thrive**



LIVING IN LOCKDOWN – THE THINGS WE DID

One of the toughest losses for all of us to adapt to this year was no longer being able to go out and do those things we count on for our well being - swimming, gym, coffee shops. Our daily activities that keep us connected. But while there isn't a universal handbook on how best to cope in a pandemic, our incredible staff and the wonderful people they support have risen to the challenge, offering us wisdom and examples of how to make our way through this and still maintain a sense of hope, joy and togetherness.

They have approached this situation with resilience and acceptance, and every day they are saying,

‘WE ARE GOING TO HAVE A GOOD TIME IN SPITE OF THIS.’

Those good times include a multitude of activities. Houses are participating in daily zoom challenges that see them doing anything from remote bingo, celebrity red faces, dance competitions and pub trivia. There were virtual catch ups with friends and family using iPads and computers, as well creative home activities like the Southern Peninsula Pizza Making Challenge.





RED HILL AND SOUTHERN PENINSULA

Red Hill took the opportunity to organise working bees in their beautiful gardens and vegetable plots – with each house taking turns to spend time in the sun and getting their hands dirty.

For those people who had previously been attending community pottery classes, the Activities Facilitators brought the program onsite; organising setting up in house classes so that the clay creations could continue.

There were staggered discos in Negri Hall, with house groups dancing the days away in allocated timeslots.

Most importantly, the **focus** Activities Facilitators looked at the programs each person had in place and worked with them each day to determine what they were happy to do – ensuring that the people they supported were still participating in daily experiences that kept them engaged and connected.





MORNINGTON BAYSIDE

Mornington Bayside continued with their successful Zoom Challenges between 1pm and 3pm every day. There was Pub Trivia, Art Challenges, Karaoke competitions and a regular Bingo session hosted by different people across the houses. And for those who used to participate in Karate lessons, their sessions were moved online and they continued to put on their uniforms and practice with their instructor over Zoom each week.

A sad casualty of the restrictions was the Melbourne show, but that didn't stop Mornington Bayside from bringing all the fun and excitement of the show to the people. Each house had their own version of Show Day with sideshow alley challenges, carnival games and celebrations. There were even show bags!





focus EVENTS

National Superhero Day - The call was put out to everyone in our organisation to come together and raise funds for the Muscular Dystrophy Association. And the response from **focus** was fantastic to see. Everyone showed their support – our staff, the people we support, our office, and our management. We wanted to do whatever we could to make it a success and do something we could all be proud of. It was a fantastic day enjoyed by everyone in our houses as well as those working from home. We all dressed up and enjoyed activities and house BBQs, and we raised \$1380.70 for the cause.

Rotary Frankston Sunrise Treadmill Challenge for Very Special Kids – **focus** answered the call at the Last Treadmill Challenge in 2019 and raised over \$2500 for the Very Special Kids Charity. This year's challenge was virtual, but we were still involved in every way possible - encouraging the people we support to get active (walking, running, cycling, moving!) for half an hour on Friday 15th October. Very Special Kids is an amazing organization that supports families throughout their experience of caring for children with life-threatening conditions. We wanted Rotary Frankston Sunrise to exceed their last event's total of \$22k, with a \$30k goal this year. **focus** surpassed all expectations, raising over \$3100, adding to the overall total of \$32000. We raised more money for this worthy cause than any other organisation involved and importantly, found a way for everyone we support to take part rather than only people who are able to use a treadmill.



CLIENT SERVICES REPORT

NEW HOUSES

It's been an exciting year with significant growth in our residential services. We have opened 3 new residential services this year and another beautiful home is almost ready to welcome 4 people. Late last year, we opened our new 3 bedroom house in Frankston. Another 3 bedroom house in Dromana opened early this year. A brand new 4 bedroom home in Frankston on the site of the old Frankston Day service was opened in April. The houses are state of the art with fully accessible features. The opening of these buildings presented opportunities for some of our current people to move house and we also welcomed 7 new people into our residential services. The new housemates have settled in to their new homes and local community very well. All this required significant teamwork from our Area Managers, Team Leaders, Housing Project Officer, Support planners and roster team. It is their incredible work that makes the opening of these homes such a positive experience for the new residents and families.

COVID UPDATE

We worked alongside Aspen medical to offer the opportunity to be vaccinated to our clients and staff. We provided these in our houses as well as running vaccination hubs at both Red Hill and The Coolstores, making it as easy as possible for everyone to access vaccines in a safe and stress free environment.

The lockdown situation has presented challenges for everyone involved. The health and wellbeing of all, our people and staff alike, has been paramount. For the people we support, liaising with health practitioners at very early signs of medical issues, regular contact with Behaviour Support Practitioners to ensure plans and strategies are up to date and reflective of current needs and, of course, family contact. For staff, regular updates, chats and recognition for the sterling service they provide. All our people have fully supported the **focus** COVID safe plan and actioned at all times and for that we thank you.

At time of writing, the move from lockdown will present new challenges. With the freedom comes the extra risk of someone contracting the virus and bringing it into services. However, our current practice of enacting our sturdy policy and procedures, and adapting to any changes that occur, stand us in very good stead.

Zoom has played a big part in bringing together family, friends and health practitioners. Although it is never the same as seeing people face to face, it has enabled family & friend contact to continue, and in some cases flourish, and also those important health appointments to take place ensuring the wellbeing of our people is maintained.

Staff have also embraced and supported the use of technology with training and meetings conducted over Zoom. This has actually helped with attendance levels at team meetings.

Moving forward out of lockdown all the above mentioned will continue on alongside the physical activities, get-togethers and meetings.

One thing we must say is that the Activities Facilitators, Team Leaders and staff, have again gone above and beyond during a difficult time to create a positive and fun environment for the people we support. We thank you all so much for your continued energy and enthusiasm.

focus ON OPPORTUNITY

We held our Grand opening of our Op Shop "**focus** on Opportunity" on Friday 12th February. We were privileged to have the team from the Kindilan Op shop in Mont Albert come along to support the opening. We also had a great turn out from families, clients and staff. It was an exciting day that even included a line up from some community members who wanted to be the first through the door.

Although, the shop has been in and out of lockdown since





that exciting day there have been some truly magnificent outcomes. The concept of the shop is to give the people we support an opportunity to learn and connect with their community. The feedback from the community has been exceptionally positive with us having regular customers already and people wanting to volunteer their time to be involved. We also have a partnership to run a retail course with our participants. This has really provided an opportunity to build brand awareness in the Frankston Community as people want to know more about **focus**.

A lot of work has been put into this social initiative and we can't wait to see what we can achieve in the future.

It hasn't been easy but again people have stepped up and taken on the challenge and succeeded. We really admire the passion and dedication that each person has given to the work they do whether it be as the Area Manager, Team Leader, Support Planner or Activities Facilitator. You should all be extremely proud of what you have achieved. We will continue to learn and grow as a team and we truly look forward to that.

To our Active Support Workers, what superstars you are. Every day you are there supporting people to have a good life, to have fun in tough times and to create an environment that we all want to be a part of. Well done to you all. We appreciate each and every one of you.

THANK YOU

We would like to finish off on a huge thank you to the team. It has been a huge learning curve for all in the areas of budgets, NDIS changes, working through Covid and learning the new roles that people have taken on.



Michelle Dunne and Andy Zammit
Executive Managers Operations





PEOPLE, CULTURE AND SAFETY

2021 has been a journey for us all as we have collectively faced COVID-19 challenges in both our professional and personal lives.

If I could sum up 2021 in three words it would be: *vision, empathy and collaboration.*

I am privileged to work with such a supportive Team, as we navigate and manage the COVID-19 journey.

We continue to hold fast to **focus'** vision and strategic plan, which has been developed in collaboration with the Board, Executive and Leadership Team in the latter part of 2019 – March 2021. My thanks to the Board, **focus** leadership group and Peoples **focus** Group for their input and reflections throughout this process. We look forward to launching the strategy formally with all staff once COVID-19 restrictions allow.

We welcome Travis de Gelder – Assistant Head of People Culture and Safety, Joanne Conqueror – Work Health and Safety Coordinator, and Paul Huntington – Senior Roster Officer to the Department. I am excited at what the future holds, and recognise the depth of experience, skills and commitment that these team members bring to **focus**. Our thanks also to John Edgar – Service Innovation Officer for his contribution in identifying and screening quality potential candidates, utilising his extensive knowledge and experience in the disability sector.

Highlights this year include:

- Partnerships with local quality Registered Training Organisations to attract, evaluate and retain new staff that are coming into the sector
- Showcasing **focus** as part of our recruitment strategy by consulting with our clients and using storytelling and visual media tools
- Involvement with the Building Local Care Workforce and Department of Education, Skills and Employment to participate in co-joint initiatives for recruitment in the current labour market





- Effective partnerships with **focus** departments to realise operational goals
- Extensive revision of the Learning and Development Program to deepen workforce skills
- Critical analysis of internal processes and creation of efficiencies
- Championing and fostering a safety culture
- Implementing new compliance requirements including the NDIS Worker Screening process
- Reviewing the NDIS Capability Framework for Support Workers and Leaders in readiness for implementation
- Providing feedback for the Psychosocial Capability Framework for skills deepening and training purposes
- Active participation in sector Health & Safety forums
- Accessing funded opportunities for staff professional development and retention.

A key emphasis for the team continues to be caring for our staff during this challenging time. We remain conscious that COVID-19 has impacted everyone in different ways. Our department has extended significant resources to walking individually with staff to support their own health and wellbeing. We remain committed to supporting our frontline teams and Head Office staff as we continue to work together.

It is a privilege to continue to be part of such a purposeful organisation. I am excited at what the future holds!



Jayne Gillespie

Executive Manager – People, Culture and Safety



QUALITY, COMMUNICATIONS & INNOVATION REPORT

OH 2021! YOU WERE A FIREBALL OF CHANGE THAT FORCED BUSINESS AS USUAL TO FLY OUT THE WINDOW. WE MADE PLANS AND YOU LAUGHED BECAUSE OUR EVERYDAY ROUTINES NO LONGER WORKED WITHIN THIS UNPRECEDENTED SITUATION.

But quality, communication, and innovation stayed. Our foundational understanding in our department was that we needed to adapt and support **focus** to make the right things happen. We grounded quality, communication, and innovation within our services and improved it. Working differently as we opened more channels for communication. We shared innovative resources and ideas as we worked virtually. My heartfelt thanks and appreciation goes out to my Quality, Communications, and Innovation department. They never stopped showing up to meet each challenge this ridiculous time presented us.

Systems can be the difference between chaos and order. It can be easy to sometimes think that a system is too big to change but if the past two years have taught us anything, it is that we needed to change our systems when they are no longer fit for purpose– adapting and meeting the needs of the moment. We've experienced situations of immediate need and the creative solutions we have come up with show that we are innovators by definition.

We have been proactive in implementing our robust infection control measures, staff training, and documentation. As we pivoted our communications to online virtual meetings and training sessions, we have continued to provide information and training to our teams. Support to staff has been an important feature of the past year with increased pressure from COVID-19, working from home, infection control and PPE measures. Weekly staff updates were delivered via internal emails, online team meetings and sending out regular global text messages to ensure our organisation remained connected, in touch and immediately informed of any changes as they occurred.

Quality and Innovation is essentially about being curious. Always exploring what we need to do, reviewing how

we are doing things, and asking for feedback about where we can do better. Continuous improvement and innovation is a key pillar of our Strategic Plan and is visible in our interactions with each other and with the people we support.

The NDIS Quality & Safeguards Commission has brought with it a new suite of standards we need to meet to maintain our registration as an NDIS provider. We successfully passed our first Quality Audit in 2020, meeting all the Standards and attaining our accreditation, with full compliance in all areas. We will once again be going through our mid cycle audit early in 2022 and I have no doubt we will succeed in demonstrating that our policies and processes remain person centred, that we continue to support choice and control, and that the people we support remain safe from harm. Our ongoing **focus** on risk identification and mitigation strategies as well as our robust business continuity planning has been paramount in our response to COVID-19. Our continued strength in this area has ensured that we were well placed to respond to the constant impact of the pandemic on our organisation.

The year ahead is exciting with new projects, a new strategic plan, and an outstanding Quality, Communication and Innovation team in place and ready to get to work. We will be ensuring our staff has the necessary systems, processes, and skills to ensure our reputation for high quality services and supports remains justified.



Fran Cashman
Executive Manager Quality, Communications
and Innovation



THE YEAR THAT WAS



Just want to say I'm so proud to work at *focus*. I've only been in this organisation for 6 months and I'm so grateful to work with not only amazing colleagues but the most incredible clients. I love coming to work everyday and I always leave feeling so fulfilled. I'm really proud of all the hard work everyone puts in everyday. Keep up the good work guys. I know it's a tough time but all the little things everyone is doing everyday, does make a difference in our clients' lives! Thank you to those who I have worked with so far that have mentored me and taught me everything that I've learnt so far.

Tamara – Active Support Worker

Only 3-4 months new to *focus* and absolutely loving it! It's been the best life change ever.

Katie – Active Support worker

A big thank you to Kris Bellsmith, who always will happily lend a hand. If she thinks she can offer assistance, an idea, or an extra pair of hands, she always will do so. In these busy and crazy times of COVID, she is always a bright person to have around the office, and keeps things running smoothly for us all. I appreciate the help Kris offers to me if she thinks she can assist, and she usually can.

Sharon – Finance

Our staff went above and beyond and ensured our clients, our colleagues and our organisation was well supported and stepped up when desperately needed. I am grateful for their effort and assistance during difficult times, and for showing everyone what team work is really all about.

Teri – Team Leader

What a wonderful year it has been! Thank you to all of my amazing colleagues and the organisation for the support and encouragement to have 'wins' on a daily basis. To the *focus* clients I have had the privilege to get to know and to support over the past 12 months, thank you. Assisting you in achieving your goals is an honour.

Leisa - Team Leader

To my amazing, wonderful Balcombe team! Lockdowns are tough. But I couldn't be more proud of you and the support you have given to the people here at Balcombe. I appreciate all your hard work.

Kerry – Team Leader

It is one year today since I began working with *focus*. It was a complete change of industry for myself, and I feel grateful for being given the opportunity to support amazing people & work with a great team.

Jim – Active Support Worker

I am in awe of my colleagues...you all do an awesome job supporting our people during this Pandemic. Yes it's hard work but you all turn up and make a difference...Celebrating birthdays, trying something different. Be proud of what you have done. We are all in this together.

Kerrie – Active Support Worker





I received a phone call today from a family member who wanted to thank Ramon for his support to ensure their family was able to zoom with their daughter/sister on Sunday. They really enjoyed being able to see her and chat to her. They now want to make it a regular meeting. Ramon always goes above and beyond for the people he supports and he is a very valued staff member.

Maureen – Team Leader



I want to pass on my warmest of compliments to my dear Shona. She is a bright and bubbly energy in our office but also so very well versed, knowledgeable and proactive when it comes to championing advocacy and process within this NDIS space. Shona provides such detailed and carefully curated information and support to our clients and their families ensuring that they know, without a doubt that they have someone committed in their corner.

Sarah – Continuous Improvement Officer



I would like to shout out for my team at Cedar House for organising the Super Hero Day in a respectful, joyful, entertaining and timely manner. They went above and beyond to make it very successful by volunteering their personal time in preparing the costumes for our clients. Hats off to them!

Dharmen – Team Leader

The parents wanted to express their gratitude to staff who supported their son in the hospital. They want to express their gratitude to Vanessa, Rosie and myself for taking such good care of Bruce while he was in hospital and said if Bruce could say it himself he would.

Submitted by Team Leader



I would like to thank all the casual staff members I have worked with in Culburra. They have all been awesome.

Sara – Team Leader

Positive feedback about *focus* from a Support Coordinator. She thinks *focus* are amazing and she really doesn't want to refer clients to anyone else, and wishes she could just deal with us.

Submitted by Jo Reid – Service Access and Housing Projects Officer

A parent wanted me to pass on a compliment. She is very happy with the way Daniel supports her son, how well he communicates with him but also with herself. She has found him to be reliable and trustworthy. Also he always sends her photos of her son in activities. She is very impressed with how Daniel presents himself as a support worker.

Submitted by Rob – Team Leader

Since starting my secondment at McAlister House, I have learnt so many new things along the way. Thanks to Helaina, I was shown so many little tips and tricks to running the house. She has been so helpful and supportive and is a massive asset to focus. All of the staff at McAlister are doing an excellent job creating a happy safe home. I'm very proud of the McAlister Team.

Ashley – Acting Team Leader.

I have just received my copy of the Winter edition of IN FOCUS and wanted to congratulate you on, not just the article about my son's life - but each page that has been thoughtfully presented so that we can catch up on news of some other families. Well done! Thank you for the care that you took and the depth of your understanding of the people at *focus*.

Submitted by Family member

I feel greatly reassured that I have chosen the right setting for my daughter and that her care will be excellent.

Submitted by new family member

Thanks for arranging staff to accompany us. We had a wonderful day with Samwe. He is a great person. I have had a happy mother's day today. Thank you for the gift you chose for me. Have a good evening. Thanks again, I am grateful. It made my day.

Submitted by family member.

I would like to compliment Christine on her outstanding Active Support of Bungower clients. Christine's support of these clients enabled them to be fully involved in their chosen activities and enjoy them to the fullest. Her hand over hand support, care and explanation ensured that they were able to fully engage in tasks at, resulting in them being extremely proud of their efforts and having huge smiles.

Jo Delaney – Activities Facilitator



PERSON FIRST – SERVICE INNOVATION

VISABILITY

Making video content that addresses the wants and needs of the people we support is not only accessible for those with low or no literacy but also a dynamic, engaging way to share information across the organization. VisAbility is currently working on visual Person Centred Plans for the people we support – a big thankyou to the people we support, Team Leaders, our support workers, local therapists and clinicians, and members of the Executive Team who have given their time to share invaluable insight! A big thankyou to Marcus Schindler and Anthony Forster who have come on board as advisors to VisAbility. Their ideas and enthusiasm are wonderful!

CLASS PRESENTATIONS

focus is currently developing it's standing as an inclusive learning organization through supporting people with disabilities to present and provide insight to students undertaking TAFE courses in preparation for work in the Disability Sector. Maree, Cade and Marcus present to classes and online and drive what is a best practice way of preparing students for supporting people with disabilities. This is about closing the gap of theory to practice in the Disability Sector, a challenge **focus** is committed to.

VALUES SCREENING RECRUITMENT

The benefit of class presentations is that we get the chance to gauge which students engage well with the people we support as well as recognize aligned values via the class discussion involving people with disabilities. We can essentially recruit directly from the higher education pipeline, identifying early on who is a good fit for **focus** and the people we support.

INDUCTION

In establishing ourselves as an inclusive, Learning & Development Org, **focus** also supports PWD to present to groups of newly recruited **focus** Active Support Workers as part of the Corporate Induction process. In providing a platform for the people we support to share insight and knowledge around Person -Centred practice, new **focus** staff are given the chance to commence work with a 'best-practice' mindset.

PEOPLE'S **focus** GROUP:

Our client committee - The Peoples **focus** Group - has been working on ways of promoting Choice & Control and Supported Decision Making for **focus** participants. An example of this is the members of the People's **focus** Group advocating for direct involvement in the ASW interview process, namely having people with disabilities present in interviews, asking questions and being part of the support worker selection process.

Additionally, with the support of Area Managers, individuals have voiced their preference for specific support staff to be assigned roles in their homes .

The People's **focus** Group receives valuable contribution from it's Community Representative, Julie Pittle, who contributes ideas and advocacy to the group stemming from her career in the Higher Education field as well as her strong local community involvement in Bayside & Peninsula suburbs thanks Julie!



John Edgar
Service Innovation Officer



NOTHING'S IMPOSSIBLE

I made the move into the disability sector 12 years ago because I saw it as an opportunity to make a difference in people's lives. I had heard nothing but good things about *focus*. I knew someone who was working here and they encouraged me to jump in, I could see there were great things happening here and it was the place to be. And it still is. This is a fabulous place.

I started as a support worker within the day services, part of a team who supported 22 people in the one space at Red Hill. It was a tough gig, but we rolled through the days and made it work. I then established a day service hub in Frankston – because we really wanted to put ourselves into the community and tap into all that was out there. That time was a period of incredible growth within the local areas – we set up so many partnerships with organisations, opening up access for people to get into activities they were interested in. I have always been really big on getting people out and about – exploring what's out there – and this led me into a Community Development role. I explored and created as many opportunities as I could with community groups and services, building up awareness of *focus* as we went along.

I've stepped into a range of leadership roles along the way, but my current role as Activities Facilitator – this is where my heart is. This is where I belong. Being in and amongst the people we support and our staff.

Every day has challenges. It's about how you deal with them. I'm here to do whatever I can for the people I support. I'm here to source programs, develop activities and create opportunities that increase people's choices. I believe a big part of my role is to show people what's out there, expand their options, enhance their lives and help them develop the skills that increase their confidence and independence. I honestly believe that each day – each challenge – is filled with possibilities. And I also believe that nothing is impossible. There's always a way forward if you are prepared to find it.

Since I've been working in the sector these past 12 years – I've seen the community grow in their awareness, understanding and acceptance of people with disabilities – and a lot of that has to do with our work in putting ourselves in the community space wherever we can. Building those partnerships. Having an idea and working on it with people.

I see our work over the past 18 months in setting up our '*Focus* on Opportunity' op shop as our stepping stone to bigger and better things. We are creating possibilities for

the people we support to experience valued roles, and develop work skills. This includes the retail course we are running within the space. And the community response has been so positive. They walk into our shop and are seeing first hand just what the people we support are capable of, as they greet them, have a chat and put through the sales on the cash register. We have set something up so that people are not only doing something different, but being something different. I can't wait for that part of our lives to open up again and we can continue this work.

I see successes every day. The smiles on the faces of the people as they try something new and grow as people. The satisfaction of staff as they celebrate the wins they helped make happen. I'm really proud of everything we have achieved. We have connected the people we support to so many opportunities – volunteering, working, getting involved. Being active participants in their own lives.

Covid – we had to think so quickly on our feet. It was all about supporting everyone to stay safe but to still find meaning and joy in each day. We adapted. We have been designing activities and delivering online Zoom challenges and meet ups every day, Monday to Friday for the past 2 years. And we've offered activities which focused on having as much fun as possible whilst also inspiring people to keep thinking, stay involved and engaged.

It's always amazing, how the people we support have adapted and welcomed our ideas. They have met each activity with a willingness to give it a go. I couldn't be prouder of them and our staff. And I have thanked them for their generosity as they follow us into the uncertainty. They have turned up each day and worked with us we tried to build this new way of participating.

I want to keep making a difference. I want to find every opportunity out there that we can possibly find so that the people we support experience success. It's up to us to find and give them the opportunities they deserve. And we are always finding things.



Jo Delaney
Activities Facilitator

***focus* NDIS SUPPORT PLANNING AND SERVICE PROVISION**

THIS PAST YEAR HAS BEEN AN EVENTFUL ONE FOR THE ***focus*** NDIS SERVICE AND SUPPORT PROVISION TEAM. WE HAVE WELCOMED KATIE BASTERFIELD AS OUR NEW NDIS SUPPORT PROVISION MANAGER IN SEPTEMBER.

Overseeing our ***focus*** Support Planners, Katie is providing fresh and innovative ideas to further improve how we support people in preparing and implementing the NDIS plans and achieving their goals. Katie also liaises with our NDIS Business Partners and works alongside the Area Managers and Client Services to share her knowledge, keeping ***focus*** aligned with the expectations and funding complexities of the NDIS.

Our ***focus*** NDIS Support Planners have had another incredibly busy year, continuing to provide highly professional support to a complex range of clients and their families across diverse settings. COVID – 19 and the NDIS have thrown us several curve balls this year, but our Support Planners have not skipped a beat. The pandemic has required them to move very quickly as they transitioned to supporting NDIS planning processes while working remotely. Our Support Planners adjusted their working model from face to face service to online using Zoom, experiencing new technologies and responding to constantly evolving NDIS guidelines whilst continuing to ensure people receive the support and funding they require.

We aim to assist the people we support to achieve the best outcomes, and this has meant our Support Planners have worked extremely hard as they guided our staff, our clients and their families through the ever-changing and sometimes daunting world of the NDIS. Lots of complex factors mean that it can take many weeks, even months for the right outcome – whether it be securing the appropriate funding from the NDIS, supporting relocation to a new home, or working through processes to access new allied health therapies and supports.



FROM LITTLE THINGS... OUR STORY

WE BEGAN AS THE KINDILAN SOCIETY IN 1970.

A small group of families and staff joined together and fought hard to overcome a mountain of obstacles in their way. They eventually succeeded in 1972, when the first children moved into the Kindilan residential school.

Kindilan is derived from an indigenous word meaning joyful place. Years passed, and we grew as more families joined us. Those children grew up, and our organisation changed from a school with cottages to a disability accommodation service providing supports to adults. In 2006 our staff voted to change our name to **focus**.

We turn 50 next year, and we have so many stories to tell. Heroic stories about the people who have grown up with us, alongside those many, magnificent staff and families who came before us, facing challenges just like we are now, and standing by these people - supporting them - before some of us were even born.

We continue to do the work they started, with that small group of people who wanted to make the world work for their children. They are why we are all here. And our ongoing success is tribute to them – and us - as we keep on doing what we are all here to do.

Thank you.



LA TROBE ACTIVE SUPPORT RESEARCH AND TRAINING PARTNERSHIP

WE WANT TO IMPROVE THE WAY WE PROVIDE SUPPORT. WE ALSO WANT TO CONTRIBUTE TO CHANGING THE WAY PEOPLE WITH DISABILITY ARE SUPPORTED ACROSS AUSTRALIA. WE WANT TO MAKE SURE THE WAY WE WORK IS BEST PRACTICE , SO WE HAVE ENGAGED THE EXPERTS.

focus is working with La Trobe University to undertake a 3 year research and training partnership, looking at the way we work and learning how to provide the best support.

The Living with Disability Research Centre at La Trobe University – has been running this project since 2009 and we are so proud to be joining 12 other organisations across Australia in the study.

Annual benchmark reports of the study have confirmed that all partner organisations participating in the La Trobe project and training program have improved the quality of support delivered during their involvement. They significantly improve the way they work, and they have increased the quality of life for the people they support.

WHO IS BEING ASKED TO PARTICIPATE?

Eight **focus** services have been selected by La Trobe for the first year of the project, with another 8 more to be selected for the following two years as the study progresses.

We have asked the participants and family members for their consent and will soon be organising the next part of the study.

- Firstly, a staff member who knows the selected participant well will complete a questionnaire about their characteristics, skills and support needs.
- Then a research team will visit each of the selected service and observe what people participating in the study do and how staff support them.
- The observation will be a single 2 hour session and the researcher will record information about what they observe. This information will include how much people with disabilities are engaged in meaningful activities and relationships, and how staff have provided them with support.

- Leaders will be asked to complete a questionnaire about their work experience and work environment, and they may be involved in an interview and observation where they work.
- The information collected is confidential. Only the La Trobe researchers of this study will have access to the information collected. No one from **focus** will have access to it.

WHAT ARE THE BENEFITS?

- The study will provide **focus** with an opportunity to reflect on our leadership and the practices of our staff
- Training will be then be designed in Active Support and Practice Leadership, specifically for **focus** and based partly on the feedback from the interview and observations.
- Instead of delivering a generic 'one size fits all' training, this type of approach to designing the training for **focus** will enhance our knowledge of Practice Leadership, Active Support and how to deliver them where we work.

More broadly, the findings will contribute to knowledge about how to embed Active Support and Practice Leadership in disability services across Australia. In this way we will be actively working towards improving the way we support people alongside potentially influencing a shift in the way people with disabilities are supported by organisations throughout the sector, fulfilling our strategic commitment to putting the people we support first and positioning ourselves as agents of change within disability.



NEW BEGINNINGS - COFFEE WITH KEITH



Keith brought his own wok with him when he moved into Culburra last December.

'I like cooking, and I'm very good at making stir fries'. Keith is one of our newest **focus** participants and was the first housemate to move into Culburra. He immediately set about making this brand new house his home - choosing his bedroom, and furnishing the place with those things that reflect who Keith is and what he likes. He welcomed Jonathon and Marie when they then moved in, and the three of them have worked together to create a wonderful place filled with light and camaraderie. Despite starting his new life during COVID restrictions, Keith and his housemates have faced the challenges and have gotten on with the business of living together. 'It's good living with Marie and Jonathon', Keith says as they all sit at the table drinking coffee and sharing the cake that Marie had made earlier. Keith will be making chicken stir fry for dinner later on as it is his turn to cook.

Keith says that during Covid restrictions, he has liked sleeping in. But normally, Keith is a man who likes to keep busy. When life isn't limited by waves of lockdowns, Keith starts his days early, leaving the house at 8 in the morning on Fridays to catch the bus and train to Berwick, where he works at a fish and chip shop. He doesn't return home until the end of the day. 'I haven't worked there because of the virus, it's been closed. But it will be open next week. I'm going back to work'.

There are several bowling trophies taking pride of place in Keith's home that he has been awarded over the years, and

he is looking forward to adding more. 'Next year I'll be playing again', returning to his Saturday league – a competition that Keith has been involved in for a long time. Thursdays will once again be jam packed with activity, when he returns to his shifts at the **focus** op shop in Frankston. He will be soon polishing his circus and acrobatic skills as part of Cirques Sur Roués project at the Frankston Arts Centre, as well as attending the 'Have A Say' conference in Geelong next year, getting involved in speaking up for himself.

Keith is an independent man. 'I like doing things myself. I make my breakfast. I do my washing. I like cleaning and cooking. I put the bins out on Wednesday'. Despite being one of the newest people to join **focus**, Keith wasted no time getting involved in contributing to the organisation's growth. He joined the People's **focus** Group – a representative committee of his **focus** peers who meet regularly to provide feedback and ideas about how **focus** is going and what we might be able to do better.

When lockdown is finally a thing of the past, Keith is ready to move on and get back to the things he enjoys the most – going out with his friends. He is very keen to catch a train into the city with Jonathon and go to a footy match – where the two of them will cheer on their beloved team. 'We both like the Bombers'.

Finishing the coffee and cake, Keith ends the conversation with a few reflections.

'I LIKE THE STAFF HERE. THEY HELP ME DO THINGS. THEY ARE KIND. I LIKE WORKING. I HAVE A BOSS. I LIKE DOING MY OWN THINGS. IT'S GOOD. I'D LIKE TO DO MORE WORK. NEXT YEAR I WILL BE GOING OUT AND SEEING MY FRIENDS'. HE THEN MOVES TO THE KITCHEN, PLACES HIS WOK ON THE BENCH, AND STARTS THE BUSINESS OF COOKING DINNER.





MEMORIES WITH MARIAN – A LIFE IN PICTURES

MY LIFE HAS BEEN A TAPESTRY
OF RICH AND ROYAL HUE, AN
EVERLASTING VISION OF THE
EVER CHANGING VIEW.

CAROLE KING

There are framed tapestries on the walls of Marian's bedroom. Beautiful, intricate scenes of cottages, flowers and landscapes that Marian has patiently and painstakingly completed over the years. She has used brightly coloured threads to weave her patterns, and each piece of fabric reveals the life of a woman intrinsically woven into our own story.

In 1974 Marian was one of the original Kindilan children, moving into the first house at Balnarring. Now Marian is sixty, and she has watched the story of **focus** unfold since the very beginning, when we were known as Kindilan. Marian is still living with **focus** in Mt Martha, she is still working away at her craft, and she continues to capture the colour and rhythm of each day, recording each chapter of our history in her art.





Marian's house is filled with boxes of albums and photographs. Decades of memories showing the smiling faces of so many people who have been part of both Marian's life and the life of **focus**. Housemates jumping on the backyard trampoline and enjoying holidays. Pictures of children running around at the beach and - later on as young adults - dressing up for formal dances at Red Hill's Negri Hall. There is a photograph of Marian dressed in her Sea Scout uniform, and another one of her tying the shoelaces of a young boy who also still lives with us. When Kindilan began, the staff lived in the houses with these children. They were known as 'Cottage Parents' and their daily family life was shared with the kids of Kindilan in their care. The threads of their lives intertwined with the children they cared for. So much so that Marian was made one of the godparents her house parents' first baby. A photo from the seventies captures this event, showing a newborn wriggling in the arms of a smiling young Marian.

Looking through the pictures at the table with Marian, she points to each face and says their name. She explains who their parents were, and where each person lived. There are so many pictures – memories of Marian and

her life. Hanging out the washing. Setting up the garden at Red Hill. Cooking dinner. Running in a race at a Kindilan athletics day. Going to shows and weekends in the city. Sunbaking by the pool. Laughing with friends.

Marian points to pictures of staff from years ago and talks about where they worked. In response to an observation that she would have seen a lot of staff come and go over the years, Marian replies, 'Thousands'. It's significant to realise that we all form an ongoing stream of people who have moved in and out of the lives of the people we support. They watch us all come and go. Marian points to the faded photo of a 'House mother' (who still visits on birthdays despite leaving **focus** a decade ago), and laughs as she says, 'her hair isn't that colour anymore!'

As **focus** approaches our fiftieth anniversary next year, Marian is a living witness to our story. Her photos are a chronicle of where we started, what life was like, and how much things have changed. They show that we don't accomplish anything in this world alone... and whatever happens is the result of the whole tapestry of one's life, intertwined with all the weavings of other's individual threads - worked together and creating something quite remarkable.



FINANCIALS



The following represents a summary of the financial position of Kindilan Society ABN 21 004 947 782 (T/A **focus** Individualised Support Services) as at 30th June 2021. A copy of the complete audited accounts may be obtained if required by contacting the Executive Manager Finance at The Coolstores 4/475 Moorooduc Hwy, Moorooduc (PH: 03 59 815100)

2021 PROFIT & LOSS REPORT

INCOME

NDIS & Government grants	\$22,572,423
Client Fees	\$1,843,015
Fundraising & Donations	\$618,219
Investment Income	\$713,156
Consultancy Income	\$12,000
Other Income	\$294,565

TOTAL INCOME	\$26,053,378
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EXPENSES

Salaries and staff related costs	\$18,976,260
Depreciation & amortisation	\$894,725
Repairs & Maintenance	\$497,169
Motor Vehicle Expense	\$168,519
Occupancy expense	\$16,961
Professional fees	\$191,341
Other expenses	\$1,823,677

TOTAL EXPENSES	\$22,568,652
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SURPLUS FROM OPERATING ACTIVITIES	\$3,484,726
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Net gain / (loss) in fair value of financial assets classified at fair value through profit or loss	\$570,052
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SURPLUS FOR THE YEAR	\$4,054,778
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2021 BALANCE SHEET

CURRENT ASSETS

Cash Assets	\$4,031,210
Receivables	\$716,980
Other Assets	\$1,116,826
TOTAL CURRENT ASSETS	\$5,865,016

NON-CURRENT ASSETS

Other Financial assets	\$17,358,824
Lease Assets	\$708,797
Property, Plant and equipment	\$27,237,295
Other Assets	\$340,117
TOTAL NON-CURRENT ASSETS	\$45,645,033

TOTAL ASSETS	\$51,510,049
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CURRENT LIABILITIES

Payables	\$903,398
Lease Liabilities	\$217,876
Provisions	\$2,550,312
Other liabilities	-
TOTAL CURRENT LIABILITIES	\$3,671,586

NON CURRENT LIABILITIES

Lease liabilities	\$549,345
Provisions	\$417,239
TOTAL NON-CURRENT LIABILITIES	\$966,584

TOTAL LIABILITIES	\$4,638,170
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NET ASSETS	\$46,871,879
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EQUITY

Reserves	\$10,872,194
Accumulated surplus	\$35,999,685

TOTAL EQUITY	\$46,871,879
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CELEBRATING YEARS OF SERVICE WITH *focus*

15-20 YEARS

- Meaghan Brennan
- Jaki Handley
- Ray Sullivan
- Samantha Jenkins
- Rebecca Edwards
- Betty Shearer
- Andrew Zammit
- Kevin Virgona

10-15 YEARS

- Jacqueline Compton
- Chris Hopkins
- Mark Howard
- Gail Mitchell
- Kerry Pascoe-Fenton
- Bree Prescott
- John Simmonds
- Natalie Toomey
- Robert Weigand
- Janette Burney
- Megan Eustace
- Sarah Green
- Suzanne Parkinson

- Beverley Stacpoole
- Russell Trezise
- Jacquelyn Davis
- Joanne Delaney
- Dean Plane
- Carol Poulter
- Joanne Reid
- Christopher Rigg
- Taryn Willder
- Kerrie Armstrong-Brookes
- Karlie Clements
- Joanne Moore
- Karen Moore

5-10 YEARS

- Yeiy Ajak
- Beata Bara
- John Barry
- Patrick Githitho
- Shaji Jose
- Musa Konneh
- Anupama Kumar
- Sharon Loorham
- Taumafaiga Mataio Tamua
- Kellie Mayer
- Tawanda Mupamhanga
- Samantha Sicuro
- Vanessa Singleton
- Toni Stewart
- Mircea Vadeanu
- Jasmine Beardsmore
- Jessica Bruinsma
- Kim Cooper
- Alexandra Dalais
- Ronald Erskine
- Cheryl Fleming
- Andre Hartley
- Richard Jackson
- Bridget Kioko
- Simon Muir
- Joseph Mungura

- Christine Richter
- Thomas Sandy
- Peter Sheppard
- Alexander Sheriff
- Leah Van Der Eynden
- Cooper Wolobah
- Stanley Zhungu
- Godson Aleyas Nadappan
- Ricardo Ithier
- Anna Kagima
- Teri Knaggs
- Natasha Komene
- Mykhaylo Kuzmovych
- Kelly Martin
- Dragan Milic
- Regina Muchai
- Kevin Ndungu
- Jonathan Nyahumbi
- Maureen Scully
- Simone South
- Helaina Cinar
- Sara Holmes
- Tanya Jonathan
- Robert Meldrum
- Bilha Ndungu
- Denise Shingles

THANK YOU!

Thank you to everyone who came along for the ride with us this year – we appreciate all you have done. In small and big ways, you have all made our days better for having worked with you and we are grateful for your services and support. We look forward to working with you all again next year.

- A & G Excavations
- Ability Health Solutions
- Able Australia
- Ablelink
- Afford
- AGL
- A-Grade Appliance Service
- Alpha Medical Solutions
- Alta Firma
- Arny's Office Furniture
- Aussie Wine Boxes & Crates
- Australia Post
- Baker Boys
- Barry Dean Pharmacy
- Bridged / Telstra
- Brumby's
- Bubba Pizza
- Bunnings
- Butter Fish
- Care Squared
- Celsius
- Chemist Warehouse
- Chemtronics
- Chisholm Tafe
- Clean Away
- Coastcare Medical
- Dahlia's fruit & veg shop Rosebud
- David Hassett – The Hassett Group
- Delta Therapy Dogs
- DJJ Electrical
- Dknet
- Dknet Group Consortium
- DMA Supplies
- Doppiozero Pizzeria
- Dr Graham Cato OAM
- Dromana Printing & Stationary
- EAP – Employee Assistance Program
- Easy Flowers
- Everyday Independence
- Fair Glass Repair
- Fantastic Furniture
- Fischer McCrae
- Focus on Furniture & Bedding
- Focus Op Shop, Mont Albert and all our volunteers
- Food Safety Labels
- Frank Brancatisano - landlord of the Coolstores
- Frankston PEG Unit
- Geoff Hooke – Hooke Architects
- GMS Rehabilitation
- Going Green Solutions
- Gregs Family Gourmet Butchers
- Grendesign
- Happy Kids Psychology
- Happy Lives Behaviour Support
- Hastings Family Medical
- Hays Recruiting
- Heatherhill Pharmacy
- Independence Australia
- Jackie Furmedge - Team
- Leader Outreach & Volunteers
- Frankston Library
- JB HI-FI
- Joy of the Earth Community Garden Frankston
- Kate Thiele – Klarity
- La Trobe University – Living with Disability Research Centre
- Leanne - Kenshin Karate
- Maddocks
- Mark Oliver Plumbing and Gas fitting
- Master Jack Café
- Mega Office Supplies
- Melbourne Office Supplies
- Mobility Wheelchairs
- Mornington Peninsula Plumbing and Gas
- National Disability Insurance Agency
- National Disability Services
- National Quality and Safeguarding Commission
- Norden Body Works
- O'Briens Real Estate – Somerville and Cranbourne
- Officeworks
- Ostomy Care
- Outcomes Connect
- Peninsula Commercial Cleaning
- Peninsula Dairies
- Peninsula Foot Clinic
- Peninsula Hampers
- Peninsula Health
- Pro Active Podiatry
- Progress Signs
- Prompt IT
- Pure South
- Race Painting and Decorating
- Radiator Workshop
- Red Hill General Store
- Red Hill Pharmacy
- Rehab Assist
- Riskman
- RSEA Safety Frankston
- Safety and Mobility
- Salvation Army
- Seaside Packaging
- South Coast Physiotherapy
- Specialist Behaviour Support Services
- Supportability
- Team Medical Supplies
- The First Aid Shop
- Tully's Corner Produce Store
- UpSocks Social Enterprises
- Vistaprint
- Wainwright Constructions
- Walk on Podiatry
- Williams Builders
- Windermere
- Woolworths





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