ANNUAL REVIEW 2023



50 YEARS focus INDIVIDUALISED SUPPORT SERVICES

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** are who we are and tell us what is good. 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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A place to call home

In the heart of a place we call home,
Where dreams and goals are free to roam,
A sanctuary where we're truly free,
To be ourselves, and truly be.

Home's not just walls, it's where we strive,
In unity, we come alive,
With supports around us, we can dream,
Achieve our goals, and together, gleam.

In these walls, where stories begin,
With determination from deep within,
Our journey's path, we boldly chart,
In this place, we find our finest art

Building a lifetime of stories and more,
With each passing day, our spirits soar,
Choosing the lifestyle, as we get older, anew,
With each sunrise, a world to view.

-Unknown



CHAIR AND CEO REPORT

We are delighted to present the annual report for 2023, a year that has been marked by remarkable achievements and significant progress. Despite the challenges we faced, we are proud to report that we have not only weathered the storms but have come out stronger and more committed to our mission than ever before.

The dedication of our teams, the support of our stakeholders, and the resilience of the people we support have combined to make this year extraordinary. We've seen countless success stories which we have shared within this report, throughout our quarterly magazines or via our social media platforms and each one reinforces our conviction that we are on the right path.

This year brought unforeseen challenges, from shifts in regulations to the continued impacts of the global pandemic. We are proud of our team's adaptability and ability to navigate these challenges with grace and poise.

We welcome the recommendations from the Royal Commission report with open arms. Every opportunity to improve the lives of those we support is an opportunity we are eager to seize. Our commitment to achieving excellence in the disability sector remains unwavering. The Royal Commission's recommendations align closely with our values and mission, and we are fully dedicated to implementing the necessary changes to meet these new standards. We view these recommendations as a catalyst for positive change and are excited to embrace this opportunity for growth.

Our dedication to our Strategic Pillars is at the core of our success, and it's through these pillars that we have achieved remarkable results:

Person First

Our commitment to putting the individuals we support at the centre of everything we do has ensured that our services are truly person-centred. We continue to place a strong emphasis on actively listening to and engaging with those we serve to shape our practices and services. Our commitment to person-centred approaches and practices ensures that the people we support have a significant say in shaping their own support plans and life choices.

Building trust and confidence with our clients and their families is paramount. Our client and family-centred engagement remains a cornerstone of our work, and it has solidified our reputation as a trusted and reliable service provider. We take pride in fostering strong relationships with our clients and their families, ensuring that they have confidence in our services and a deep sense of trust in our organisation.

Innovation and Collaboration

Our commitment to innovation and collaboration has driven efficiencies across our business and enhanced the independence of those in our care. We are harnessing technology to increase independence within our ***focus*** homes and are actively collaborating with partners to consider alternative ranges of living options. Our commitment to innovation ensures we stay ahead of compliance and move towards best practices.

We remain pioneers of excellence, driven by our unwavering commitment to provide the highest quality support and services. Our dedication to exceeding expectations and setting the highest standards for ourselves is a hallmark of our organisation.

We have embarked on an exciting partnership with RMIT architectural design school, whereby the students are designing a home of the future for people with disabilities for our consideration.

Reputation, Brand and Identity

Our reputation as a trusted organisation with extensive lived experience in disability continues to grow. We create strong public awareness and actively engage with our communities. This year alone we have liaised and partnered with many external organisations to build upon our already known brand. People with lived experience play a pivotal role as we develop working relationships with local council, TAFE colleges, RMIT and La Trobe University, recruitment channels, and local communities via activities or our Frankston Op Shop, aptly named ***focus*** On Opportunity.



CHAIR AND CEO REPORT

Building Capability

Our workforce is our strength, characterized by critical thinking and problem-solving capability. We encourage respectful questioning of the status quo, value and recognise our staff, and hold each other accountable.

We have successfully fostered a strengths-based approach that brings out the best in our staff, which, in turn, benefits those we support. Recognising and nurturing the unique strengths and talents of our team members has created a positive and supportive work environment. This approach has been instrumental in our ability to provide exceptional support to the individuals we serve.

Active Support training, embedding positive behaviour support practices, providing professional development opportunities for employees, and building on the positive culture that exists across the organisation are supporting us to have one of the lowest attrition rates in the sector.

Economic Sustainability

We continue to achieve positive surplus results, which is testament to the hard work our teams do. The NDIS data suggests up to 60% of providers will not achieve a positive surplus result for the financial year ending 2023, therefore we are proud our organisation continues to maximise financial efficiencies to build a strong, vibrant future that can withstand and adapt to change. We make sound business decisions through efficient processes, and our key personnel take ownership of their results, promoting financial accountability throughout ***focus***.

We appreciate that the year has been difficult for many people, in particular those who have lost loved ones. Our thoughts and condolences are with the family and support teams of Julia Case, who passed away a few months ago. We also acknowledge each stakeholder who has experienced loss, and we hope you have the necessary supports around you as you move forward.

We sincerely thank you all for your ongoing support which ensures we continue to be the best we can be. We anticipate the new year will result in many projects to enhance our services and service offerings and ensure the supports provided empower people to feel in control of their own lives.

Fostering a Board of Directors that includes family members of the people focus supports is of utmost importance in ensuring the successful realisation of our mission. This year's AGM carries a special significance as it marks the conclusion of Sally Harrop's tenure as a Director. Sally, sister of Simon Rogers, has concluded her fourth and final term, and we extend our gratitude for her commitment, input, and support. In the past year we welcomed Nichola Lefroy, sister of Bruce Lefroy, to the Board, and we appreciate her contributions thus far. On behalf of the Organisation, we extend our sincere thanks to Sally and convey our best wishes for all her future endeavours.

In conclusion, we express our heartfelt gratitude to our incredible teams, our dedicated board, our partners, and all the people we support and their families who place their trust in us. This year has been a remarkable journey, and it is our shared commitment to excellence and innovation that has fuelled our success. We look forward to the year ahead with optimism and determination, as we continue to strive for a brighter, more inclusive future for all.



Paul Thomson
Board Chair



Toni Stewart
Chief Executive Officer



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.



Belinda Scott

Belinda is an experienced health executive with a keen interest in quality, safety and risk systems.

Belinda is a registered nurse with over 25 years in a public health system in Victoria

BOARD PROFILE



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.



Nichola LeFroy

Nichola is a Graduate of the Australian Institute of Company Directors and currently serves on two other boards in the disability sector. She credits her big brother, who is supported at ***focus***, as one of her greatest teachers in life.

Nichola is Executive Director of Birrarung Valley Walk Inc., a 'whole of river' project that is identifying and linking a continuous 200+ km multi-day walk through the valley of the Birrarung (Yarra River). She is also Executive Director of two Foundations that between them undertake philanthropy in health, the environment, First Nations support, education, the arts, community support and animal welfare.

EXECUTIVE LEADERSHIP TEAM



Toni Stewart

CEO

Toni is in her 4th year as CEO, with over 30 years' experience in senior management roles for Non-Profit Disability Organisations. Toni has a B.App.Sci (intellectual disabilities) degree from RMIT. Toni specialises in leading and managing teams through change, building positive cultures that focus on quality supports. Toni has led the Organisation through the most challenging time of its 50 year history and is determined to ensure the Organisation prospers and remains a provider of choice across the Mornington Peninsula for the next 50 years.



Jayne Gillespie

Executive Manager People, Culture and Safety

Jayne holds a Masters in Human Resources Management (Employment Relations), is a Certified Practitioner with the Australian Human Resource Institute, and holds qualifications in HR Data Analytics, Business, and Community Services. She is Chairperson of the NDS Victoria Workforce Forum, participates in the NDS National Community of Practice (Workforce), and regularly contributes to sector industrial discussions, bringing 25 years of Not for Profit experience to the table. Jayne is committed to ensuring the people we support are central to all People and Culture practices, building workforce capability, and realising organisational transformation.



Fran Cashman

Executive Manager Quality & Operations

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.



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.



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'.

PERSON FIRST

We are known for our person first contemporary supports, empowering people to take control of their lives

REPUTATION RECOGNITION & IDENTITY

Our story recognises our foundations, celebrates our achievements and welcomes our community inclusive future

INNOVATION & COLLABORATION

We innovate and improve through co-designed solutions - creating change and a point of difference within the disability sector

BUILDING CAPABILITY

Our employees provide exemplar person first supports, *focus* is recognised as a leader in professional practice and known for our supportive approach to wellbeing

ECONOMIC PERFORMANCE & SUSTAINABILITY

We are economically sustainable and maximise surpluses allowing business opportunities to be explored

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



OPERATIONS AND QUALITY

Well...we are about to look over our shoulder at 2023. I have the pleasure of highlighting the impressive progress we have achieved, and the outstanding contributions *focus* has made to pursuing quality outcomes for the people we support.

Our unwavering commitment to quality and safeguarding has been evident throughout the year, as we closely monitored the developments of the Disability Royal Commission and the NDIS review process. By implementing best practices and engaging in critical thinking, we have safeguarded the human rights of everyone we support. I take great pride in the robust conversations occurring across ***focus*** that continue to shape our approach and I extend my heartfelt gratitude to the Quality and Operations teams for their dedication to continuous improvement and making quality a tangible consideration in our day-to-day operations.

NDIS QUALITY AND SAFEGUARDS

One of our significant accomplishments in 2023 was our successful recertification as a registered NDIS provider. This involved a comprehensive three-day audit conducted by assessors from HDAA who visited our services. The external audit process encompassed interviews with management, staff, and the individuals we support, as well as a thorough review of all our systems, policies, and practices. I am incredibly proud to confirm that we received an excellent report, with no non-compliances. The auditors were impressed by everything they reviewed and witnessed, and their feedback was filled with praise for ***focus***. This achievement reflects the dedication and hard work of all our teams, and it reinforces our commitment to delivering outstanding services.



PERSON FIRST ALWAYS

The people we support inform our practice, guide our services, and influence their experience of our support.

They do this through our Peoples Focus Group meetings, fortnightly feedback meetings at each house, as well as through our weekly Disability Advocacy groups in both the Southern Peninsula and Mornington/Bayside areas of ***focus***. We design our policies and procedures in consultation with these groups, to ensure their voices shape our systems and practices. The people we support have actively participated throughout 2023 in staff recruitment and interview decisions. They have presented at each of our inductions of new staff and training sessions. This year also included a representative from our cohort attending our annual Board and Executive strategic planning day, contributing his experience of the support that ***focus*** has provided and offering his insights about where to go from here.

LIVED EXPERIENCE – NOTHING ABOUT ME WITHOUT ME

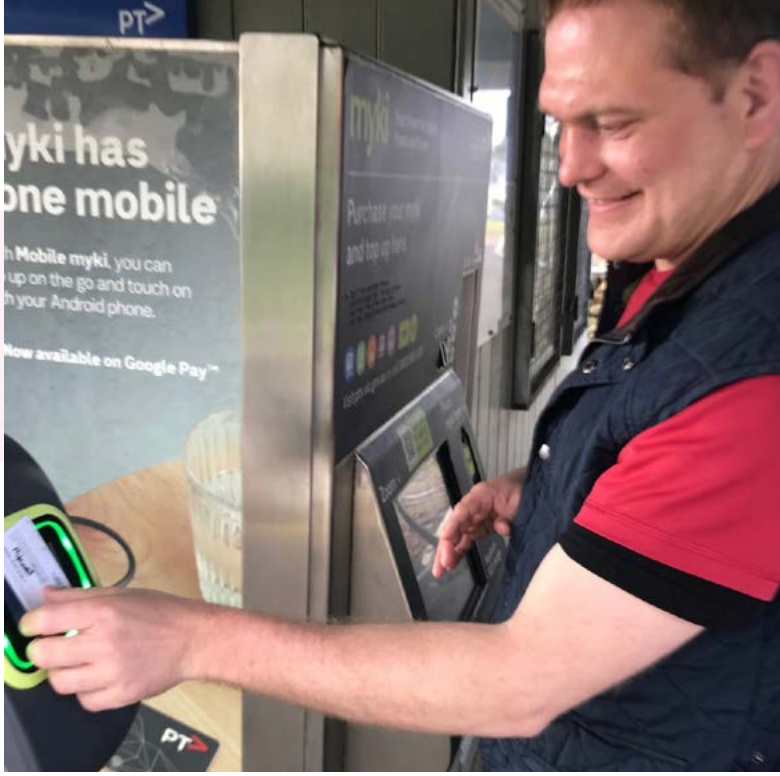
We are dedicated to promoting independence, self-determination, and recognising the importance of individual identity and representation of the people we support in all areas of community life.

The ongoing work of John Edgar – our Service Innovation Officer – continues to provide opportunities for the people we support to be visible, heard and included within our own organisation and the broader community.

This year, we welcomed Daniel Laing as our Lived Experience Project Officer, further expanding the presence of the people we support in local communities, councils, and businesses. A large part of Daniel's role is to create opportunities for the people we support to represent themselves and express their views and experiences of having a disability.

Daniel and John are forging partnerships so that people we support are members of local council disability action groups, disability awareness training workshops for schools and businesses, and consultative committees across the Mornington Peninsula. Through partnerships and representation, we are driving inclusivity.





ACTIVE SUPPORT AND PRACTICE LEADERSHIP

Active Support is an evidence-based model of practice for staff to support people with intellectual disabilities to engage in meaningful activities and relationships. This is a key model of practice for us, and our partnership with the Living with Disability Research Centre at La Trobe has been instrumental in improving the quality-of-life outcomes for the people we support, alongside our ongoing participation in their longitudinal research project. We are providing Active Support training sessions to every staff member and Practice Leadership development to our frontline leaders. This year's addition of Andy Zammit as our Practice Enhancement Officer is aimed at providing coaching and mentoring to our leadership group in the principles of Practice Leadership, ensuring that the pursuit of quality outcomes is evident in all our services.

HEALTH AND WELLBEING

Health and wellbeing are fundamental principles for us, and we have developed a comprehensive Health and Wellbeing Monitoring Framework to be implemented in 2024. Our Quality and Safeguards committee has based the framework on six domains of a person's life: health, social, environment, material, personal, and advocacy. Within each of these domains we have identified key indicators of progress that will assist us to determine an overall measure of the quality of life of the people we support. This framework will enable us to monitor, measure, and improve the health and wellbeing of the individuals we support, prioritising resources for maximum impact and continuously enhancing their quality-of-life outcomes.

Looking ahead, we remain committed to continuous improvement and innovation. We will continue to actively engage with our stakeholders, seeking their input and feedback to shape our services. We will continue to embrace emerging technologies and research initiatives to enhance our practices and deliver even better outcomes for the individuals we support.

Our dedication to quality, safeguarding, person first principles, and innovative practices will remain unwavering as we strive to make a positive impact in the lives of those we serve.

In conclusion, I would like to express my sincere appreciation to everyone involved in driving us forward throughout the year. It is through our collective efforts that we can provide exceptional services and make a positive difference in the lives of the people we support. Together, we will continue to build a future where everyone can thrive and achieve their full potential.

Wishing everyone the very best that 2024 has to offer.



Fran Cashman
Executive Manager Quality and Operations



PEOPLE CULTURE AND SAFETY

2023 has truly been a year of immense opportunity and exciting challenges for us!

We find ourselves in an increasingly agile environment, due to the current labour market, sector demand for workforce, and the promising reforms in the disability sector. The Royal Commission, NDIS Review, draft Federal National Care and Workforce Strategy, HumanAbility Jobs and Skills Council, and the extensive industrial reforms shape our strategic HR priorities, and we embrace the path ahead.

Just to provide some context, the healthcare and social assistance industry now stands as the largest employing sector in Australia, constituting a remarkable 15% of the nation's workforce. Furthermore, the draft National Care and Workforce Strategy notes the care and support workforce is growing three times faster than any other sector in the Australian economy (Australian Government, 2023). As we look forward, the projected demand for care and support workers is expected to double by 2049-50 presenting us with challenge and opportunity.

Our commitment to building on solid foundations is unwavering. We aim to attract and retain a high-quality, values-aligned workforce who will continue to provide quality support to our participants.

In 2023, we've had the privilege of welcoming 53 new staff members into our organisation. Our monthly attrition rate, which ranges from 1-2%, remains impressively below the sector average of approximately 47%. We extend our heartfelt gratitude to the people we support and the dedicated Departments that form an integral part of our recruitment panel, providing invaluable feedback for the selection of candidates. Participants themselves play an active role in the induction process, generously sharing their insights on what makes a great support worker with our new staff. We are committed to seeking feedback from the People's Groups as we work together to achieve optimal outcomes.

We actively participate in NDS Victorian Workforce Sector meetings, National Communities of Practice – Workforce, and employment relations meetings with external stakeholders. We've had the pleasure of participating in external panels for employers in the aged and disability sectors, fostering strong partnerships with organisations like RMIT, NDS, and Jobs Victoria. The opportunities in this space are extensive, and we are determined to provide the best HR services to our staff and participants.

Over the past year, we've placed a strong emphasis on building the capabilities of our staff. We continue on the journey of becoming a 'learning organisation', as we share evidence-based knowledge and skills to enhance our practices. The launch of Active Support and Practice Leadership is an exemplar of this commitment. Our thanks go to LiDS, Fran Cashman, Kath Moodie, and John Edgar for their significant contributions. We've also implemented a new HR system and the Quality and Safeguards Capability Framework, launched a comprehensive Performance and Supervision framework after extensive stakeholder consultation, and developed Career Pathways for our staff, all informed by contemporary sector practice.

To the members of our People Culture and Safety Team, our participants, and every ***focus*** Department, we say 'thank you'. 2023 has seen the management of significant projects, including the HR systems implementation managed by Travis DeGelder. We've said farewell to some team members and extended a warm welcome to Kanwar Singh, Kirri Lougoon, and Carolyn Young. We are thrilled to have them as part of our team.

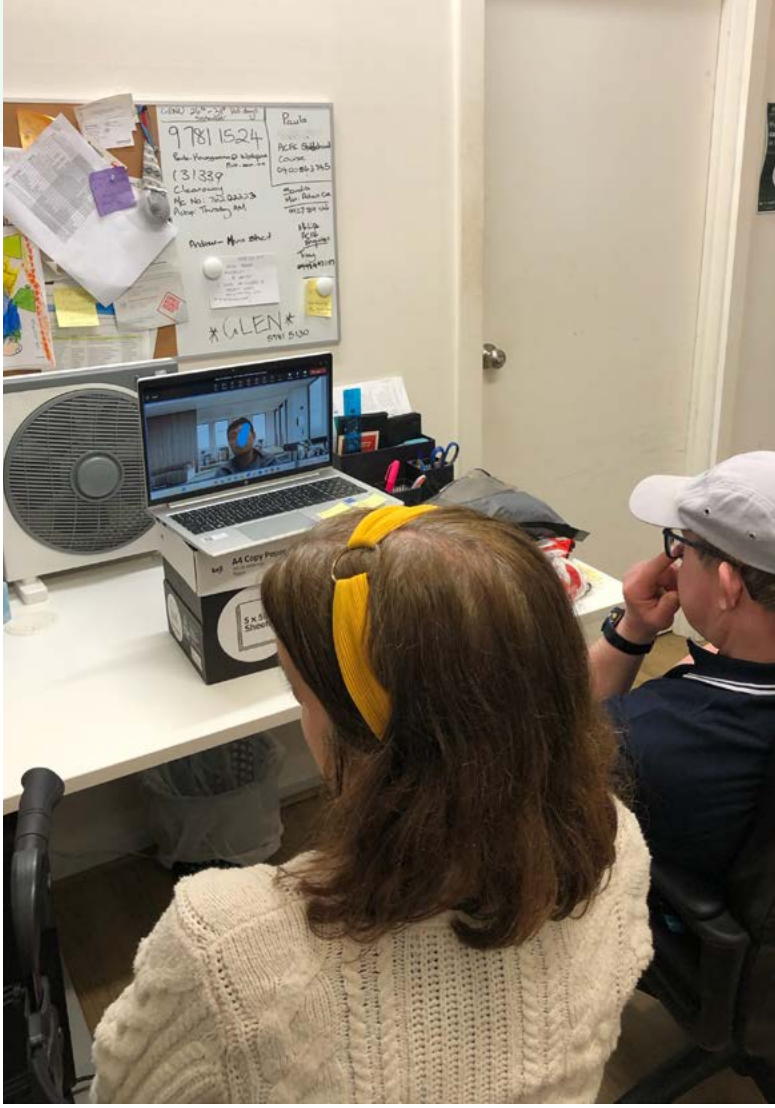
Our team is driven by a deep passion for genuine collaboration with participants and stakeholders, ensuring that they remain at the very heart of everything we do.

The prospect of delivering a truly integrated People Culture and Safety function in such a dynamic environment is exciting, knowing it will ultimately lead to improved outcomes for the people we support and their families.



Jayne Gillespie
Executive Manager – People, Culture and Safety


Chisholm 603
1 Disabled - Part
2 Wheelchairs Acce
3 Crowds / Senso
4 Aware-ness
5 Cultural


9781524
LEN


Assessment Guide

MEET OUR LIVED EXPERIENCE PROJECT OFFICER – DANIEL LAING

WELCOME TO DANIEL

What is your role at *focus*?

My role is a Lived Experience Project Officer.

So my role is to promote disability awareness throughout the community and to run the disability awareness workshops through out schools and businesses and community centres.

I contact businesses, schools and community centres to talk to them about ***focus*** and what a wonderful organisation it is and tell them about the disability awareness workshops and ask if they would be interested. I meet with them and have a chat about it.

Why did you come to *focus*?

I came to work at ***focus*** because I really wanted to make a difference within the disability community and to have a voice and just spread the awareness.

What does a day at work look like for you?

A day at work, could be meetings with potential schools, businesses or community centres about the disability awareness workshops. Emailing different organisations to try to get our name out there.

I go to the ***focus*** advocacy groups and we talk about disability awareness and disability as a whole.

What motivates you?

Trying to change people's perceptions about people with a disability.

How long have you been at *focus*?

I've been with ***focus*** for about 2 ½ months, and prior to joining, I worked as an assistant educator in long day care for around a year and a half.

Best part of the job?

The best part of my job is seeing how interested people are in gaining more information about disability and disability awareness.

What are you hoping to achieve in your work?

To remove the stigma around disability and for people with a disability to be treated equal.

What do you like doing in your spare time?

I like to play video games and spend time with family.

I also enjoy watching movies and TV.

My favorite TV show is Home and Away.

How do you manage stress and worklife balance?

I talk to my friends and family.

Spending time with the people that I love is important.

Greatest achievement so far?

Meeting my wife. We met on the internet and got married 2 years later at Cape Schanck.

If you could travel anywhere in the world where would it be?

I would like to travel to the USA to see the big cities like New York and LA. I would love to visit Central Park in NY and Beverly Hills and all the rich areas in LA. I would like to visit Las Vegas also.

What would you say to current or new staff at *focus*?

It's a great organisation to work for and the work we are doing is very powerful and important.



GETTING TO KNOW MICHAEL

I was born in Germany to an Austrian mother and an Italian father, who met and married in Germany.

When I was just 8 months old, my mother, brother, and I moved back to Austria. I spent my childhood in the countryside, raised by my grandparents.

When I was 5 years old my mum met my step father and we moved to a big city Graz.

My Aunty worked in a bakery as a shop assistant and spoilt me with fresh bread. I began to love it so much. She often took me to the bakery and let me play with dough. My step fathers brother worked as a delivery driver for a bakery. I asked if I could go there for a week to work so I could decide if I wanted to be a baker. I loved it, so when I finished school I started my apprenticeship in 1984 and finished in 1989.

In 1990, I went to the military for 8 months. Mainly working as a kitchen hand.

I moved to Australia in 2005 when I was 36 years old. I worked as a baker in Cairns for nearly 4 years before finding a new sponsor in Adelaide. I lived in Adelaide for 8 years before moving to Melbourne in 2016. I worked in various bakeries including Laurant bakery and Bromley bread. My friend Mark always brings me Blueberry Danish from Bromleys bread as it is my favourite. I enjoyed playing tennis, going fishing occasionally but I mainly worked. I was a bit of a workaholic.

I was buying a van in 2021 to convert it into an offgrid motor home to be able to travel around Australia. I was planning to combine my work as a baker with travelling around Australia.

Unfortunately, in September 2022 I suffered a massive stroke that paralysed half of my body.

I felt very welcome to the house at Helvetia. I felt very supported from the staff and my housemates.

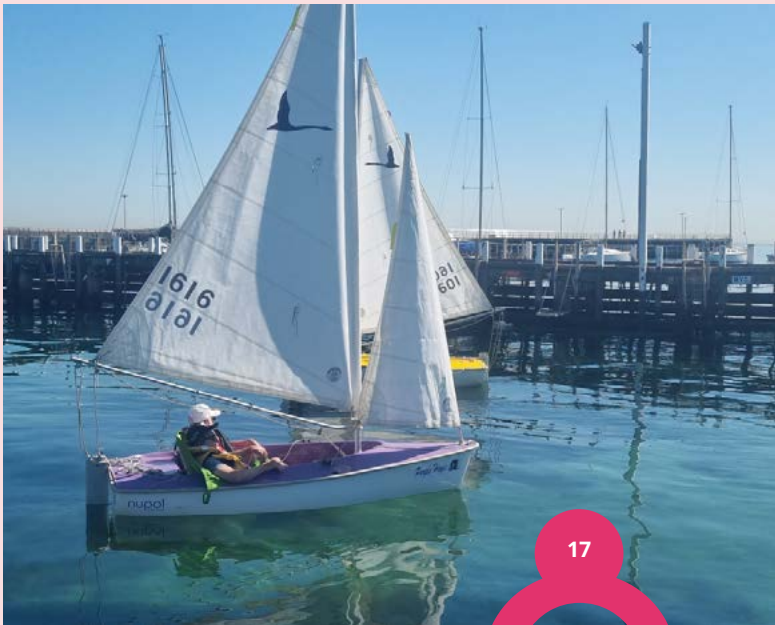
I like the different things I do now like fishing, sailing and ten pin bowling. I have played lawn bowls on the deck at home with my housemates Ricky and Scott. Scott was supervising the game.

I found my patience for Chess again but not many people can play. Unfortunately, there is not much time to go through a whole game. I have taught a few staff how to play and they like it too.



My goal is to work with my physio and get stronger so I can walk again. I am having a bet with my brother that if I can walk by the 3rd April he will quit smoking so that is a good incentive for me.

My motto in life is "no risk no fun".



INNOVATION

DISABILITY ADVISORY COMMITTEE :

The ***focus*** Advocacy Group (Mornington) has recently secured a seat at the table of the Mornington Peninsula Shire's Disability Advisory Committee (DAC).

The DAC draws knowledge, feedback and insight from Shire residents living with disability around increased accessibility and inclusion.

Last agenda addressed accessibility (physical space, public information, sensory needs etc.) of parkland in Hastings, Balnarring and Rye as well as commencing discussion on the Shire's new Disability Inclusion Strategy.

FOCUS ADVOCACY GROUPS:

We now have two Advocacy Groups (Mornington & Red Hill) comprising of participants living in both the Bayside and Southern Peninsula areas.

Both groups meet weekly and discuss issues such as Disability Rights, increased civic participation (regular meetings with Inclusion & Engagement Officers from both Morn Pen Shire and Frankston City Council) and staff recruitment and training.

INCLUSIVE INTERVIEWS:

focus participants are achieving increasing levels of influence within the organisation in the space of recruitment, induction and training of staff.

Members of the Advocacy Groups have attended numerous Recruitment Forums where they can speak with and provide feedback on potential candidates for Active Support Work.

They are also central to the ***focus*** interview process, sitting on panels and asking questions addressing best practice and values-based support.

Additionally, people we support are paid to be part of the induction process, presenting their insight and knowledge to groups of new staff so as to emphasise a 'person-first' mentality right from the outset.











PARTNERSHIP WITH CHISHOLM:

The ***focus*** Advocacy Groups present regularly to classes of the Cert III, Cert IV Disability and Introduction to NDIS Short Course, not only sharing their stories and knowledge, but providing feedback to Trainers on which students they like and who they believe would be suitable for placement/employment at ***focus***. More broadly, they are creating awareness and changing attitudes around expectations of people with disabilities, exerting influence as educators and active community-minded people.

The Mornington Advocacy Group has recently commenced co-designing the new Cert III Individualised Support (Aged Care/ Disability) course alongside members of the Chisholm Allied Health Dept.

Their input will contribute to ensuring that, at the classroom level, support needs of adults with disabilities are not conflated with people living in an Aged Care environment, and that the social and medical models are clearly separated.

DISABILITY AWARENESS WORKSHOPS:

The new Lived Experience Project Officer, Daniel Laing, has been forging strong connections with local schools (P-12) and community groups in preparation for a more comprehensive rollout of our Disability Awareness Workshops.

While we have a facilitated a number of these post-COVID, Daniel's arrival has breathed new life into the concept that addresses the Royal Commission's findings on education, inclusion, community understanding of barriers faced by people with disabilities and the need to focus on strength through diversity rather than exclusion.

The new-look workshops will involve people we support, Daniel Laing and a ***focus*** family member sharing stories and eliciting discussion with people of all ages in working towards a more humanised community view of disability. People we support will also be paid for their time and knowledge in this space.

NDS MENTAL HEALTH STEERING COMMITTEE:

A new statewide forum for people with disabilities, staff members and family members to discuss Mental Health supports (formal and informal) commenced rollout this week.

focus has been asked to represent the Mornington Peninsula, which joins Frankston, Geelong, Queenscliff, Wangaratta and Benalla in recognising the need for change in this space highlighted by the Royal Commission. People we support will also be paid for their time and knowledge in this space.



John Edgar
Service Innovation Officer


nti
VAILO
Mobil 1
Sierra
ROHO.


FEENEY
WHINCUP
50
Red Bull
AMPLIFY
STARTS HERE



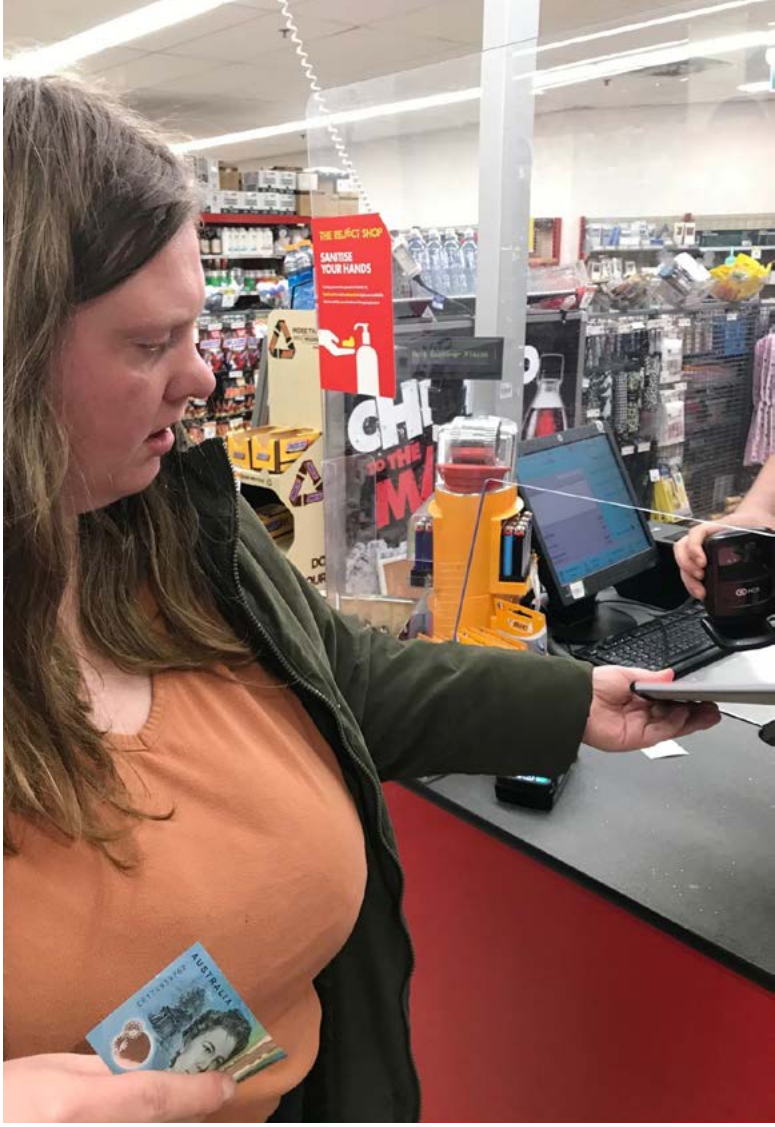





Green's
Golden Gaytime






THE REJECT SHOP
SANITISE
YOUR HANDS


MILK SHAKES


AFL
adidas
Tasmania




BINGO
B I N G O
11 7 45 48 71
6 32 52 72
2 49 62
13 18 44 50
12 17 34 56

CLIENT SAFEGUARDS AND WELLBEING

I AM DELIGHTED TO PRESENT A SUMMARY OF EVERYTHING WE HAVE BEEN DOING TO ENSURE THE BEST HEALTH AND WELLBEING OUTCOMES FOR THE PEOPLE WE SUPPORT, HIGHLIGHTING OUR ACHIEVEMENTS AND PROGRESS IN THE YEAR 2023.

As the Client Wellbeing and Safeguards Officer, my role is to contribute to improved quality of life outcomes for the people we support at *focus*, through supporting partnerships, operating in a collaborative working environment, and delivering actions as identified in relevant organisational policies, strategic documents, and health management plans

At ***focus***, the health and wellbeing of the individuals we support is at the core of everything we do. In 2023, we have made significant strides in implementing preventative health and wellbeing activities to meet the expectations of our clients and their families. Our efforts align with the NDIS Quality & Safeguards Commission, ensuring coordination and oversight of compliance with the Code of Conduct, Practice Standards, and legislative requirements, particularly in relation to Specific Health Management plans and high-intensity supports.

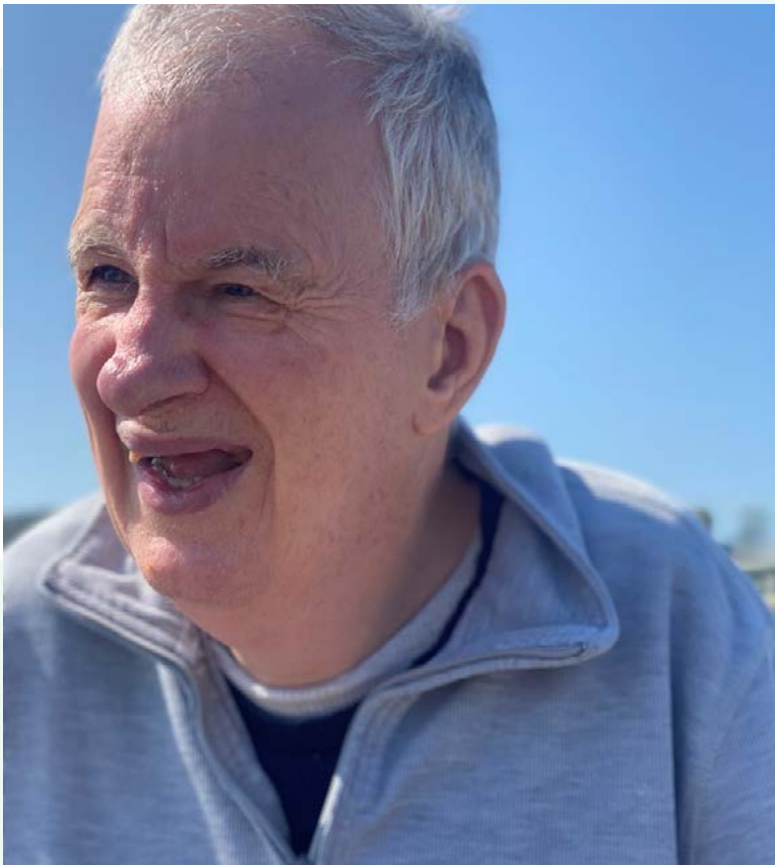
Throughout the year, we have been dedicated to enhancing the quality of life for each individual we support. Collaborating with the Team Leaders for each service, we have identified what is important for their wellbeing and have worked diligently to address their unique needs and aspirations.

One of our major accomplishments this year has been our focus on medication management. We have undertaken a comprehensive review of all clients' medications through the government initiative called Home Medicines Review, with the support of an authorised Pharmacist. Additionally, we have ensured that all individuals we support receive their annual flu vaccinations and have actively traced their COVID-19 testing and immunity levels, offering further vaccinations as per the guidelines. By prioritising medication safety and preventive measures, we have taken significant steps to safeguard the health and wellbeing of the individuals we support.

We have also undertaken special projects on key topics such as fall prevention, ensuring proper reporting and follow-up procedures. We have worked closely with Occupational Therapists to ensure that the individuals we support have the necessary equipment to enhance their daily lives. Additionally, we have focused on specialised needs, including assistive technology, to improve the overall quality of life for those we support.

Knowledge and training have been essential aspects of our work this year. We have invested in acquiring expertise in areas such as Acquired Brain Injury (ABI) and Dysphagia, recognizing the importance of Mealtime Management Plans. By equipping our staff with the necessary knowledge and skills, we have enhanced our ability to provide comprehensive support and care.

Building strong partnerships has been a priority for us. We have developed a positive relationship with the Disability Liaison Officer within Frankston Hospital (Peninsula Health) and Monash Health, working together









with Community Care to ensure seamless care when the individuals we support require hospitalisation. This collaboration has significantly improved the overall experience and outcomes for those in need of medical attention.

In addition, we are in the final stages of developing an overarching Health and Wellbeing Monitoring Framework. This framework will enable us to monitor, measure, and improve the health and wellbeing of the individuals supported by ***focus***. It will serve as a continuous improvement tool, allowing us to prioritise resources for maximum impact and continuously enhance their quality of life outcomes.

At ***focus***, we remain committed to putting the individuals we support at the forefront of everything we do. We are actively working on organising activities and special events that promote movement and active involvement in their own lives while prioritising their wellbeing. Our dedication to their health and happiness is unwavering, and we will continue to explore innovative ways to support their overall wellbeing.

In conclusion, I would like to express my sincere appreciation to our dedicated staff, clients, families, and stakeholders for their unwavering support throughout the year.

It is through our collective efforts that we are able to provide exceptional care and make a positive difference in the lives of the individuals we support. Together, we will continue to prioritize their health, wellbeing, and quality of life.

Warm regards,



Terri Landt
Client Safeguards & Wellbeing Officer

OUT AND ABOUT



ELEVATING QUALITY CONTROL IN THE DVD AND MUSIC SECTION AT THE OP SHOP

Andrew is a recent addition to our team at the focus on Opportunity shop, where he oversees quality control for DVDs and music. On Fridays, he dedicates 45 minutes to an hour meticulously checking DVDs for scratches, confirming the correct content, ensuring intact covers, and labeling them with appropriate price tags. His passion for music makes him an ideal fit for this role.



I'D RATHER BE FISHING

This is the latest fishing venture at Hastings Pier, where the thrill of catching the first fish has become a regular occurrence. The activity has kicked off with the improving weather, and it's all thanks to the dedicated Century staff members who make it happen.









PICNICS, PUPPIES AND PLANES

Ezza, Melissa, and Christopher enjoyed a delightful picnic on a beautiful spring day at Hastings. They relished a walk with a playful puppy, savored a packed lunch, and later ventured to Tyabb Airport to watch planes take off and land, adding an extra layer of excitement to their outing.

DROMANA POTTERS: ARTISTRY UNVEILED

Attendees marvelled at the pottery exhibition hosted by the Dromana Potters Group. The impressive showcase featured outstanding work by a collective of talented potters, highlighting the group's dedication to their craft. The focus potters collaborated on a Noah's Ark theme project, showcasing spectacular artistic prowess.





ENCHANTING NIGHT AT THE THEATRE

Tanya and Kimberly attended a performance of " & Juliet" at the theatre on July 26th. They had a fantastic day and thoroughly enjoyed the show, which was filled with comedy and songs.

Tanya couldn't help but sing along throughout the entire performance. The show conveyed messages about accepting people for who they are and emphasised the importance of living a life that brings happiness, rather than trying to please others.



RAINY DAYS AND NATURE WALKS

Embracing the beauty of nature, one can relish long walks amid rain showers. Balcombe Estuary becomes a serene haven to interact with nature. Undeterred by the weather, the outdoor escapade continues, capturing the essence of Balnarring Beach on another extended stroll.



YOU HAD ME AT MEOW

Marshall, the charming ragdoll cat, brought a delightful mood boost during his visit to Berry. Affectionate cuddles were lavished upon him.



SCRUMPTIOUS OUTDOOR FEAST

The healthy cooking group savoured a delightful meal of steamed fish and BBQ vegetables, relishing the dishes amid the beautiful weather at a local park.









MASTERING CARRIAGE RIDING

Learning carriage riding is like time-travelling, forming a dance with the horse and carriage. Starting with harnessing and understanding cues, each lesson builds a silent connection. It's not just a skill; it's a timeless tradition and a bond between human and horse. (Put all Carriage driving images with this story)

PROFESSOR CHRISTINE BIGBY VISITS *focus*

***focus* INDIVIDUALISED SUPPORT SERVICES HAS THE INCREDIBLE OPPORTUNITY TO PARTICIPATE IN VITAL RESEARCH ON ACTIVE SUPPORT WITHIN SUPPORTED ACCOMMODATION SERVICES. LED BY THE ESTEEMED PROFESSOR CHRISTINE BIGBY FROM LATROBE UNIVERSITY AND THE LIDS RESEARCH CENTRE, THIS RESEARCH IS MAKING A SIGNIFICANT IMPACT.**

Recently, we had the honor of welcoming Christine to our Head Office in Moorooduc for a meeting with our Leadership team. Her expertise and passion for enhancing the well-being and engagement of the people we support left us truly inspired.

We firmly believe that by embracing Active Support principles, we can create a more inclusive and engaging environment, ensuring that everyone can live the life they truly desire.

A huge thank you to Christine for leading this crucial research, and a big shoutout to our incredible team for their unwavering commitment to embarking on this ongoing journey together.



Professor Christine Bigby with Jayne, John, Fran and Toni at her recent visit to The Coolstores.

LOOKING TOWARD A BRIGHT FUTURE -KINDILAN OP SHOP

FINANCIAL PERFORMANCE

We are delighted to announce that Kindilan Op Shop has had a successful financial year, with total takings of $257,366.00. This remarkable achievement is a testament to the dedication and hard work of our volunteers.

VOLUNTEERS' CONTRIBUTION

We extend our heartfelt thanks to all our volunteers who have played a pivotal role in helping us achieve this incredible figure. Their loyalty and commitment to Kindilan have been unwavering, and we truly appreciate their invaluable support.

CHALLENGES FACED

The past year presented its own set of challenges for Kindilan Op Shop. The prolonged construction of the Railway network in the area has significantly impacted the character of Hamilton Street, Mont Albert. This construction led to reduced foot traffic and forced some shops in the vicinity to close their doors. These trying circumstances have tested our resilience, but we remain hopeful for better days ahead.

UPCOMING MONT ALBERT HERITAGE PLAZA

On a positive note, we anticipate a turning point with the imminent opening of the Mont Albert Heritage Plaza. We hope that this new development will attract more shoppers to the area and provide a much-needed boost to the local retail community. We look forward to this exciting opportunity to revitalize our community and our shop's prospects.

COMMUNITY ENGAGEMENT

During the financial year, we continued our commitment to community engagement. We hosted four students from the Bulleen Special School for work experience, offering them a valuable opportunity to gain real-world experience. Their contributions and enthusiasm were greatly appreciated.

In addition, we welcomed a student from Koonung Secondary College, providing an avenue for young individuals to learn about retail and community service.

As part of our ongoing efforts to support charitable work and community involvement, secondary school students also volunteered in our shop throughout the year, fulfilling their requirements for programs such as the Duke of Edinburgh and Contribution to Community. This partnership allows us to contribute to the development of these young minds while they, in turn, support our mission.

In conclusion, Kindilan Op Shop remains steadfast in its commitment to making a positive impact on the community. We are grateful for the unwavering support of our volunteers, the challenges we've faced, and the opportunities that lie ahead. We look forward to a brighter future, with the Mont Albert Heritage Plaza and continued community involvement as key drivers of our success.

Thank you for being a part of our journey, and we look forward to the year ahead with optimism and enthusiasm.

Bev Stacpoole
Kindilan Op Shop Manager



COMPLIMENTS FOR OUR STAFF

I had a conversation with a speech therapist today who visited a client at Seaview.

The speech therapist told me how lovely it was to meet the client and that Seaview house "was a lovely service facility".

I wanted this conversation passed on to the Seaview Team.

Thanks.

– Quality

Carissa actively demonstrates her abilities of being person centered with supporting clients, advocating for clients in a professional manner and mentoring & empowering staff.

- Support Planner

I would like to compliment Meaghan Nicky and Rachel for the way they looked after my sister when she was recently sick. Please pass my thanks to all 3 of them.

- **Family member**

Katie continually demonstrates her knowledge of the NDIS and manages the ever changing parameters that we work in. Katie shows professional leadership with mentoring staff and sharing her knowledge. Katie ensures that we are making a positive difference for the people we support with their NDIS plans. Katie is awesome with communicating, ensuring everybody has their say and is listened to.

– Team member









I want to compliment Anu Kumar for her amazing spirit and ability to practice Active Support of such a high standard.

Anu has been a part of a few meetings in regards to Support Planning recently and her input into these meetings has been so detailed and energetic

She speaks of her interactions with those she supports with such warmth and respect.

She approaches her interactions in a highly individualised way that promotes a great day for the our participants.

-Support Planner

I would like to thank Tracy Lind for her support and assistance in re-homing the cockatiels at Red Hill. In addition to re-homing Tracy organised for 4 of the birds to go to Red Hill Consolidated School where the client she supports can visit. Also love her idea of turning the aviary into a fernery.

– Maintenance Manager

I would like to acknowledge, the excellence in care and leadership, Fiona and Sophie exhibited in a crisis situation.

Fiona stepped up to lead us, she gave clear and concise instructions in a very fast moving situation.

Sophie and Fiona worked as an amazing team working hand in glove with client welfare top priority.

I consider it a privilege to work alongside colleagues like Fiona and Sophie

- Co worker

SMALL BUSINESS ENTREPRENEURS

WHEN YOU SUPPORT A SMALL BUSINESS, YOU ARE SUPPORTING A DREAM



TANYA AND CO. CARDS

Staff member Sophie and I participated in a market at Baxter Village, and it turned out to be a fantastic day. To attract customers, we set up a stand with a blurb about me and a vibrant card display. Initially, I hesitated to match the $2 price offered by some other stores, but we decided to lower our prices to $3 each or 5 cards for $10.00.

Surprisingly, as soon as we made that adjustment, our cards started selling like hotcakes. It was my first time actively promoting my cards, and we managed to achieve sales worth $140.00. Encouraged by this success, we've already secured a spot for another market day.

Both Sophie and I enjoyed the experience and are looking forward to the opportunity to promote my cards in the community again. You can purchase Tanya's cards at The Coolstores or the ***focus*** on Opportunity shop.



MARCUS TSHIRT DESIGNS

When dreams become a reality! Marcus has undertaken a Small Business Course and now has his first batch of T-shirt designs for sale at the ***focus*** On Opportunity shop. First day on display, he has already had his first custom order placed Come check them out at 28 Playne St, Frankston



A CREATIVE JOURNEY

WITH THE FOCUS MEDIA GROUP

In our ***focus*** Media Group, we've been diving into some exciting projects, mainly revolving around our In ***focus*** magazines and the 2023 Annual Report. It's been a collaborative effort where we get to choose stories and decide which photos deserve that extra spotlight. We have looked at our website too, with our feedback being to get better photos and to put the focus on the people within ***focus***.

One memorable day took us to The Coolstores, where we spent time filming the different staff. Those videos will be turned into a series introducing everyone to the diverse faces at ***focus***. Along the way, we've been picking up some cool skills—learning how to use ipads, taking the lead in videos, navigating the world of Facebook, and even learning the ropes of directing a video set with commands like "quiet on the set," "action," and "cut."

Our skill set has expanded to operating a video camera, planning out a music video, and confidently delivering news reports on our favorite things. But the real highlight has been our involvement in shaping the Annual Report. We've had a say in what looks good, what stories to tell, and which photos to feature. It's been an enjoyable experience contributing our ideas and skills to make sure the Annual Report truly captures the essence of ***focus***. We've loved every moment of working on this project and we hope you enjoy it.















FROM LITTLE THINGS, BIG THINGS GROW

I wanted to share with you what Spring is looking like in the Horticulture program at Red Hill. Under the guidance of Paula (program facilitator), this group has become a unit of productive gardeners, who will be harvesting some of their first produce from the seeds they planted all those months ago.

The added bonus of Paula is her 20 years experience in the field. She is also delivering some our Active Support Training sessions and is providing hands on supervision and mentoring of the staff in the program - role modelling what engagement and Active Support looks like - which means less of the sitting around waiting for a task, and more of the getting in there alongside the people we support, and doing things with them - not for them. Staff in this group are learning just as much as the people we support about interacting with each other, socialising, engaging and working on something from a seed to a lettuce! It's a beautiful thing to see. The group will be bagging up their produce today and sending it out to everyone so don't be surprised if some lettuce, parsley, coriander and mint finds its way to your doorstep. -Fran



SENSORY GARDEN UPDATE

The planning for the sensory garden is in full swing with a number of areas of improvement identified. The donation we received from Freemasons Victoria and Seaford Lodge will be going towards the upgrade of the BBQ area and seating area. This will include the repurposing of the aviary with an undercover area to cater for all types of weather. Keep your eye out for the changes coming soon.





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 2023. A copy of the complete audited accounts may be obtained if required by contacting the Chief Executive Officer at The Coolstores 4/475 Moorooduc Hwy, Moorooduc (PH: 03 59 815100)

2023 PROFIT & LOSS REPORT

INCOME	
NDIS & Government grants	$24,731,599
Client Fees	$1,982,943
Fundraising & Donations	$719,926
Investment Income	$989,763
Consultancy Income	$12,000
Other Income	$113,445
TOTAL INCOME	**$28,549,676**
EXPENSES	
Salaries and staff related costs	$22,256,505
Depreciation & amortisation	$1,109,590
Repairs & Maintenance	$450,911
Motor Vehicle Expense	$185,628
Occupancy expense	$71,111
Professional fees	$192,306
Other expenses	$1,951,935
TOTAL EXPENSES	**$26,217,986**
SURPLUS FROM OPERATING ACTIVITIES	**$2,331,690**
Net gain / (loss) in fair value of financial assets classified at fair value through profit or loss	$148,795
SURPLUS FOR THE YEAR	**$2,480,485**





2023 BALANCE SHEET

CURRENT ASSETS	
Cash Assets	$5,296,760
Receivables	$379,417
Other Assets	$981,200
TOTAL CURRENT ASSETS	**$6,657,377**
NON-CURRENT ASSETS	
Other Financial assets	$23,812,023
Lease Assets	$188,143
Property, Plant and equipment	$26,567,141
Other Assets	$611,929
TOTAL NON-CURRENT ASSETS	**$51,179,236**
TOTAL ASSETS	**$57,836,613**
CURRENT LIABILITIES	
Payables	$1,286,053
Lease Liabilities	$126,571
Provisions	$2,308,466
Other liabilities	-
TOTAL CURRENT LIABILITIES	**$3,721,090**
NON CURRENT LIABILITIES	
Lease liabilities	$76,147
Provisions	$868,486
TOTAL NON-CURRENT LIABILITIES	**$944,633**
TOTAL LIABILITIES	**$4,665,723**
NET ASSETS	**$53,170,890**
EQUITY	
Reserves	$9,350,680
Accumulated surplus	$43,820,210
TOTAL EQUITY	**$53,170,890**







CELEBRATING YEARS OF SERVICE WITH *focus*

1 YEAR

Simon Chambers
Ashleigh Zovic
Solina San
Jaspreet Singh
Elizabeth Yoa
Wendy Brown
Matthew Wright
James Wangari
Jodie Prestt
Rijo Joseph
Esther Mungai
Festus Ahiwe
Jacqui Walburn
Biju Anikuzhiyil
Linda Doggale
Lisa Chalker
David Kamande
Kathryn Burnham
Doris Lolik
Kim McGrath
Joyal Thankachan
Anastasios Strydis
Bernard Ndetei
Bijumon Vattatharayil Sanku
Stella Bandaranayake

5 YEARS

Rhonda Taylor
Jayne Gillespie
Joseph Muchoki
Murawu Chitsaka
Sophie Munapenyi
Elissa McCabe
Stephanie Travers
Paul Huntington
Harry Musungu
Karen Tender
Natalie Raye
Katlyn O'Brien
Chinelo Adum
Roselyne Mule
Felix Rono
Sylwia Cunningham
Gail Bates
Niki Hopkins
Jomon Randamkattil
Melinda Cole
Samwel Kamau
Jennie Mulhall
Mathew Lukose

20 YEARS

Samantha Jenkins

.....

Ray Sullivan
I've been privileged to work with wonderful people, both Focus residents & staff for 20 years.....
I'm looking forward to the next 20!!
The car pictured was taken at Bungower house in 2003.....
my old EH Holden.





10 YEARS

Robert Meldrum
Bilha Ndungu
Denise Shingles

15 YEARS

Carol Poulter
Jacquelyn Davis

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.



- Arbotrim
- Australian Red Cross
- Belvedere Community Centre
- Belvedere Indoor Bowls Club
- Ben O'Brien
- Blairgowie Yacht Squadron - Sailability Blairgowie
- Boomerang Bags C/O Sorrento Community Centre
- Brite
- CEO Collab
- Chisholm Institute
- Civic Reserve Recreation Centre Belgravia Leisure
- Cloud Factory
- Country Fire Authority
- Delta Therapy Dogs
- Digital Fusion
- Dknet Group
- Dromana Community House
- Dromana Football & Netball Club
- Dromana Potters Group, Dromana Community Hall
- DSC – Disability Services Consulting
- East Frankston Over 55's Club
- Escala Partners
- Evans and Partners
- Frankston Baseball Association
- Frankston City Council
- Frankston Library
- Frankston North Community Centre
- Frankston Softball Association
- Freemasons Victoria
- HDAA
- Jobs Victoria
- Joy of the Earth Community Garden
- Kenshin Karate
- Kindilan Foundation
- Korn Ferry
- Langwarrin Community Centre
- LaTrobe University Research Centre
- Maddocks Lawyers
- Mark Oliver
- Master Jack Café
- Mornington Community House
- Mornington Library
- Mornington Peninsula Shire
- Mornington Yacht Club - Sailability Mornington
- Murray White – Crash Bang Wallop
- National Australia Bank
- NDS – National Disability Services
- Nepean Industry Edge Training
- Oncall Personnel
- Opteon solutions
- Orima Research
- Orwill St Community House
- PARC Aquatic Centre Frankston
- Pathways to Care
- Patterson Lakes Community Centre
- Peninsula Health
- Peninsula School of Dance
- Pitcher Partners
- Polperro Winery
- Prompt Networks
- Red Hill General Store
- Red Hill Lions Club
- Red Hill Pharmacy
- RMIT Architectural Design and Interior Design School
- Sabrina Shop Fitting
- Sarina Russo
- Seaford Lodge
- Seawinds Comminity Hub
- Seed To Seed Program
- St Georges Church Red Hill
- Stretch & Movement Program, Peninsula Dance Pro-ject
- South East Peninsula Health Unit
- T Beez Bakery
- The Salvation Army Mornington
- Tonic Gym Dromana
- TPG
- TT Insurance
- Varied Abilities Music Program (VAMP)
- WIDI Workforce Innovation & Development Institute
- Williams Builders
- Women with Disabilities Victoria
- Workforce Plus & Management Governance Australia






Special
Primo




32






WELCOME
to our Kitchen,
the heart of our
HOME





focus
INDIVIDUALISED
SUPPORT SERVICES

OFFICE: **4/475 Moorooduc Hwy**
Moorooduc VIC 3933
(enter via Eramosa Road West)

PHONE: **03 5981 5100**

EMAIL: **admin@focuslife.com.au**