



2013 ANNUAL REPORT  
2014 COMMUNITY CALENDAR



*Ray Lyons*  
IMAGES OF LIFE



MALLEE FAMILY CARE



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Seeking Solutions, Shaping Success.

## MISSION

Promote excellence in the delivery of services, research and advocacy that enrich lives and increase opportunities for individuals, families and communities.

## VALUES

Communities are enriched by:

**Passion:** A passion for excellence in service delivery and good governance.

**Participation:** Community ownership, local relevance and volunteering.

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Full copies of the Strategic Plan can be obtained from the offices of Mallee Family Care Inc.



Full Financial Report can be viewed online: [www.malleefamilycare.com.au](http://www.malleefamilycare.com.au)  
or scan this QR Code to view the report on your smart phone or tablet.



I'd like to introduce myself.

My name is Raymond Lyons and I am the eldest of 7 children. In company of my siblings we were the first family to grow up in the group home that was established by Mallee Family Care back in 1978.

From this experience I have a continued gratitude towards our carer and the organisation that kept my family together. I believe it was through the single minded dedication to our wellbeing that has allowed ourselves to come out of the home better and more prepared individuals for life's challenges.

Because of this I am honoured to contribute to Mallee Family Care's Annual Report for 2012 - 2013.

I hope you enjoy my "Images of Life".

I have a great empathy for those children who have had similar experiences and hardships as my family has, and through the great work of organisations like Mallee Family Care I know in my heart that there is a greater good being achieved for these families/individuals that require the guidance and care similar to what my siblings and I received. I view my own experiences in care as one of the most positive and rewarding factors to me enjoying my adult life.

I work as a construction professional in the Mining and Natural Gas industries, which has taken me to some of the remotest and harshest places in Australia. The lessons learnt whilst in care have given me the tools to be able to work in these demanding conditions because of the positive attitudes, and self-worth instilled whilst in care with Mallee Family Care. As I am away for extended periods of time I always look forward to the time I get to spend with my family.

My home comings give me a chance to share my passion for photography with family and friends, thus I am grateful to have the opportunity to share a part of me with the organisation that has been an integral part of who I am today.

*Ray Lyons*



## MALLEE FAMILY CARE

### PATRONS

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Professor Tony Vinson AM  
Richard Haselgrove AM

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Vice-President - Marie Schlemme  
Treasurer - Roger Cornell  
Executive Director - Vernon Knight AM

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Keith Richards OAM  
Margaret Thomson  
Max Noyce  
Michael Hopkins (Archdeacon)  
O'Connor, Larry  
Peter Greed  
Rudolph Kirby  
Selfet Kuzu

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### MEDICAL ADVISOR

Dr John Dyson-Berry

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### BOARD

Anne Mansell  
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Ross Lake OAM

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Ken Carr (Dec)  
Lloyd Thomson  
Stefano de Pieri

### CHANCES CHAMPIONS

Matt Gaffney  
Vicki Krake  
Paul and Janet Lock





## PRESIDENT

**Ross Lake OAM**

Qualifications in Law, Economics and Teaching have equipped Ross for business success and community leadership. His support of Mallee Family Care spans the last three decades.

## VICE PRESIDENT

**Marie Schlemme**

Years of service as the Electorate Officer for the Federal seat of the Mallee have given Marie the political acumen and the community understanding needed to guide our development in the Southern Mallee.

## HON TREASURER

**Roger Cornell**

Roger's service to the financial oversight of Mallee Family Care is legend. His years as a local accountant have been instrumental in guiding the Association to financial sustainability and its reputation for sound management.



## BOARD MEMBER

**Dr John Cooke**

While new to membership of the Board, Dr Cooke brings important insights into the workings of government and a lifetime's understanding of the needs of small rural communities.

## BOARD MEMBER

**Peter Greed**

Another with an in-grained appreciation of the needs of Mallee communities, Peter has a lifetime of rural understanding wrought from his management of the Patchewollock Pub through to the development of the Country Education Project.



## BOARD member

**Jenny Hilton**

Jenny's move to Swan Hill with a young family and her career as a pharmacist have left Mrs Hilton with a deep-seated appreciation of the benefits of living in a growing regional city.

## BOARD member

Archdeacon **Michael Hopkins**

As a former General Manager of Anglicare Victoria, Michael was quickly attracted to the work of Mallee Family Care. As a past Senior Executive Manager of the Central Land Council in the NT he is well equipped to guide our work with Indigenous communities.

## BOARD member

**Rudolph Kirby**

The youngest of a large Indigenous family, Rudolph has already evidenced his wish to demonstrate leadership of his people. A Law degree and his devotion to management in Victorian Justice is a compelling record.



## BOARD member

**Selfet Kuzu**

While born in Australia, Selfet is a strong advocate for his family's native Turkey and the many cultures that enrich our region. His involvement in numerous projects is evidence of his belief that "volunteering keeps individuals and communities connected. It's a great way to meet people that share common interests and goals."

## BOARD member

**Max Noyce**

A background in I.T. communication and manufacturing has been invaluable to Mallee Family Care.

Another family inextricably linked to the region, the Noyces continue to evidence their commitment to the development of North-West Victoria. and South-West New South Wales.





## BOARD MEMBER

**Larry O'Connor**

Larry is a lecturer in the La Trobe School of Law and Management. He has been instrumental in detailed reviews of several issues of significance to our region including the social costs of problem gambling. He is driven by his commitment to the welfare of the community in which he lives.

## BOARD MEMBER

**Keith Richards OAM**

A prominent lawyer, a leader in horticulture and a passionate advocate for community involvement, Keith has been a force to be reckoned with at Mallee Family Care and Chances for Children. His intellect and energy inspire and scare his colleagues.

"I feel privileged to be part of an agency which not only provides myriad services and supports to the disadvantaged in the Mallee community, but advocates and promotes the betterment of the whole community, especially through the Community Development Unit".



## BOARD MEMBER

**Chris Riordan**

For Chris, cerebral palsy has only resulted in a steely determination to succeed in work and sport. He runs his own communications business and holds several national titles in sailing. But he also brings a profound concern for those with disabilities to the considerations of the Board.

## BOARD MEMBER

**Margaret Thomson**

Margaret is a very passionate representative of South-West New South Wales.

"As the former Mayor of the Shire of Wentworth I am very aware of the need for the work undertaken by Mallee Family Care within the Shire".

"The long-term opportunities are there for Mallee Family Care to make a difference."

## 2012-2013 STAFF

Adamson, Michael  
Adolph, Hailey  
Aholahi, Venessa  
Aitken, Helen  
Alabaster, Ray  
Alderson, Kane  
Alderton, Terry  
Amy, Sallie  
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Brookes, Tania  
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Brown, Shane  
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Bruton, Catherine  
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Burgess, Catherine  
Burgess, Sharon  
Burrell, Vicki  
Burrows, Leonie  
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Davis, Noeline  
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Dean, Mark  
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Dichiera, Verity  
Digby, David  
Dimichiel, Joanne  
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Downie, John  
Dreyer, James  
Dunn, Cathy  
Dutton Ashcroft, Kerry  
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Egberts, Nathan  
Elahi, Abida  
Elliot, April  
Ellis, Lenard  
Emmett, Marilyn  
Faraci, Gina  
Fillery, Kiri  
Fisher, Aroha  
Fletcher, Stephen  
Fletcher, Vanna  
Fonda, Spiros  
Forbes, Chris  
Ford, Sherrin  
Fox Rajei, Samia  
Frahm, Cheryl  
Frankel, Dianne  
Franklin, Margaret  
Fullgrabe, Maree  
Fulton, Mark  
Fush, Lisa





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George, Charnae  
Gilby, Carmen  
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Glasson, Erin  
Gray, Kahlia  
Grayling, Jesse  
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Harley, Fiona  
Hart, Nikita  
Hart, Sophie  
Harvey, Mandy  
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Heaysman, Alan  
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Hogan, Rozanne  
Hogarth, Paul  
Holland, Bettina  
Hornsby, Glen  
Hosking, Robyn  
Hubbard, Kim  
Hudson, Jasmin  
Huggins, Wendy  
Hunt, Sharn  
Ilsley, Michell  
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Jayet, Teresa  
Johnson, Christina  
Johnson, Donna  
Johnson, Rachel  
Johnson, Robyn  
Johnson, Shona  
Johnson, William  
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Johnstone, Susanne  
Jolley, Anthony  
Jory, Naomi  
Katrak, Meaghan  
Keating, Donna  
Kelly, Peter  
Kerr, Carol  
Kerr, John  
Klarich, Sarah  
Knight, Christine  
Knight, Kerry

Knight, Paul  
Knight, Vernon  
Koronis, Sarah  
Lamos, Cassie  
Lapenta, Lea  
Lauder, John  
Lawn, Llywela  
Lawson, Ricky  
Leamon, Christine  
Lincoln, Helen  
Lloyd, Kylie  
Lo Iacono, Ilma  
Locke, Chantelle  
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Male, Jan  
Malycha, Nadine  
Mangano, Hazel  
Martin, Jacinta  
Mason, Russ  
Masterson, Tony  
Mazurek, Janety  
Mazza, Danielle  
Mazza, Nick  
McCoy, Ben  
McCullagh, Paul  
McKerrow, Greg  
McPhail, Madison  
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Mensforth, Natalie  
Menzies, Rhonda  
Merrett, Jess  
Mertz, Fiona  
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Middleton, Sharon  
Miller, Joshua  
Mitchell, Bernadette  
Mitchell, Kate  
Mitchell, Kylie  
Mitchell, Lynne  
Morello, Anita  
Morrell, Sharon  
Morrison, Amanda  
Moser, Win  
Munro, Cherene  
Murphy, Catherine  
Murphy, Debbie  
Murphy, Simmone

## 2012-2013 STAFF

Musgrove, Peter  
Mutch, Sheila  
Myles, Kathy  
Nalder, Gary  
Napoli, Sarra  
Nau, Maralea  
Nethercote, Bev  
Nevill, Stuart  
Newson, Sonya  
Neyland, Renae  
Nosatti, Peta-Lyn  
Nugent, Margaret  
O'Bree, Mandi  
O'Callaghan, Lois  
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O'Rielly, Arran  
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Parker, Cheryl  
Pasquale, Jacqui  
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Pearson, Robert  
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Quayle, Sabana  
Quin, Jessica  
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Retallick, Kerri  
Richardson, Kristy  
Riley, Sharen  
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Robinson, Shaun  
Rodgers, Sharon  
Rogers, Elle  
Rollins, Julian  
Romeo, Natalee  
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Shea, Alisa  
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Slager, Lorraine  
Slorach, Jason  
Sluiter, Rodney  
Smith, Grace Anne  
Smith, Liam  
Smith, Maureen  
Smith, Rex  
Smith, Rhonda  
Sparkes, Chenae  
Spratt, Jason  
Stevens, Joanne  
Stevens, Lisa-Maree  
Stevens, Paula  
Stone, Lynette  
Strong, Paula  
Sturge, Michael  
Summers, Brian  
Sutcliffe, Michelle  
Sykes, Aroha  
Symes, Mary  
Symes, Shaun  
Tankard, Jess  
Tanner, Michael  
Tavo, Perin  
Taylor, Aaron  
Taylor, Lois  
Taylor, Russell  
Thomas, Jancy  
Thomson, Annita  
Thornton, Tenille  
Timmons, Ann  
Treen, Diane  
Treffene, Nicole  
Trinci, Cheryl  
Tsoukatos, Metaxia  
Tuitupou, Tafeuni  
Tuppin, Helen  
Turner, Meredith  
Tyers, Melissa  
Uebergang, Makaylla  
Undy, Annette  
Van Bergan, David  
Van Dorenmalen, Suzi  
Van Steenis, Cornelis



Walmsley, Jake  
Waters, Richard  
Watson, Natahlia  
Wattata-Drummond, Raeleen  
Whitchurch, Allison  
White, Ian  
Whiting, Joelle  
Wilkie, Dion  
Wilson, Nikki

Winn, Bryon  
Winslade, Maree  
Winslow, Christine  
Wood, Dianne  
Wood, Sarah  
Wright, Elizabeth  
Yari, Chaman  
Zanker, Joel

My home comings give me a chance to share my passion for photography with family and friends, thus I am grateful to have the opportunity to share a part of me with the organisation that has been an integral part of who I am today.

*Ray Lyons* IMAGES OF LIFE





## JANUARY

W E D 1 NEW YEARS DAY

T H U 2

F R I 3

S A T 4

S U N 5

M O N 6

T U E 7

W E D 8

T H U 9

F R I 10

S A T 11

S U N 12

M O N 13

## PRESIDENT'S REPORT

As I pen these words of tribute to the 35th year of Mallee Family Care, I can't help but be moved by the significance of this anniversary.

While every birthday is a milestone, some are clearly more important than others . . . becoming a teenager, turning 18 and the chance to drive, and 21 . . . . the keys to the door!

Turning 35 will have an intriguing significance for Mallee Family Care.

**This Annual Report features the words and the works of a man who can rightly claim to be our very first 'customer'.**

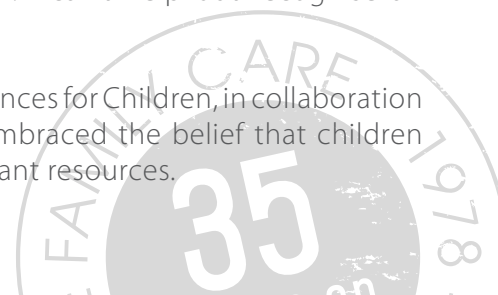
Ray was the eldest of seven kids who clearly needed to be cared for as members of one family. This triggered the establishment of a family group home in Swan Hill in December 1978.

Thirty five years later he now shares his outlook on life in pictures, given his passion for photography and his continuing regard for Mallee Family Care.

It is a passion which he cultivated through studies at RMIT and one which he can readily pursue given his work in rural Australia as a construction professional in the mining industry.

By co-incidence, 2013 has been decreed by the United Nations as the International Year of Water Co-operation. I can't help but recognise an interesting connection.

Back when we laid the foundations for Chances for Children, in collaboration with Sunraysia's Water Authorities, we embraced the belief that children and water were our region's most important resources.





- T U E 14
- W E D 15
- T H U 16
- F R I 17
- S A T 18
- S U N 19
- MON 20
- T U E 21
- W E D 22
- T H U 23
- F R I 24
- S A T 25
- S U N 26 AUSTRALIA DAY
- MON 27 AUSTRALIA DAY HOLIDAY
- T U E 28 SCHOOL TERM 1 BEGINS (VIC/NSW)
- W E D 29
- T H U 30
- F R I 31 CHINESE NEW YEAR

Water is of course a precious commodity as we were well reminded during a decade of drought. But what price do we put on the care and education of children and their intrinsic value to the future of the communities in which we all live?

So here in 2013 we have the 'chance' to acknowledge both children and water and the importance of our duty of care.

As Chances for Children celebrates its teenage years, I delight in reporting another milestone with the news that we have now provided life changing opportunities to 1500 local kids. That remarkable achievement is detailed in the 'Chances' Annual Report and I encourage you to revisit this outstanding story.

\* \* \* \*

Our early annual reports were relatively simple given a small staff group, few services and a limited presence in North West Victoria.

Our need now to report on the work of an organisation with nearly 300 staff, 500 volunteers, 60 odd services and 17 locations in both Victoria and New South Wales is daunting.

That said, I will endeavour to focus on those highlights which evidence the diversity of our work and a few initiatives which showcase our creativity.

My apologies go to those very worthy activities and events that have not been included. They may have been overlooked but their contribution must not be ignored!



## OPENING DOORS

From the very outset, Mallee Family Care established a commitment to be as accessible as possible to families throughout the Mallee. It was of course an impossible assignment given the area to be served but I'm proud to report that we have continued to grow our network of care.

This assignment obviously increased when we took on services in South West New South Wales and our commitment to accessibility was evidenced with the



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## FEBRUARY

S A T 1

S U N 2

M O N 3

T U E 4

W E D 5

T H U 6

F R I 7

S A T 8

S U N 9

M O N 10

T U E 11

W E D 12

T H U 13

## PRESIDENT'S REPORT

opening of a new, purpose built office in Dareton in August 2012 and our decision to establish a presence in the Besley Murray Community Centre in Balranald. Both developments are in accordance with the well established principle of locating within "pram pushing distance" of the nearest supermarket.

We were honoured to have our patron the Honorable Tim Fisher AC for the opening of our Dareton office and its official naming .... "The Anne Mansell Centre".

Anne has been a wonderful supporter of Mallee Family Care having served as our President from 2004 to 2009.

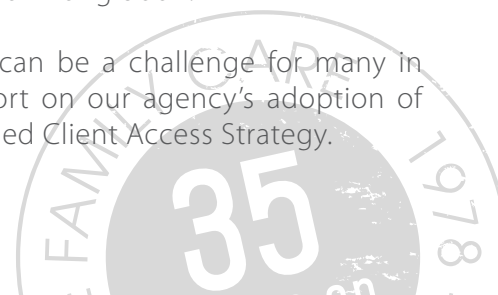
It was certainly fitting to have the building named in her honour and in the community where she grew up.

Our co-location with the Mildura Aboriginal Corporation, as it was then known, in Balranald presented another strategic opportunity. The shared accommodation of the two organisations has effectively created an important "one stop shop" for the whole community in the Balranald township.

It was a move that was strongly supported by the Balranald Council and we are pleased to acknowledge their support.

Another important principle in developing our network has been our commitment to the policy that there is "no wrong door".

Navigating health and welfare services can be a challenge for many in our community and I'm pleased to report on our agency's adoption of VADCAS, the Vulnerable and Disadvantaged Client Access Strategy.



F R I 14 VALENTINES DAY

S A T 15

S U N 16

M O N 17

T U E 18

W E D 19

T H U 20

F R I 21

S A T 22

S U N 23

M O N 24

T U E 25 BUSINESS CLEAN UP DAY

W E D 26

T H U 27

F R I 28 SCHOOLS CLEAN UP DAY

This is a strategy which seeks to ensure that disability, disadvantage and ethnicity do not become barriers to those seeking help in their first point of contact.

Our trial in Mildura has evidenced the way in which these barriers can be overcome and we look forward to extending our practice throughout the region.

## PROFESSIONAL DEVELOPMENT

A high priority for Mallee Family Care has been its long commitment to professional development.

The early years were extremely challenging in terms of our ability to recruit qualified staff and the absence of access to higher education was clearly one of our major challenges.

It's now almost twenty years since Vernon Knight and then President, Milton Whiting, looked to North America for solutions to this problem.

In the space of a month they visited some sixty organisations but the discovery of a model for distance education in the Provinces of Canada was undoubtedly their most important discovery.

It not only led to the establishment of a "fly in, fly out" Social Work Degree course in Mildura, it laid the foundation for a university campus.

That connection to LaTrobe has had many spin-offs and I have to say that my other involvements require me to acknowledge its significance to the Arts in our region.

But I would be remiss if I did not record the fact that this past year has seen the graduation of the one hundredth social worker to have been trained through face to face teaching in Mildura.

It was a great delight to me personally when the Board resolved to fund two yearly scholarships for local students and it was gratifying to see the first of those scholarships awarded in 2013.

It's not only a fitting tribute to Milton as our founding President but an appropriate recognition of his contribution to La Trobe University as a member of the La Trobe Council and a former Deputy Chancellor.



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# MARCH

S A T	1	MILDURA WENTWORTH ARTS FESTIVAL (1-17)
S U N	2	CLEAN UP AUST DAY
M O N	3	SHROVE TUESDAY
T U E	4	ASH WEDNESDAY
W E D	5	
T H U	6	
F R I	7	
S A T	8	INTERNATIONAL WOMEN'S DAY
S U N	9	
M O N	10	LABOUR DAY (VIC)
T U E	11	
W E D	12	
T H U	13	WORLD'S GREATEST SHAVE (13-16)

# PRESIDENT'S REPORT

But it's not all about social work and I delight in the number of staff who have accessed our study leave provisions to pursue other degrees, diplomas and certificates in a wide range of courses.

Sustainability is a high priority for Mallee Family Care and those measures which work to grow the pool of talent needed to deliver quality programs is central to that goal.

Equally pleasing has been the introduction of E-learning courses which staff can access on-line.

## SPEAKING OUT

Another priority for Mallee Family Care has been its commitment to social justice and advocacy and our organisation can be justly proud of its efforts over many years.

I suppose the standout in terms of the past twelve months was the work of our Financial Counsellors and our Legal Service in exposing the activities of ZAAM Rentals and the potential for abuse of the Centrepay program.

While Centrepay is a valued facility in terms of families who want to ensure that rent and other essentials are paid on time, the system can become a millstone when vulnerable families are enticed into agreements which not only erode their basic income but result in exorbitant prices for luxury goods.

It was not long before the story gained traction through national media that the Federal Government was compelled to undertake a detailed review and a complete overhaul of the program.







F R I	14	
S A T	15	
S U N	16	TOUR DE MURRAY
M O N	17	ST. PATRICK'S DAY
T U E	18	
W E D	19	
T H U	20	INTERNATIONAL DAY OF HAPPINESS
F R I	21	HARMONY DAY
S A T	22	
S U N	23	
M O N	24	
T U E	25	
W E D	26	
T H U	27	
F R I	28	
S A T	29	EARTH HOUR
S U N	30	
M O N	31	

It doesn't seem so long ago that Mallee Family Care exposed similar practices in the car industry, resulting in the complete shutdown of a major franchise.

It is of course a reminder that our work is never complete and we should remain vigilant to the ways in which the most vulnerable in our community can be subject to exploitation.

The prominence of the ZAAM case should not however diminish our work on other fronts.

Mallee Family Care was an active contributor to the Victorian Government's efforts to reform the community sector and there is little doubt that the work of our Patron, Professor Tony Vinson AM has helped to underline the importance of "place based" service provision.

That notion was of course one of the keys to the establishment of Mallee Family Care and it was a great relief when during the year, the Department of Human Services opted to turn the clock back.

Mallee Family Care was of course a product of the regionalisation of Victoria's community services in the 1970s but subsequent amalgamations saw the re-emergence of centralization.

The recent decision to establish area management within the Department was an obvious recognition that the growing concerns of organisations like Mallee Family Care were well founded.

The short but important story of Mallee Family Care was also the basis of our contribution to the Inquiry into Child Sexual Abuse.

We welcome the fact that both the Commonwealth and the Victorian Governments have moved to address this blight on our society.

For far too many, justice will be far too late but we must hope that the outcomes will work to ensure that future children will not be subject to such deprivations.

Issues which have been identified during the year have already established the agenda for the months and years ahead. A matter of great concern is the incidence of very young children with multiple disabilities and our inability to meet their needs.



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## APRIL

T U E	1	
W E D	2	
T H U	3	
F R I	4	SCHOOL TERM 1 ENDS (VIC)
S A T	5	
S U N	6	DAY LIGHT SAVINGS ENDS
M O N	7	WORLD HEALTH DAY
T U E	8	
W E D	9	
T H U	10	
F R I	11	SCHOOL TERM 1 ENDS (NSW)
S A T	12	
S U N	13	PALM SUNDAY

## PRESIDENT'S REPORT

It's regularly quoted that every dollar invested in early intervention will produce a \$12 dividend in later years. Some things are not simply important to do because we know they're right, they also make abundant sense.

A further issue of concern is the plight of registered training and the fallout which is resulting from the government's plan to "rationalise" the industry.

At stake in the regions is the future of small providers who can no longer fund the growing burden of compliance.

While accountability is clearly essential, the process runs the risk that in regions like the Mallee, we will rapidly lose access to training in hospitality, retailing, transport and the specialist training of those with disabilities. Such an outcome will have dire consequences for both individuals and communities.

**The recognition of the importance of advocacy is our growing commitment to research and analysis.**

It's not long ago that we established a specialist centre in Lemon Avenue to accommodate the programs of the Community Development Unit.

This centre has now been renamed the Vinson Centre for Applied Social Research and we look forward to the part the Centre will play in shaping policies and practice both at Mallee Family Care and beyond.

It is equally befitting the recognition of our great friend and mentor, Professor Tony Vinson.





MON	14	
TUE	15	
WED	16	
THU	17	
FRI	18	GOOD FRIDAY
SAT	19	
SUN	20	EASTER SUNDAY
MON	21	EASTER MONDAY
TUE	22	SCHOOL TERM 2 BEGINS (VIC)
WED	23	
THU	24	
FRI	25	ANZAC DAY
SAT	26	
SUN	27	
MON	28	SCHOOL TERM 2 BEGINS (NSW)
TUE	29	
WED	30	

## PREPARING FOR TOMORROW

In June 2013, Mallee Family Care formally adopted its Strategic Plan for the ensuing three years. A summary of the plan is included on page 32 of this year's Annual Report.

A more complete explanation of our priorities is contained on the Mallee Family Care website [www.malleefamilycare.com.au](http://www.malleefamilycare.com.au).

The title of the report "Seeking Solutions and Shaping Success" confirms our fundamental aims.

It seeks to alert the Board and staff and the wider community that we will be increasingly committed to research and innovation in seeking new approaches in pursuit of better outcomes.

While strategic plans can often be the source of some skepticism, I was greatly encouraged by the analysis of our endeavours in the past three years and the extent to which our priorities could be evidenced in our day to day practice.

Monthly reporting to the Board specifically highlights the actions which have been undertaken in line with our strategic directions and we will continue to monitor our performance in terms of "Seeking solutions and Shaping success".

There are already a number of actions which have been undertaken in line with our new priorities.

As I mentioned earlier, making Mallee Family Care sustainable is essential and during the year we completed a restructure which the Board and management believe will make our organisation more focused and more efficient.

I'm pleased to say that the structure will also align our organisation with the area management priorities of the Victorian Government.

Another significant development was the rewriting of our Rules and Constitution, in line with changes to the Incorporations Act. The new Constitution will be put to members at this Annual Meeting.



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# MAY

T H U 1

F R I 2

S A T 3

S U N 4

M O N 5

T U E 6

W E D 7

T H U 8  
WORLD RED  
CROSS DAY

F R I 9

S A T 10

S U N 11  
MOTHER'S DAY

M O N 12  
NATIONAL VOLUNTEERS  
WEEK (12-18)

T U E 13

## PRESIDENT'S REPORT

A third significant development has been our merger with Sunrise21 or, as it is now called, Sunrise Mapping and Research. Sunrise21 was a ground breaking organisation in Geospatial Mapping and we believe that this specialist expertise will make a valuable contribution to the newly established, Vinson Centre for Applied Social Research.

Adapting to new environments presents obvious challenges for Board and staff and I welcome the way both have adjusted to these changes.

That adjustment has been aided by some proactive endeavours which have sought to increase the communication and understanding needed by all in fulfilling their responsibilities.

Last year, we reported at length on the road trip where members of the Board and the Audit Committee undertook a "beating of the bounds".

In the course of two days, the bus visited all parts of the region and Board members had the chance to talk one on one with individual staff in a wide range of programs.

Staff also enjoyed the opportunity to share both their practice and their passion and I'm sure the Board had a much deeper appreciation of the challenges and the commitment of those at the coal face.

We are continuing that exercise with a project which has been dubbed "In my shoes". In this exercise, Board members have taken up the opportunity to "shadow" individual staff or individual programs and spend time in the "shoes" of various workers.

This too is destined to be a great learning experience and a great preparation for the challenges of tomorrow.





W E D	14	
T H U	15	INTERNATIONAL DAY OF FAMILIES
F R I	16	
S A T	17	
S U N	18	
M O N	19	
T U E	20	
W E D	21	
T H U	22	AUST BEGGEST MORNING TEA
F R I	23	
S A T	24	
S U N	25	
M O N	26	NATIONAL SORRY DAY
T U E	27	RECONCILIATION WEEK BEGINS
W E D	28	
T H U	29	
F R I	30	
S A T	31	WORLD NO TOBACCO DAY

## ALL STAR ACCESS

The great disappointment of the year, but potentially the endeavour which should give us the most pride, was our battle to rescue Access Mildura.

As our financial report will evidence, it's a rescue that has come at enormous cost and there is still much to be done.

The decision to attempt the rescue was actually made in 2011 and it was made as a matter of urgency.

The point at which we were alerted to the problem came with the discovery that neither staff nor supported workers could be paid without an immediate take-over.

It not only meant meeting the immediate costs but also stumping up the funds for unpaid tax and unpaid superannuation.

The reward for our efforts was a Federal Government decision to reassign the contract for open employment and effectively strip the organisation of the income stream which was vital to maintaining the disability enterprises.

Only time will tell if the new business models will become sustainable in the long term.

**That said, jobs were saved and a crisis was averted and despite the enormous cost, the Board has regularly made the point that "we never had a choice".**

I doubt that I could be more proud of my colleagues in terms of their commitment to such a challenge.

## MY THANKS

The past twelve months has been a remarkable year in the life of Mallee Family Care and I pay tribute to a dedicated Board, a skillful Audit Committee, a passionate staff and a tireless army of dedicated volunteers.

Collectively they represent close to a thousand individuals who live, work and care about the communities of the Mallee.



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E: mildura@totallyworkwear.com.au W: www.totallyworkwear.com.au



# June

SUN 1

MON 2

TUE 3 MABO DAY

WED 4

THU 5 WORLD ENVIRONMENT DAY

FRI 6

SAT 7

SUN 8

MON 9 QUEEN'S BIRTHDAY  
INTERNATIONAL MEN'S  
HEALTH WEEK (9-15)

TUE 10

WED 11

THU 12

FRI 13

## PRESIDENT'S REPORT

There would hardly be a family in the region, be they a customer, a carer or a contributor who could not identify a relationship with Mallee Family Care. Last year saw a gathering of almost 400 people at our Annual Meeting and we are appreciative of the willingness of Li Cunxin to help us celebrate the occasion.

The lengthy commitment of staff and committee members and volunteers is testament to our place in the Mallee. We are indeed fortunate to have the support of good and loyal friends.

One of those is Roger Cornell who this year retired after 24 years on the Board. Roger is indeed typical of those quiet and unassuming individuals who are prepared to give a lifetime of service to the cause.

Sadly some have departed the scene more permanently and I pay tribute to the late Ken Carr, a passionate volunteer for Chances for Children and the late Peter Mills who was instrumental in the development of Port to Port.

Peter's contribution was such that the event has now been renamed in his honour.

I conclude by congratulating Marie Schlemme, our Vice President who was named Swan Hill citizen of the year and the long suffering Executive Assistant, Chris Knight who was awarded an Order of Australia.

*Ross Lake*

Ross Lake OAM

*PS. The year also saw Ross Lake's recognition as an Adjunct Professor of LaTrobe University.*



S A T	14	
S U N	15	
M O N	16	
T U E	17	
W E D	18	
T H U	19	
F R I	20	WORLD REFUGEE DAY
S A T	21	
S U N	22	
M O N	23	
T U E	24	
W E D	25	
T H U	26	
F R I	27	SCHOOL TERM 2 ENDS (VIC/NSW)
S A T	28	
S U N	29	RAMADAN BEGINS
M O N	30	

Audit Committees have become increasingly important to the governance, compliance and risk management of corporations and not-for-profit organisations.

The audit Committee has provided guidance to MFC across its businesses and in particular the development of its Strategic Plan for the period 2013-2016 and the performance of the organisation's new management structure.

The responsibilities are far reaching . . .

- The review of substantive accounting and reporting matters
- The consideration of reports from external auditors
- Analysis of the end-of-year financial reports and the Association's compliance with relevant Australian Audit Standards
- Targeted advice in respect of matters which could potentially challenge the reliability and the integrity of the incorporated identity.

In meeting the challenges of the past year, the Audit Committee has provided strategic guidance in relation to . . .

- The integration of All Star Access and a number of Disability Enterprises
- The financial reporting processes of the organisation towards the commonality of purpose of the Strategic Plan, the organisation's management processes and the external responsibilities of the Association
- The recognition of the broadening and changing nature of legislative and regulative frameworks that impact on incorporated associations

## IN APPRECIATION . . .

Mallee Family Care is indebted to the support of the Audit committee – Alan Fisher, Roger Cornell, Graeme Martin and Ross Lake.

Roger Cornell retired from the Board of MFC and the Audit Committee in June 2013 after many years of dedicated service to Mallee Family Care.

His position is now occupied by the Acting Treasurer, Larry O'Connor.

*John Cooke*  
Dr John Cooke

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# JULY

TUE	1	
WED	2	
THU	3	
FRI	4	
SAT	5	
SUN	6	
MON	7	NAIDOC WEEK (7-14)
TUE	8	
WED	9	
THU	10	
FRI	11	
SAT	12	
SUN	13	

## statement of comprehensive income for the year ended 30 June 2013

	2013	2012
<b>Revenue</b>		
Contract revenue from Government	12,203,159	12,611,970
Other program income	243,410	180,048
Fee for service income	1,474,551	1,214,072
Donations and fund raising	677,638	766,607
Opportunity shops and trading income	53,029	80,414
Investment income	49,028	122,198
Sundry income	379,021	342,145
Profit on sale of fixed assets	45,330	63,962
Capital grants	-	50,000
(Loss) Gain on merger	(20,554)	94,460
<b>Total Revenue</b>	<b>15,104,612</b>	<b>15,525,876</b>
<b>Less: Expenses</b>		
Employee benefits	10,894,154	10,180,338
Program delivery	1,573,360	1,519,193
Payments to beneficiaries	286,437	419,917
Building occupancy and operating	675,740	637,032
Motor vehicles	248,908	271,058
Administration	1,126,380	1,335,855
Fundraising costs	44,796	46,852
Depreciation	617,161	532,159
<b>Total Expenditure</b>	<b>15,466,936</b>	<b>14,942,404</b>
<b>Net Surplus/(Deficit) For The Year</b>	<b>(362,324)</b>	<b>583,472</b>



MON	14	SCHOOL TERM 3 BEGINS (VIC/NSW)
TUE	15	
WED	16	
THU	17	
FRI	18	
SAT	19	
SUN	20	
MON	21	
TUE	22	
WED	23	
THU	24	
FRI	25	
SAT	26	
SUN	27	
MON	28	NATIONAL TREE DAY
TUE	29	
WED	30	INTERNATIONAL YEAR OF FRIENDSHIP
THU	31	

	2013 \$	2012 \$
<b>Current Assets</b>		
Cash and cash equivalents	2,717,530	2,606,163
Cash and cash equivalents, Chances for Children	1,077,148	890,823
Receivables	402,196	405,246
<b>Total Current Assets</b>	<b>4,196,874</b>	<b>3,902,232</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	9,282,967	8,903,186
Total Non-Current Assets	9,282,967	8,903,186
<b>Total Assets</b>	<b>13,479,841</b>	<b>12,805,418</b>
<b>Current Liabilities</b>		
Payables	968,663	987,203
Provisions	1,321,934	1,199,675
Contract income in advance	1,631,222	1,522,711
Hire purchase liability (net)	174,277	128,360
Mortgage loan	2,350,000	1,500,000
<b>Total Current Liabilities</b>	<b>6,446,096</b>	<b>5,337,949</b>
<b>Non-Current Liabilities</b>		
Provisions	74,125	68,064
Hire purchase liability (net)	123,254	200,715
Total Non-Current Liabilities	197,379	268,779
<b>Total Liabilities</b>	<b>6,643,475</b>	<b>5,606,728</b>
<b>Net Assets</b>	<b>6,836,366</b>	<b>7,198,690</b>
<b>Resources and Reserves</b>		
Accumulated surplus	3,732,788	4,281,114
General reserves	2,025,579	2,025,579
Chances for Children Fund general reserve	455,981	490,884
Chances for Children Fund bequests reserve	622,018	401,113
<b>Total Resources and Reserves</b>	<b>6,836,366</b>	<b>7,198,690</b>

*mildura*  
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# AUGUST

F R I	1	HORSES BIRTHDAY
S A T	2	
S U N	3	
M O N	4	
T U E	5	
W E D	6	
T H U	7	
F R I	8	
S A T	9	INTERNATIONAL DAY OF THE WORLD'S INDIGENOUS PEOPLE
S U N	10	
M O N	11	
T U E	12	INTERNATIONAL YOUTH DAY
W E D	13	

## PRESIDENT'S FINANCIAL NOTE

The past two years have posed numerous challenges for Mallee Family Care in its endeavours to rescue Access Mildura and the jobs of fifty-one supported workers and eight supervisors.

I am consoled by a Board of Management which regularly declares that despite the cost... "we would do it all again if necessary!" This year we have recorded an operating loss of \$362k and the Board is already doing its utmost to rectify this position.

Operating shortfalls are not normal for our organization so I am using this report to point out that much of the deficit results from debts accrued by Access Mildura but generously paid out by Mallee Family Care at the time of the merger.

They include . . .

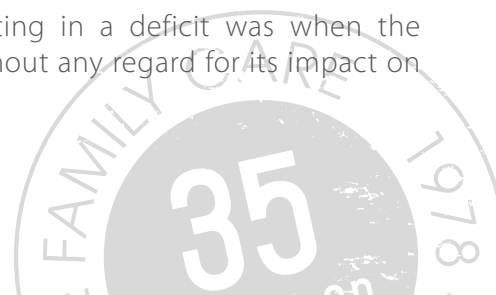
- The payment of unpaid tax installments totaling \$71,500 and
- The payment of \$33,200 for superannuation contributions which had been underpaid

These losses were compounded when the Commonwealth Government decided to reassign the contract for Open Employment resulting in a loss of around \$145,000 income.

Add to this our need to purchase the Eighth Street premises at a cost \$1.04m to try and manage a rental arrangement which was unsustainable, and it's not hard to see the measure of the challenges.

Interestingly, the only other year resulting in a deficit was when the Commonwealth introduced the GST without any regard for its impact on the not for profit sector.

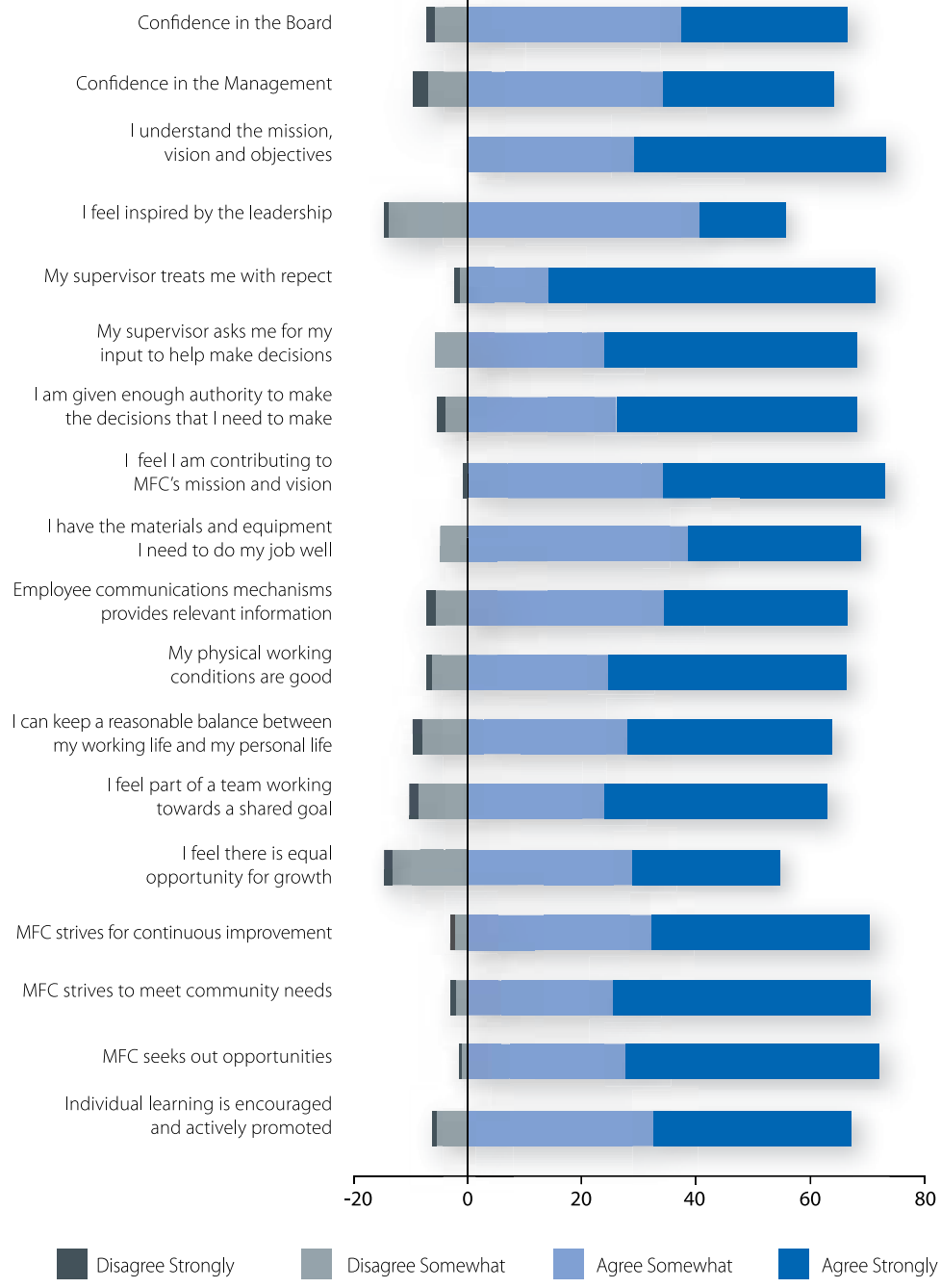
Ross Lake OAM





# A GOOD PLACE TO WORK

THU 14  
 FRI 15  
 SAT 16  
 SUN 17 CHILDREN'S BOOK WEEK (17-23)  
 MON 18  
 TUE 19 KEEP AUSTRALIA BEAUTIFUL WEEK (19-25)  
 WED 20  
 THU 21  
 FRI 22  
 SAT 23  
 SUN 24 WENTWORTH SHOW (24-25)  
 MON 25  
 TUE 26  
 WED 27  
 THU 28  
 FRI 29  
 SAT 30  
 SUN 31



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## SEPTEMBER

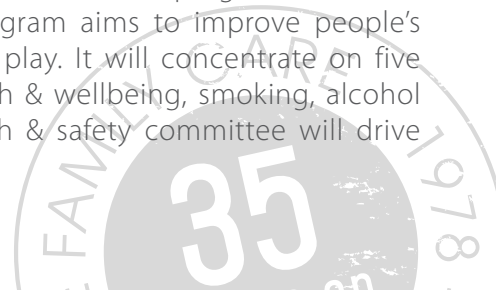
M O N	1	WATTLE DAY CHILD PROTECTION WEEK (1-7)
T U E	2	
W E D	3	AUSTRALIAN NATIONAL FLAG DAY
T H U	4	
F R I	5	
S A T	6	
S U N	7	FATHER'S DAY
M O N	8	INTERNATIONAL LITERACY DAY
T U E	9	
W E D	10	
T H U	11	
F R I	12	
S A T	13	

## A SAFE PLACE TO WORK

The Agency takes its responsibility for work health & safety very seriously and is committed to provide workers and volunteers with the highest possible protection from work related injury or illness. The Agency has maintained a WorkSafe (workcover) performance rating that is more than 30% better than the average for industries in which we operate over the last three years, which is testament to our commitment to work health & safety.

**During the last financial year the work health & safety program has:**

- Provided a further round of health checks for worker's funded through WorkSafe's WorkHealth program.
- Provided workers and volunteers the opportunity to be immunized against whooping cough and the flu.
- Rolled out our E3Learning program to all new and existing workers. This program provides workers with the necessary knowledge to enable the Agency to meet its work health & safety obligations.
- Reviewed our volunteer program with a view to making volunteers more inclusive in the Agency's work health & safety program. The volunteer policy has been updated and various reporting forms developed to enable volunteers to report health & safety issues. E3Learning health & safety courses will be rolled out to volunteer groups in the near future.
- Reviewed and updated numerous work health & safety policies
- The work health & safety program was involved in the drafting of the Agency's business continuity plan as it has links to the existing emergency management plans.
- Has signed up to the Healthy Together Mildura Achievement Program. This is a State and Australian Government funded program delivered into selected Victorian regions. The program aims to improve people's health where they live, work, learn and play. It will concentrate on five key areas, physical activity, mental health & wellbeing, smoking, alcohol use and healthy eating. The work health & safety committee will drive this initiative.

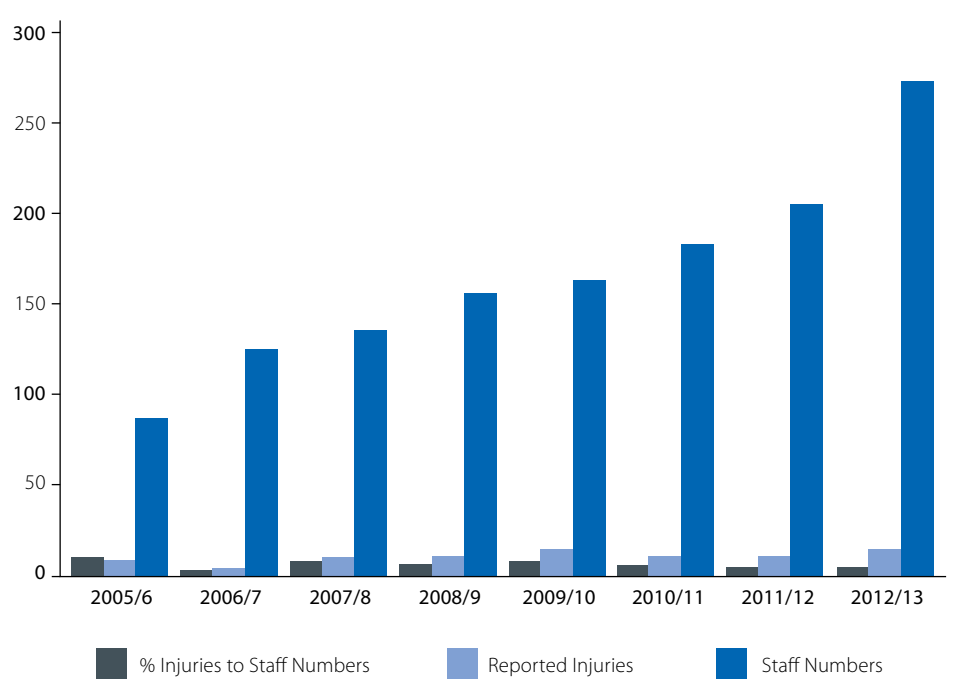




# WORKPLACE SAFETY

- SUN 14
- MON 15
- TUE 16
- WED 17 CITIZENSHIP DAY
- THU 18
- FRI 19 SCHOOL TERM 3 ENDS (VIC/NSW)
- SAT 20
- SUN 21 INTERNATIONAL DAY OF PEACE
- MON 22
- TUE 23
- WED 24
- THU 25
- FRI 26
- SAT 27
- SUN 28
- MON 29
- TUE 30

The designated workplace health & safety representatives have provided their valuable time to the work health & safety program and we thank them for their input into the continuing improvement of work health & safety in the workplace.



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 murraydarling@crowehorwath.com.au  
 www.crowehorwath.com.au

WHK has changed its name to Crowe Horwath. While our name has changed, rest assured, our focus won't.

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# OCTOBER

- W E D 1 **LABOUR DAY (NSW/ACT/SA)**
- T H U 2
- F R I 3
- S A T 4
- S U N 5 SWAN HILL SHOW  
DAY LIGHT  
SAVINGS STARTS
- M O N 6 SCHOOL TERM 4  
BEGINS (VIC)
- T U E 7 SCHOOL TERM 4  
BEGINS (NSW)
- W E D 8
- T H U 9
- F R I 10
- S A T 11
- S U N 12
- M O N 13

# OUR NETWORK

## Victoria

Haselgrove House  
122 Ninth St, Mildura Vic 3500  
Phone: 03 5023 5966  
Fax: 03 5022 1065

Milton Whiting Family Centre  
109 Lemon Ave, Mildura Vic 3500  
Phone: 03 5021 7400  
Fax: 03 5023 6510

Murray Mallee Community  
Mental Health Service  
1 Vidovic Ave, Mildura Vic 3500  
Phone: 03 5021 2885  
Fax: 03 5023 2612

All Star Access  
53 Eighth St, Mildura VIC 3500  
Phone: 03 5051 0900  
Fax: 03 5021 4845

Elizabeth Maffei  
Family Relationship Centre  
105 Lemon Ave, Mildura Vic 3500  
Phone: 1300 667 382 | 03 5021 7400  
Fax: 03 5023 6510

Tony Vinson Community  
Development Centre  
94 Lemon Ave, Mildura Vic 3500  
Phone: 03 5021 7480  
Fax: 03 5021 4455

Mental Health Family/Carer  
Resource Centre  
122 Ninth St, Mildura Vic 3500  
Phone: 03 5023 5966  
Fax: 03 5021 7697

Mildura Early Childhood  
84 Lemon Ave, Mildura Vic 3500  
Phone: 03 5022 9038

Robinvale Centre  
33 Herbert St, Robinvale Vic 3549  
Phone: 03 5026 1401  
Fax: 03 5026 1042

Marie Schlemme Centre  
229 Beveridge St, Swan Hill Vic 3585  
Phone: 03 5032 4479  
Fax: 03 5032 4946





T U E 14  
 W E D 15  
 T H U 16  
 F R I 17  
 S A T 18  
 S U N 19  
 M O N 20  
 T U E 21  
 W E D 22  
 T H U 23  
 F R I 24  
 S A T 25  
 S U N 26  
 M O N 27  
 T U E 28  
 W E D 29  
 T H U 30  
 F R I 31

MILDURA  
SHOW (17-19)

CHILDREN'S  
WEEK (19-27)

UNITED NATIONS DAY

H & L Hecht Mental Health Service  
 63 McCrae St, Swan Hill Vic 3585  
 Phone: 03 5032 4145  
 Fax: 03 5032 4175

D & M Fenton Family Centre  
 3 Scoresby St, Kerang Vic 3579  
 Phone: 03 5452 2863  
 Fax: 03 5452 2857

**New South Wales**  
 Anne Mansell Centre  
 3 Devenport St, Dareton NSW 2717  
 Phone: 03 5027 7600  
 Fax: 03 5027 7697

Balranald Family Centre  
 95 Court St, Balranald NSW 2715  
 Phone: 03 5020 2700  
 Fax: 03 5020 0318

Wentworth Office  
 59 Darling St, Wentworth NSW 2648  
 Phone: 03 5027 3578  
 Fax: 03 5027 2003

**Opportunity Shops**  
 Opportunity Knocks  
 133 Ninth St, Mildura Vic 3500  
 Phone: 03 5022 2838

The Carousel  
 208 Beveridge St, Swan Hill Vic 3585  
 Phone: 03 5032 2057



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SUNNYLAND



# NOVEMBER

S A T 1

S U N 2

M O N 3

T U E 4 **MELBOURNE CUP**  
ISLAMIC NEW YEAR

W E D 5

T H U 6

F R I 7

S A T 8 PORT TO PORT  
CYCLING TOUR (8-9)

S U N 9

M O N 10

T U E 11 REMEMBRANCE DAY

W E D 12

T H U 13

# STRATEGIC PLAN

## TO BUILD ON A RECORD OF GOOD GOVERNANCE

### Objective

- Maintaining our accreditations
- Aligning our structure with our strategic plan
- Comprehensive reporting to the satisfaction of the Board
- Active pursuit of strategic partnerships
- Diversified funding
- Development of an asset management strategy
- An annually reviewed development plan
- A well considered succession plan

### Indicator of Success

- Maintaining our accreditations
- Aligning our structure with our strategic plan
- Comprehensive reporting to the satisfaction of the Board
- Active pursuit of strategic partnerships
- Diversified funding
- Development of an asset management strategy
- An annually reviewed development plan
- A well considered succession plan

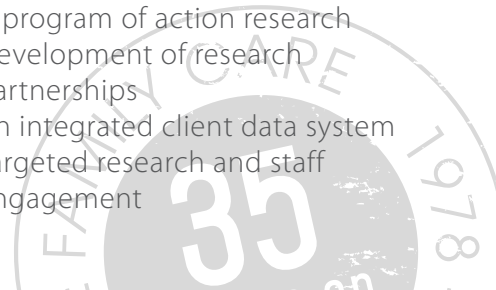
## TO PURSUE EXCELLENCE IN THE PROVISION OF SERVICES

### Objective

- To initiate research
- To create and pilot new approaches to meeting community needs
- To be informed by practice
- To work in partnership
- To advocate as needed
- To develop an integrated data base

### Indicator of Success

- Evidence of client satisfaction
- Evidence of innovation in program development
- Active social action
- A program of action research
- Development of research partnerships
- An integrated client data system
- Targeted research and staff engagement







F R I 14  
 S A T 15  
 S U N 16  
 M O N 17  
 T U E 18  
 W E D 19  
 T H U 20  
 F R I 21  
 S A T 22  
 S U N 23  
 M O N 24  
 T U E 25  
 W E D 26  
 T H U 27  
 F R I 28  
 S A T 29  
 S U N 30

INT'L ELIMINATION  
 OF VIOLENCE  
 AGAINST WOMEN

VICTORIAN ELECTION

## TO REAFFIRM OUR PLACE IN THE LEADERSHIP OF MALLEE COMMUNITIES

### Objectives

- To build our knowledge and understanding of the Mallee Region
- To broaden stakeholder involvement in social policy
- To advocate as needed
- To become more actively involved in community and regional planning
- To widen our partnership network

### Indicator of Success

- Active research and publication
- Evidence of membership in community networks
- Links to local media and an active role in public commentary
- Representation of the Mallee in state and national networks
- A reputation for responsible leadership
- A program of strategic action

## TO BUILD CAPACITY AND PERFORMANCE

### Objective

- To build a strong, motivated and professional work-force
- To build work-place practices that encourage participation and initiative
- To build flexible working conditions
- To encourage professional development and opportunities for promotion
- To build strong volunteer support

### Indicator of Success

- An enviable program of skills development
- Positive staff climate surveys
- Transparent and responsive management
- Staff participation in professional development
- Staff involvement on service planning, research and innovation

## TO EVIDENCE OUR POINTS OF DIFFERENCE

### Objective

- Development of a comprehensive media strategy
- Media training for relevant staff
- Community expo's and media briefings
- Community business partnerships
- Website development and use of social media
- Effective measurement of success
- Regional recognition

### Indicator of Success

- Development of a comprehensive media strategy
- Media training for relevant staff
- Community expo's and media briefings
- Community business partnerships
- Website development and use of social media
- Effective measurement of success
- Regional recognition

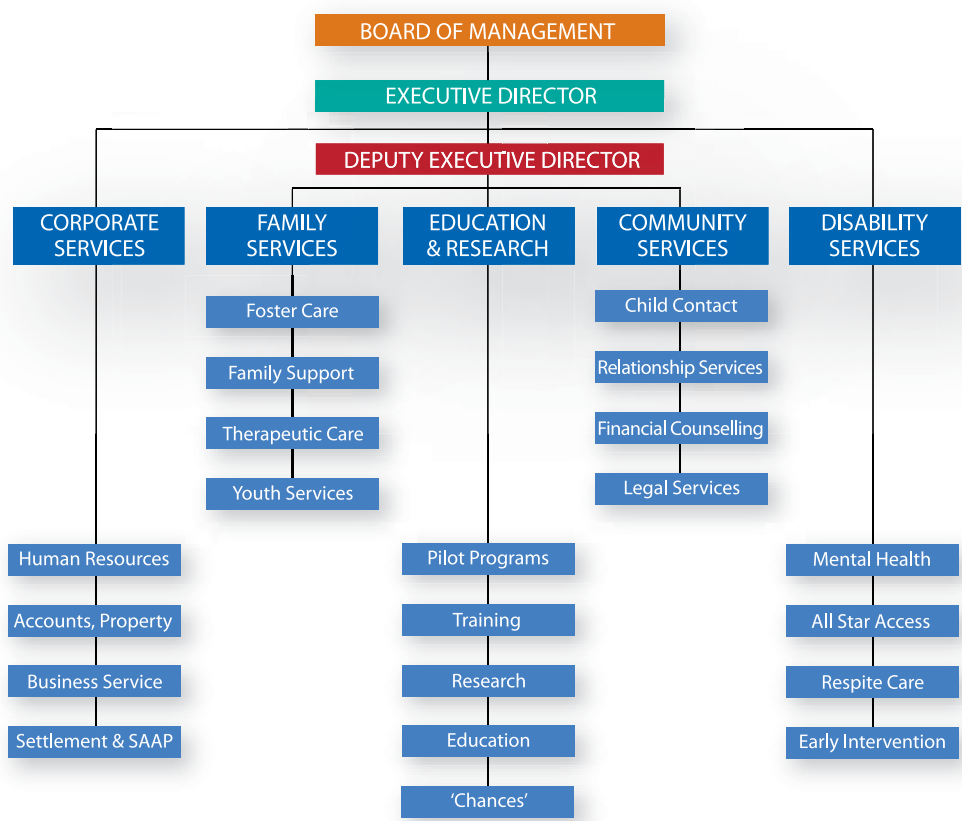




# DECEMBER

- MON 1
- TUE 2
- WED 3 INT'L DAY OF PEOPLE WITH A DISABILITY
- THU 4
- FRI 5
- SAT 6
- SUN 7
- MON 8
- TUE 9
- WED 10 HUMAN RIGHTS DAY
- THU 11
- FRI 12
- SAT 13

# ORGANISATION CHART



Executive Director [Vernon Knight AM](#)  
 Director Corporate Services [Gary Nalder](#)  
 Director Education and Research [Fiona Harley](#)  
 Director Disability Services [Cath Murphy](#)

Deputy Executive Director [Fiona Harley](#)  
 Director Family Services [Metaxia Tsoukatos](#)  
 Director Community Services [Teresa Jayet](#)  
 Company Secretary [Glen Hornsby](#)



s u n 14  
 m o n 15  
 t u e 16  
 w e d 17 FIRST DAY OF HANUKKAH  
 t h u 18  
 f r i 19 SCHOOL TERM 4 ENDS (VIC/NSW)  
 s a t 20  
 s u n 21  
 m o n 22  
 t u e 23  
 w e d 24  
 t h u 25 CHRISTMAS DAY  
 f r i 26 BOXING DAY  
 s a t 27  
 s u n 28  
 m o n 29  
 t u e 30  
 w e d 31 NEW YEARS EVE

## CAREGIVERS

### Northern Mallee

Benton, Paul & Leanne  
 Bray, Geoff & Gwen  
 Burfitt, John & Helen  
 Burns, Melissa  
 Darby, Maree & Gary  
 Davies, Charles & Maureen  
 Dodd, Bernice  
 Eerden, Shaylee  
 Fisher, Donna & Woolfrey, Darren  
 Ginman, Simone & Alastair  
 Greenwood, Louise & Mark  
 Herrington, Julie-Anne  
 Hill, Alanna  
 Hyland, Kim  
 Jackson, Kelli & Tim  
 Jensen, Steven & Marita  
 Knight, Vernon & Chris  
 Leeder, Matt & Mel  
 McFarlane, Ross & Simone  
 Maddren, Sheryl & Shane  
 Maldoff, Steven & Chrystal  
 Muller, Jeff & Ann  
 Neri, Lee-Anne  
 Orwell, Christine  
 Pickering, James & Katherine  
 Riordan, Vicki & Danny  
 Rudd, Adrian & Judith  
 Rudd/Morfaw, Rebecca & Richard  
 Sherlock, Lynise  
 Sherwell, Kelvin & Sherrel  
 Taylor, Janine & Scott  
 Tilley, Cameron & Jacqui  
 Van Dijk, Chris & Anne  
 Young, Heather

## VOLUNTEERS

### Southern Mallee

Anderson, Carolyn  
 Belton, Loretta & Allan  
 Brown, Rhonda  
 Credlin, Viv  
 Cullinan, Camille & Frank  
 Dando, Marietta & John  
 Davey, Raymond & Donna  
 Mangano, Hazel & John  
 McDonald, Christine  
 Parker, Elizabeth & Owen  
 Pumpa, Rachel & Craig  
 Uebergang, Irene & Adrian  
 Warburton, David & Marlene  
 Young, Cathy

### New South Wales

Burns, Melissa  
 Blaney/Poth, Heather & William  
 Carroll, Helena  
 Connell, Jenny & Phillip  
 Dannatt, Pat  
 Dowdy, Kay  
 Gee, Phillip & Kendall  
 Gust, Tania & David  
 Harvey, Bruce & Julie  
 Hunt, Geoff & Leah  
 Lamos, Cassie  
 Lanigan, Dianne & Paul  
 Maldoff, Steven & Crystal  
 Munro, Marion  
 Paull, Deborah  
 Peters, Gail & Peter  
 Peters, Shawn  
 Sloan, Lisa & Greg (Rocky)  
 Sloss, Lynda & Bryan, Nield  
 Smith, Janet  
 Taylor, Leanne & Russell  
 Treweek, Kathy  
 Vansteenis, Susanne & Cornelis  
 Vanzanten, Ary & Margie  
 Warren, Wanda & Greg

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*Ali Farha*



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### Northern Mallee

Cavallo, Teresa  
Crouch, Kathy  
Fox, Maree  
Giles, Janine  
Happell, Rod  
Muller, Ann  
Purchase, Gerald  
Pysing, Sharon  
Scambler, Penny

### Southern Mallee

Batten, Jenny  
Bell, Charmaine  
Downes, Andrew  
Dunne, David  
Fox, Maree  
McKibben, Lyn  
Psyng, Sharon  
Vargas, Paulette

### New South Wales

Cooper, Sarah  
King, Dawn  
McIntyre, Barbara  
Sheahan, Brendan  
Sloan, Greg (Rocky)  
Taylor, Leanne

## OUT OF HOME CARE

### New South Wales

Pattern, Penny  
Sloan, Chloe  
Tyers, Melissa

## QUILTERS

Axen, Lorna  
Drayton, Helene  
Fields, Fred & Amelia  
Gathercole, Maxine  
Gard, Fran  
Handasyde, Betty  
Keir, Gwen  
Laurie, Lyn  
McDonald, Pam  
Mammone, Nancy  
Robinson, Val  
Wiffen, Dot

## AFL RESPECT & RESPONSIBILITY

Carr, Naomi  
McCullagh, Hannah  
Taylor, Leanne

## VOLUNTEERS

## NIGHT PATROL

Mitchell, Bernadette  
Roepcke, Geoff  
Smith, Grace-Anne  
Taylor, Russell

## RECEPTION NSW

Aitken, Helen

## SPORT AND RECREATION

### New South Wales

Taylor, Leanne & Russell

## EARLY

## INTERVENTION

McMillan, Val  
Costa, Karen  
Mitting, Althea  
Morrison, Leonie  
Romeo, Natalee  
Willcock, Karen

## READING

## DISCOVERY

Locke, Chantelle  
Male, Jan



## CHANCES FOR CHILDREN

Adamson, Michael  
Armstrong, Felicity  
Atkins, Lachlan  
Barrile, Carl  
Bastian, Jodi  
Beliharz, Linda  
Boschetti, Simone  
Broadhead, Ron  
Carroll, Max  
Chalmers, Felicia  
Colman, Koden  
Cox, Ashleigh  
Crow, Luke  
Daniel, John  
Darby, Catherine  
Davey, Danielle  
Devilee, Fiona  
Doig, Peter  
Forbes, Chris  
Fullgrabe, Kayla  
Hilton, Jenny  
Holland, Samantha  
Hollingworth, Kellie  
Joyce, Susan  
Lake AM, Ross  
Macri, Jamie  
Maguire, Elizabeth  
Mansell, Anne  
McCarthy, Todd  
McDonald, Marion  
McKibben, Lyn  
Miller, Wendy  
Mooney, Mike  
Parseghian, Rebecca  
Patterson, Stephanie  
Patton, Andrea  
Pearce, Rod  
Power, Jodi  
Prendergast, Paul  
Richards, Keith  
Rowlands, Loretta

Royce, Darren  
Schlemme, Marie  
Sherer, Andrew  
Slattery, Annie  
Sparkes, Kane  
Stepnell, Robyn  
Tan, Sarah  
Trollope, Jess  
Turlan, Evette  
van Ravesteyn, Olga  
White, Ellen  
Wilson, Marg

## e-MENTORING

Ahearn, Gail  
Ballard, Majella  
Browne, Salli  
Cameron, Rebecca  
Castleman, April  
Crouch, Rob  
Denner, Bernard  
Forbes, Chris  
Kerr, Craig  
Kerr, Emily  
Laubscher, Anne-Maree  
Lewis, Narie  
Mazza, Elvira  
Mooney, Mike  
Mullane, Jen  
Neumann, Rachel  
Palmer, Sarah  
Petrie, Melanie  
Radisic, Rada  
Scales, Courtney  
Simonetta, Marlina  
Thompson, Zoe  
Timmis, Natalie  
Trigg, Kim  
Umback, Dean  
Violi, Cathy  
Waters, Naomi  
Wilkie, Dion

## COMMUNITIES FOR CHILDREN

**Robinvale**  
Handy, Shirley  
Hannah, Margaret  
Harradine, Ronnie  
Johnson, Sherry  
Kirby, Rose  
Whighton, Elvira

### Swan Hill

Alston, Trish  
Carlo, Kellie  
Charles, Stephanie  
Dick, Rebecca  
Downes, Andrew  
Elahi, Abida  
Farrow, Leah  
Guerin, Leonie  
Johnson, Lea  
Johnson, Michelle  
Kiely, Cr Jessie  
Kirby, Elsa  
Maple, Nicole  
Peters, Tania  
Scoberg, Graeme  
Williams, Rachael

## COMMUNITY LEGAL SERVICE

Blekic, Ivana  
Edmanson, Bernadette  
Farnsworth, Millicent  
Garsed, Robyn

## KIDS STUFF

Bishop, Chris  
Cairns, Hannah  
Jankowski, Bob  
Mills, Renae  
Wagstaffe, Kylie



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## MENTAL HEALTH SERVICE

Alam-Rankin, Farjana  
Bailey, Kerryn  
Colling, Robert  
Gordon, Hazel  
Graf, Jill  
Gray, Peter  
Hensgen, Sue  
Hocking, Renee  
Mahoney, Diane  
Mona, Annette  
Plant, Colin  
Williams, Wendy

## PORT TO PORT

Evans, Ken & Jan  
Gardner, Daryn  
Heald, Mark  
Hoyle, Barry  
Isaacs, Peter  
Knight, Nick  
Mentiplay, Andrew  
Murray, Kevin & Sue  
Murray, Kira  
Perry, Ron  
Sauer OAM, Bill  
Simons, Peter  
Smythe, Shane

Speed, Rick  
Tobin, Des  
White, Jordan

## OP SHOPS

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Aitken, Bet  
Austin, Leo  
Austin, Nina  
Barling, Georgina  
Bates, Margaret  
Benson, Brenda  
Bock, Thelma  
Boynton, Diana  
Byrnes, Elizabeth  
Collins, Dennis  
Corrow, Marlene  
Dawes, Glad  
Hardy, Marlene  
Jahner, Ursula  
Jenner, Marlene  
Lane, Robyn  
Lynch, Bette  
Maffei, Elizabeth  
Manley, Jane  
Mathewson, Annette  
McGowan, Maree  
McKenzie, Carol  
Munro, Marion  
Newy, Gladys  
O'Meally, Lynette

## VOLUNTEERS

Pearce, Kim  
Shalder, Christine  
Stevens, Brenda  
Stringer, Theresa  
Surmam, Jennifer  
Thurlow, Nora  
Westgarth, Bernie  
Williamson, Rosemary  
Wilcroth, Sherly  
Woodfine, Shirley  
Wright, Michael

### Swan Hill

Barker, Esma  
Bramble, Mary  
Brown, Denise  
Bulliss, Glenis  
Corbani, Renatta  
Coburn, Janet  
Develyn, Willis  
Dunstan, Cynthia  
Dunstan, Edwina  
Dunstan, Yvonne  
Ferguson, Leslie  
Franklin, Mary  
Hansberry, Darlene  
Harrop, Joan  
Heil, Coral  
Hudson, Phyllis  
Jones, Edna  
Kilpatrick, Marg  
Livingstone, Mary



## VOLUNTEERS

McKenzie, Jenny  
McLennan, Alice  
McQueen, Shirley  
Minney, Norma  
Oliver, June  
Poyner, Irene  
Priest, Elaine  
Rogers, Irene  
Rogers, Marj  
Scougal, Sheryl  
Scown, Thelma  
Seager, Alice  
Sharam, Jan  
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Tisdell, Carol  
Ward, Lynette  
Webster, Evelyn  
Williams, Maggie Grace  
Wilson, Gloria

## CONTRIBUTORS

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Andpack  
Mentiplay, Andrew  
Andrew Peace Wines  
Antcliff, Judith  
ANZ Bank Swan Hill Branch  
Argiro, Greg and Family  
Argus, Sue  
Arney, Wendy  
Arumpo Bentonite Pty Ltd  
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Professionals - Mildura Branch  
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Barham Craft Group  
Barham High School  
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Bertalli Family Foundation  
Bertalli, June  
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Birchip P-12 School  
Booren CWA Branch  
Boyd Plumbing  
Braslis, Karl  
Bruton, Alicia  
Bunting, Barb  
Buona Sera Restaurant  
Burgess, Sharon  
Burr, Geoff  
Burrows Jewellers  
Carmichael, AC & GE  
Cash Tyre Service Tyrepower  
Catholic Women's League  
Central Mallee Co Op Parish

Chandler, Maren  
Child, Youth & Family Network  
Clift, Nancy  
Coates Hire  
Collins, Jane  
Connell, Rosemary  
Cook, Dr Terry  
Coomealla High School  
Coomealla Sporting Club  
Collie & Tierney  
Cordoma, Lesley  
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Cross, Sam & Diana  
Crowe Horwath  
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Dawes, Cameron  
Dawes, David & Liz  
Deiesi, Shelby  
Devilee, Peter & Fiona  
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Dilges, Shirley  
Dimasi, Ilario  
Dini, Robert  
Donaldson, Peter & Sue  
Dorman, Peter  
Douglas, JM  
Drummond, George & Lois  
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Ersoy, Ferit  
Filippi, Tony



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Follett, Luke & Teneille  
Ford, Sherrin  
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& Communications  
Forrest, John & Pam  
Fort Protective Services  
Williams, Frank & Janet  
Charitable Trust  
Frankel, Di  
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Galloway, J  
Gannawarra Shire Council  
Gardner, Brett  
Gill, Shirley  
Gillett, Val & Elaine  
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Hansen, Rob & Rhonda  
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Jayet, Bruce & Yvonne  
Jayet, Teresa  
Johnson, Robert  
Joslyn, Jill  
Kennedy, Gayle  
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Klaris, Matthew  
Knight, Vernon & Chris  
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Lazzara, Joe & Frances  
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Lochhead, Scott  
Lockstar Homes  
Loddon Murray Community  
Leadership Program  
Lowe, Amanda  
Lower Murray Water  
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MacKillop College  
Madden, Simon & Jodie  
MADEC  
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Mallee Machining Services  
Mangan, Tony & Julie  
Mansell Farms  
Mansell, Anne  
Mawson's Concrete  
Mazza, Elvira  
Mazza, Nick  
McCarthy, Anthony  
McClure, Jeremy  
McCormick, Frank  
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Mildura Sports Centre  
Mildura Truck Centre  
Mildura Weekly  
Mildura Working Man's Club  
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Milner, Mara  
Minney, Ivor  
Minney, Norma  
Monaghan, Fr Frank  
Mooney, Mike & Tracey  
Morris, Pamela  
Moulamein Public School  
Murphy, Anne Marie  
Murphy, Cath  
Murray Darling Trefoil Guild  
My Chemist  
Nalder, Gary  
Nangiloc/Colignan Farms  
Newland, Ian  
North West Law Association  
Noyce Kitchens & Robes  
Nyah District Lions Club Inc  
O'Connor, Anita  
O'Connor, Luke & Sonja  
Officeworks  
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Pippin, Tom  
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Prime Super  
PWS Constructions P/L  
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Ramsay, Barbara  
Redpath, John & Nikki  
Reichstein, Barbara  
Richards, Keith & Jan  
Ridgwell, Rob & Jan  
Riordan Engineering  
Robbins, Judith  
Robinson Plumbing  
Rodger, Tim  
Rotary Club Of Mildura  
Royal, Peter  
Sahin, Alper  
Saunders Design Group  
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Sharman, Sonya  
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Siobhan Stagg Concert  
Smart, Wilma  
SMGT  
Smith, Rhonda  
Smith, Russell  
Sommer, Karl & Hale, Meryl  
Southern Cross Austereo  
Southern Cross Business Advisers  
Southey, Lady Marigold  
Sparkes, Geoff  
Spence, Norma  
Spoons Riverside  
Sportzprint  
St Joseph's College  
Stefano's Restaurant  
Stephen Jones & Associates  
Stockdale & Leggo Real Estate  
Sturre, Sharon  
Sullivan, Dr Bob  
Sunbeam  
Sunraysia Daily  
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Sunraysia Resort  
Swan Hill & Kerang Toyota  
Swan Hill Kia

Swan Hill College  
Swan Hill North Primary School  
Tall Poppy Wines  
Tankard Dental Surgery  
Tankard, Henry & Pam  
TASCO Petroleum  
Taylor, John  
Taylor, Mick  
Taylor, Rev. John  
Thomson Linen Company  
Thomson, Lloyd & Kate  
Thornton, Leigh  
Timmons, Ann  
Toms, Joanne  
Totally Workwear Mildura  
Tschirpig, Raymond  
Tsoukatos, Metaxia  
Turlan, Evette  
Turnbull, G & R  
Turner, John  
Turner, Meredith  
Tyrrell College  
Ulysses Motorcycle Club  
United Panel Works  
Victorian Department of Education  
Wakefield Transport/Iron Horse  
Intermodal Pty Ltd  
Warburton's Discount Butchers  
Warden, Bradley  
Waters Excavations P/L  
Wentworth & District Community  
Bank Branch  
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WHK Thomson  
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THE YEAR THAT  
WAS...







*Ray Lyons*  
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