

ANNUAL REPORT

2015-2016





St. Paul's College

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Cover: VMCH aged care resident, Trudi Wijewardene, looks forward to her weekly visits to the Beaconsfield Children's Hub in Berwick as part of the intergenerational program to read stories and participate in activities with children like Sophie.

Inside Cover: Elise and Lexi are friends who met as students at the St Paul's College Bridging and Dual School program.

ABOUT US

Villa Maria Catholic Homes is committed to working in partnership with people of all ages and abilities to help them achieve their individual goals and dreams, remain connected to their communities and enjoy their independence.

As an agency of the Catholic Archdiocese of Melbourne, our values: including respect, compassion, integrity, collaboration and partnerships, inclusion and stewardship, guide us to deliver the highest quality services to individuals of all faiths and backgrounds.

We are a Catholic, not-for-profit organisation providing residential aged care, affordable housing options, retirement living, community and home based senior support, disability, carer and education services to more than 7,000 people across Victoria and southern New South Wales.

This Annual Report reflects these values which drive the outcome of everything we do.

VISION MISSION & VALUES

VISION

To be the Catholic Archdiocese of Melbourne’s leading provider of high quality disability, specialist education, aged care and retirement living services.

MISSION

To continue the caring ministry of Jesus by creating choices, offering hospitality and building inclusive, compassionate and sustainable communities. We are especially committed to people who are disadvantaged and marginalised.

VALUES

As a Catholic organisation we observe the teachings and practices of the Catholic Church by celebrating the life of individuals and their communities as expressed in their physical, social and spiritual wellbeing.

RESPECT

We recognise and **respect the dignity and uniqueness of each person.**

COMPASSION

We **truly care** and are **always open** to the needs of others.

INTEGRITY

We are **honest and transparent** in all our dealings and **accountable** for all our actions.



COLLABORATION AND PARTNERSHIPS

We empower people, realise potential and maximise the outcomes from our work.

INCLUSION

We are welcoming, **inclusive and responsive** in our hospitality and services.

STEWARDSHIP

We value the resources for which we are responsible, and **commit to their effective and efficient use** to achieve our Mission.





Photo of Archbishop Denis Hart
courtesy of Fiona Basile

MESSAGE FROM THE ARCHBISHOP

Dear Friends,

It is always my pleasure to share with the wider community the wonderful work that Villa Maria Catholic Homes is doing across the Archdiocese.

This is the second Annual Report since the organisation merged. I have personally witnessed the hard work and dedication that has gone into bringing these two similar groups together and I applaud all involved and thank them for their generous, positive attitude.

I am delighted that Villa Maria Catholic Homes has relocated to East Melbourne. It clearly sends a message that the Catholic community of Melbourne has the care of people with disabilities and the aged at the heart of its mission.

In this special jubilee year of Mercy, Pope Francis is calling each of us to be 'missionaries' of mercy in the world. Through their daily encounters with those in their care, the staff at Villa Maria Catholic Homes are witnesses of God's mercy. Mercy and tenderness are not optional extras for a Catholic organisation but its very soul. Pope Francis is continually calling all of us to reach out and show mercy, especially to those on the peripheries.

Therefore, I commend this Annual Report to you and I trust that you will also be encouraged by the good work that is being carried out in the name of the Church.

May God bless all at Villa Maria Catholic Homes and may their good work flourish.

Yours sincerely in Christ,



Denis J. Hart
Archbishop of Melbourne

CHAIRMAN'S REPORT



The Board is pleased with Villa Maria Catholic Homes' (VMCH) performance over 2015/16 and the stand-out achievement of establishing one unified organisation.

At the same time as managing the complex task of bringing the two organisations together, VMCH continued the important work of Villa Maria and Catholic Homes and made plans to significantly expand its activities.

Over this year, VMCH has provided outstanding specialist education at St Paul's College, and to many people with disabilities; committed and caring service to over 900 aged care residents; and continued to build additional aged care residences, such as Star of the Sea aged care residence at Torquay. VMCH also progressed the development of retirement village units at Bacchus Marsh, Pakenham and Torquay, and continued its commitment to low income housing with the expansion of independent living units at Mentone, and the provision of home care to thousands of people in Melbourne and west Gippsland.

Pending final approval, the extension of 41 beds to Providence aged care residence in Bacchus Marsh, will commence construction next year.

Amongst all this activity, VMCH moved all its corporate services into newly-renovated offices in East Melbourne.

The Board of Directors was particularly pleased with the progress of its retirement living activities during the year. We are committed to the development of retirement communities; the maintenance and extension of our affordable housing units; supporting retired priests; and creating prestigious retirement living accommodation such as the newly-opened St Joseph's Mews.

While the Board is very pleased with VMCH's performance over the past year, it recognises that bringing together two large and complex organisations takes time. The Board's view is that it will take some years before the full benefits of merging the two organisations are realised.

This task is made even more difficult because VMCH is operating in an ever-changing policy environment. The establishment of the National Disability Insurance Scheme (NDIS) will profoundly affect the disability services sector. While the NDIS is expected to bring benefits to those individuals with a disability, there are many uncertainties about its final structure and funding and how the transition to the NDIS will affect VMCH.

In the aged care sector, the introduction of Consumer Directed Care (CDC), combined with the announcement by the Commonwealth Government of a significant reduction of funding for some aged care services, has made 2015/16 challenging for VMCH's aged care operations.

In addition, there are many operational challenges facing the organisation. If VMCH is to meet the needs of all its customers, it must continue to improve the efficiency of its operational activities and realise the expected financial benefits of bringing the two organisations together.

Notwithstanding significant challenges during the year, VMCH achieved a Net Operating Surplus of \$867,000 and increased the value of its assets to \$739.2 million. It successfully completed a number of major projects and continued to provide outstanding services to the community.

In all areas that VMCH operates, there is significant scope for extending the breadth and depth of its core services. During the year, VMCH began the planning and design processes necessary to provide these additional services.

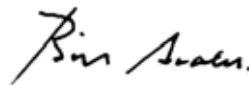
Where there are people in need in the disability, aged care, retirement living and specialist education sectors, VMCH is actively planning to do all in its power to create an outstanding Catholic organisation capable of identifying and meeting these needs.

**THAT IS OUR GOAL.
THAT IS OUR INSPIRATION.
THAT IS OUR MISSION.**

I would like to thank our 2,000 plus staff members and 560 plus volunteers for their dedicated service to VMCH and the people they support; our many very generous donors that continue to support our work; the executive team at VMCH for its outstanding professionalism during what was a very challenging year; my Board colleagues for their passionate and dedicated contribution and His Grace, Archbishop Denis Hart the Catholic Archbishop of Melbourne and his staff for their support, guidance and sound advice to me as Chairman and more generally to the Board of Directors and staff of VMCH.

Finally, I would like to offer my very best wishes to VMCH's CEO Greg Pullen, who retired from full-time work on September 30, 2016. Greg was the inaugural CEO of VMCH and, prior to that, the CEO of Catholic Homes. Greg was given the difficult task of bringing together Villa Maria and Catholic Homes as one organisation, a task that he performed with dedication.

I, and the VMCH Board of Directors, wish Greg a long and healthy retirement.



Bill Scales, AO
Chairman - VMCH

This Annual Report is part of our value of Integrity as we strive to be honest, transparent and accountable for all we do on behalf of those we support.



CHIEF EXECUTIVE OFFICER'S REPORT



It is my pleasure to present this Annual Report, which covers the first, full year of our newly-merged organisation.

While Board Director membership has remained stable this year, there have been a number of changes to the executive team and I welcome John McKenna, Natalina Velardi, Michele Gellatly and David Williamson.

I thank Graeme Wickenden, Gaye MacInnes, Jane Williams and Maureen Willson for their commitment to VMCH and their work while members of the executive team.

July 1, 2016 marked one year since our two organisations Villa Maria and Catholic Homes became one and it has been exciting to see many new opportunities emerge over those 12 months.

The most significant acquisition during the year was the purchase of the former seminary site of the Missionary Oblates of Mary Immaculate in Mulgrave. The 10-acre site is one of very few of this size available within 30 minutes of central Melbourne. It will be developed over the next decade for a range of purposes in line with the strategic objectives of VMCH.

VMCH secured a 108-bed license for Mulgrave as part of the Commonwealth's recent Aged Care Approval Round (ACAR). The building of a purpose-built aged care residence is likely to kick start the construction process on a site that offers extensive residential and retirement living opportunities.

The purchase of a housing property adjoining Corpus Christi, Clayton, was a more modest but equally strategic investment.

VMCH has also received an extremely generous donation of a large residential housing block in Ivanhoe from a family who has also offered to fund the construction of purpose-built accommodation for five young men with autism.

Residents started moving into the magnificently appointed St Joseph's Mews in Hawthorn in June. The epitome of retirement living, 66 out of the total 69 apartments were leased at the time of its opening.

THERE ARE CURRENTLY 37 PROPERTY PROJECTS AT VARIOUS STAGES OF DEVELOPMENT ON THE VMCH BOOKS, AN IMPRESSIVE WORKLOAD FACILITATED BY THE MERGER.

Here is just a few the Board of Directors has approved:

- Expansion of the affordable housing site in Mitchell Street, Mentone, from **21 units to 35**
- The **96-bed** Star of the Sea aged care residence in Torquay
- The last **19 units** at Star of the Sea Village, Torquay
- **12 units** at Providence Village, Bacchus Marsh
- **10 units** at Shanagolden Village, Pakenham
- Pending board approval, the **41-bed** extension of our Providence aged care residence in Bacchus Marsh is expected to be finished by late 2017.

Our organisation is not only expanding, but is also preparing for changes to the way residential, community and disability services are funded. These changes place decision making in the hands of the people we support, rather than the provider. This is a most welcome initiative from a consumer perspective.

There have been significant challenges adjusting to these new arrangements, and work is ongoing. The full rollout of the National Disability Insurance Scheme (NDIS) started on July 1, 2016 and major reforms to home care for older people start from February 2017.

My thanks to the many VMCH staff members who have risen to the challenge of ensuring we are as well-placed as possible to respond to the most significant funding changes in decades. Changes which aim to make all three care systems more consumer driven, market based and ultimately more sustainable longer term.

Workplace safety and wellbeing was also a focus of our organisation this year and will continue to be. While our staff do a wonderful job supporting and caring for our people, it is also important they consider their own safety and the safety of their colleagues at work each day.

VMCH manages 12 aged care residences comprising 897 places. During the 2015/16 year there were 18 support visits and five full accreditation assessments against the 44 aged care standards. It is pleasing to be able to report that we passed every test.

Likewise, St Paul's College was externally assessed mid-year to ensure compliance with educational standards. Home Care Services were also audited and passed with flying colours.

The five and 10-year vision for the new organisation was created by Board Directors and members of the Executive in May 2016. It took into account the needs of our community, requirements of the Archdiocese as outlined in the Letter of Expectations received from His Grace, Archbishop Denis Hart and the Board's aspirations to do more in the disability services space over the next decade.

Supporting people with a disability as their parents or carers age, affordable housing for people with a disability, disabilities in aged care and specialist education are all topics the Board of Directors will consider during the first half of 2016/17.

In conclusion, I would like to sincerely thank the Directors, executive members and staff of VMCH for their enthusiastic commitment to the organisation. I would also like to highlight our wonderful volunteers and donors, without whom the lives of the people we support would be poorer.

I would also like to acknowledge the ongoing support and guidance of His Grace, Archbishop Denis Hart, Vicar General Monsignor Greg Bennet, the Episcopal Vicar for Health, Aged and Disability Care Monsignor Tony Ireland, the Executive Director Administration for the Archdiocese of Melbourne Francis Moore and his staff, and staff from the other agencies of the Archdiocese, as well as peer organisations, who all assist us in so many ways.



Mr Greg Pullen

Chief Executive Officer – VMCH



PASTORAL CARE BRINGS COMFORT

Jane Parsons (pictured) is the Pastoral Care Worker at Shanagolden Retirement Village and Residential Aged Care in Pakenham. Father John Readman 90, is a Shanagolden resident who celebrated 60 years as a Priest in August. Together, they provide spiritual and emotional support to over 100 people.

“My role at Shanagolden is to be a listening presence and bring spiritual and emotional support to the residents,” says Jane. “I also coordinate weekly Masses, and groups such as Spiritual Meditation and Grief and Loss.”

“Father Readman and I work as a team,” she says. “He’s a guiding light, and a source of energy and inspiration.”

As Shanagolden’s resident priest, Father Readman celebrates Mass twice a week and is called upon to anoint people, both in the Village and the adjoining aged care residence.

“The residents have become like family to me,” he says.

“And, I love working with Jane. We’re a good team. I’m not sure how it works, but it does. I know God has a hand in it.”

MESSAGE FROM THE DIRECTOR OF CATHOLIC IDENTITY AND MISSION



It has been a very busy 12 months and it's hard to believe that the time has come to once again write this report.

Amidst the continuing challenge of putting systems in place for the organisation to operate smoothly and efficiently, faithful to its vision, mission and values, we also have additional external challenges outside of our control.

We have entered the wonderful, but largely uncharted, worlds of the National Disability Insurance Scheme (NDIS), and Consumer Directed Care (CDC). At VMCH, both of these schemes are welcome, as they give choice to the individual and allows them to rightfully have control.

It also puts the onus on us to make sure we deliver what we say we will, because if we do not, then individuals may move to another organisation that will meet their needs.

What excited me most about this governmental change in direction is that it is directly linked to the Catholic Social Teaching principle of subsidiarity. This principle is based on the belief that all people have the right to participate in any decision that affects their life and it requires that these decisions are made by those most affected by them. Even if this was not a government initiative, it would be something that VMCH would do as part of its everyday mission. It empowers those we care for by not having things 'done to them' but allows them the autonomy to choose and take control.

I am more than confident that VMCH will be a highly sought after NDIS and CDC provider, just as we are for our residential aged care services, because at the core of our mission, is the dignity of every person that we serve and support.

In this year's Annual Report, we have tried to show you through personal stories how our staff and volunteers live out our organisational values, every day.

Maria Egan

Director of Catholic Identity and Mission - VMCH



NDIS DREAMS

The National Disability Insurance Scheme (NDIS) started its full rollout on July 1, 2016.

The NDIS is a life-long approach that supports people who qualify with personalised plans to help them achieve their goals. We are here to support them, whatever their aspirations and goals.

Orlando, who attends VMCH specialist school, St Paul's College, is one of those individuals. He has autism and began the NDIS journey when the scheme started rolling out in Melbourne's north on July 1, 2016.

Orlando's mum Carla likes the NDIS' focus on the individual and their goals.

"It's very easy when you have a child with a disability to be reactive, and just think: 'this is a problem and we need to fix it,'" she said.

"Whereas looking at goals, makes you more conscious of the future and where they are heading.

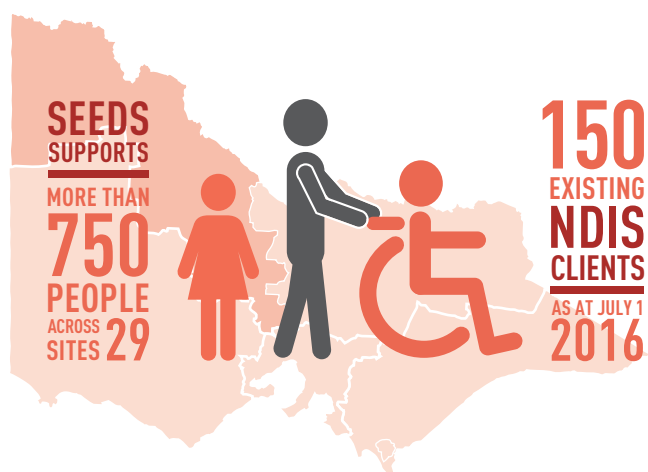
"I would love to see Orlando feel fulfilled. I don't want him to be looked after his whole life. I'd love to see him doing something where he feels valued."

SPECIALIST EDUCATION AND EVOLVING DISABILITY SERVICES [SEEDS]

VMCH is National Disability Insurance Scheme 'NDIS Ready', with flexible, customised services which can be adapted to people's individual choices and changing needs.

Our early childhood and specialist education services provide a range of educational and therapy options, counselling and service navigation to help children (0 to 18 years) with additional needs to reach their full potential.

Our adult services strive to enable, support and encourage people to participate fully and equally within the community, creating various pathways and opportunities of their choice.



NDIS Ready

The introduction of the NDIS is a major change and opportunity for VMCH and the people we support who qualify for the scheme.

We are committed to helping individuals and their families understand how this new vision for supporting people with a disability may affect them.

We have been holding information forums throughout 2016 for individuals, family members and carers to help them navigate this new scheme.

The VMCH NDIS Ready planning workbook was also created to help people make the most of the opportunities they have under the NDIS scheme.

The 28-page workbook features useful information about the NDIS and maps out the planning process, easing confusion and possible stress.

SEEDS is ready to bloom

Earlier this year VMCH introduced the new name for its disability services division – SEEDS. The acronym stands for Specialist Education and Evolving Disability Services, and so much more. SEEDS represents our vision to provide support for a lifetime. It grows and changes as the individual matures. It is flexible and innovative.

To help launch the new name, we asked Ella, Jordan and Baden to be a part of our marketing campaign, 'Generations of Care'. Ella, Jordan and Baden represent the three generations of support offered by VMCH's disability services. Ella who is three, uses our Early Childhood Intervention Services (ECIS); Jordan, 15, accesses our respite and holiday programs; and Baden lives in one of our shared supported accommodation units.

The campaign's launch coincided with the start of the NDIS rollout in July 1, 2016. While SEEDS is only a slight change from our previous name, Specialist Education and Disability Services (SEDS), it depicts a meaningful addition to the focus and emphasis of our disability services during the important and exciting time of transition into the NDIS.

Child's play is learning

Our Early Childhood Intervention Service (ECIS) supported about 150 children and their families this year. ECIS uses innovative and constantly evolving programs to help children of all abilities reach important milestones and goals.

Most learning happens in a child's earliest years through play. This is true for children of all abilities. The principles of 'Floortime' are used regularly in our sessions with young children.

Whether the setting is their home, childcare, preschool or in a therapy space, therapists and educators engage first with the child through activities that encourage emotional regulation for learning. Children can then give their attention to a range of activities depending on their age and developmental stage.

Engagement is key; it might be eye contact, a small smile or simply being at ease in close proximity to others. In this state of calm, the child is attentive and is in the best possible state to enjoy things going well or something unexpected happening.

The Sequential Oral Sensory (SOS) approach to addressing eating issues is also offered at ECIS. Specifically trained and experienced therapists work alongside parents, on either an individual or group basis, to provide a supportive environment and positive experiences with food, for children.

Like all our SEEDS programs, ECIS is 'NDIS Ready' with flexible, customised services which can be adapted to individual choices and changing needs.

Achieving dreams

Austin Street, our specialist residence for people with acquired brain injury, celebrated its sixth anniversary this year and its residents continue to achieve major goals and milestones.

Advanced planning is underway for a sensory garden which will replace the existing garden with something very special for the 10 people who call Austin Street home. The garden will also be more accessible thanks to new bi-fold doors that will be installed in the communal courtyard to improve access for people in wheelchairs.

Independently catching public transport, shopping, volunteer work, learning to walk again and study are all goals that many individuals at Austin Street are either working towards or have achieved.

One resident, Louise, has achieved her goal of accessing the community independently for a while now and is also volunteering at a local primary school. Her next big goal is moving out of Austin Street and into her own home.

Preeta has also inspired everyone with her progress by taking her first steps towards walking independently. Support workers are now helping her investigate options for her next goal - to study.

Plan to strengthen students' learning, purpose and faith

St Paul's College specialist school in Kew provides education for children with a wide variety of intellectual, physical and sensory disabilities, as well as complex medical needs.

The Four-Year School Implementation Plan sets out priorities for the school, its students, families and staff.

They include:

- To strengthen St Paul's College as a prayerful, active and engaged Catholic community.
- To develop a whole-school approach to learning and teaching that meets the learning needs and interests of all students.
- To build a positive, safe and supportive school environment leading each student to develop a sense of hope, purpose and dignity.

The school has also introduced a new Allied Health team approach to support student learning in literacy, numeracy, personal and interpersonal goals they set themselves each semester.

It supports student learning by providing them with improved outcomes in the areas they need including speech, language, fine motor, gross motor skills and mobility.

*VMCH respects the dignity of each person.
Nathan was able to control what he wanted and
needed to assist his dreams and we were able to
work with Nathan to do this.*



NATHAN STANDS TALL

Standing up to cheer on his beloved Sydney Swans at the footy was a dream once beyond Nathan Hoare's reach.

Nathan lives at VMCH's Austin Street in Alphington. It is Victoria's first purpose-built residence for young people with an acquired brain injury who might otherwise live in a nursing home.

Now thanks to about \$22,000 in donations, Nathan has a standing wheelchair and can stand at the footy with the other fans and much more.

Nathan's new powered wheelchair, which came all the way from the USA, has opened up a whole new world for him.

"He can stand up and make his own breakfast, pot his own plants at the pottery table, talk to people eye-to-eye ... all the regular stuff," Austin Street rehabilitation therapy assistant Dermot Sheehy said.

Nathan, a keen gardener, has his own business selling plants at markets and this helped him raise some of the money for the standing wheelchair.

VMCH and his local community also helped Nathan raise money through fundraising events.





MULTICULTURAL WELLNESS CENTRE CHANGING LIVES

Geok Hwa Low, 81, says life has “changed for the better” since he and his wife, Geck Ming Tan, joined VMCH’s Chinese Social Group.

“My wife and I had a very challenging time when her medical condition changed in 2010. She was depressed and we had a lot of arguments at home. She was finally diagnosed with dementia and we knew we needed to look for help.”

The couple were referred to VMCH by the Migrant Information Centre and haven’t looked back since. They’ve enjoyed many social outings, undertaken an iPad course and recently joined an exercise group after Geok suffered a series of falls.

“My wife has become happier and the quarrels between us have decreased. Without these groups I think we (older Chinese people) are still struggling to live happily and in a meaningful way. Having Chinese food and speaking our cultural language is so important to us to feel good in our old age, especially for my wife’s conditions.”

Our Community Services offer individualised support to help older people and their carers enjoy life to its fullest.

We are focused on helping more than 4,500 people across metropolitan Melbourne, regional Victoria and southern New South Wales to remain independent and connected to their communities through government-funded Home Care Packages, day and overnight respite programs, carer support services, housing for the aged, Direct Care and Allied Health and Nursing services.

Meeting cultural needs

Caring for culturally diverse seniors continues to be a key focus for our Community Services. In April 2016, we launched our Victorian-first Multicultural Wellness Centre in Wantirna. The centre runs exercise groups, education sessions and social outings for seniors of Chinese and Filipino backgrounds.

With a high demand for Culturally and Linguistically Diverse (CALD) specific social support services for older people, particularly with significant growth of the older Chinese community in Melbourne's east, the service is meeting a huge demand.

On April 14, VMCH joined forces with Knox City Council and Housing for the Aged Action Group (HAAG) to host a forum aimed at supporting older people from CALD communities to find secure, affordable housing. Older renters from multicultural backgrounds often experience discrimination and hardship in the private rental market due to language barriers, a lack of knowledge of Australian housing systems and poor socioeconomic status compared to Anglo-Australian seniors.

Our Assistance with Care and Housing for the Aged program, funded by the Australian Government, helps frail and disadvantaged older people who are renting, or at risk of homelessness, meet accommodation needs. A recent forum linked many at-risk seniors with support services while educating service providers about the real needs of older renters.

Caring for carers

Our Commonwealth Carer Respite Centre supports around 2,500 unpaid carers across the Hume region who care for people who are frail aged, have a disability, mental illness, dementia, chronic illness or are going through palliative care.



Many carers, particularly in rural and remote areas, experience feelings of isolation and miss out on social opportunities. Access to information, advice, support and resources is vital to maintain their overall health and wellbeing.

Throughout March 2016, VMCH supported the presentation of a series of Health Plays in regional Victoria, aimed at raising awareness of carer-related issues and linking them with local support services. Carer retreats have also been well attended and provided the opportunity for counselling and education.

Funding was secured again this year to maintain the Young Carers Mentor Program. This fantastic program gives young carers the opportunity for peer support and education to build resilience and strengthen informal and formal networks.

National Carers Week in October 2015 was also a chance for VMCH's various lifestyle and respite services to provide engaging activities to recognise, thank and celebrate the valuable contribution carers make to our communities. These ran alongside regular wellbeing retreats, education sessions and social outings operated by our centre and community-based services across metropolitan Melbourne and regional Victoria.

* According to figures released by the Australian Bureau of Statistics 2016.

Social, physical and emotional wellbeing

VMCH's Wellbeing Centre in Wantirna has continued to be a beacon for health-conscious seniors. Around 150 people aged over 65 attended the centre's Rehabilitation Program over 2015/16. This program is focussed on supporting them to remain living independently at home for as long as possible. The centre also offers Allied Health Services including podiatry, speech pathology, massage and dietetics.

Similarly, the VMCH Direct Team has developed a platform for growth over the last 12 months and is now providing services to the Home Support and Carers Programs, Home Care Program and on a fee-for-service basis.

Leading the way

VMCH has been a proud driver of a new Model of Care designed to give seniors greater choice and control. 2014 marked the official start of Consumer Directed Care (CDC) in Australia, which sees individuals determine the level of involvement they would like in managing their own Home Care Package. With all existing VMCH clients transitioned to CDC by July, 2015

In response to the Commonwealth Government's aged care reforms, Community Services completed a broad restructure in March out of 2015/16 Financial Year, establishing new service streams to align to the Commonwealth Home Care Packages Program (CHCP), and the Commonwealth Home Support Program.

The addition of 113 Home Care Packages in the 2015 Aged Care Approval Round (ACAR) has strengthened our service delivery, particularly in the eastern Melbourne metropolitan region and northern regional Victoria with all customers now being supported within the framework of Consumer Directed Care (CDC). 'Choice and control' has been the catalyst for us to diversify our professional services and to develop partnerships with organisations, in order to meet people's individual preferences.

We have fine-tuned our CDC model to suit consumer needs and preferences since 2010, when we were one of a select number of organisations chosen by the Australian Government to trial the model.

More than 1,100 Victorian seniors currently access CDC through VMCH. They are supported by Case Managers who help develop their care plan and engage supports to ensure they continue living comfortably at home and remain connected to their community.

Innovation and partnerships

Cabrini Health and VMCH have been working together to develop support and restorative programs for older Victorians in their homes following hospitalisation.

The HomeFirst Support Program has supported the timely discharge of over 20 inpatients considered borderline high care, with 95 percent continuing to live independently at home after six months. This was achieved through an early intervention program and is now established in all Cabrini acute and sub-acute facilities. The success of this collaboration was formally celebrated and blessed by the Catholic Archbishop of Melbourne, His Grace Archbishop Denis Hart on April 6, 2016 at the Catholic Leadership Centre in East Melbourne.

Working with partners in the home support and carer programs has seen many benefits. Through our close association with Brainlink, our teams are equipped to better support primary carers of a loved one with a neurological condition. Partnering and representation with agencies such as Alzheimer's Vic and Carers Vic has also broadened our integrated service model.

At VMCH we believe in the power of working together to make dreams like Lachlan's come true. 'Many hands make light work' and collaborating and partnering with external providers, allows us to provide extra services to the people we support.





YOUNG CARER MENTOR PROGRAM

Young carer Lachlan Fraumano enjoyed a rare chance to shine on March 28, 2016, realising his dream to run onto the MCG with AFL heroes, the Geelong Cats.

The 12 year-old is a carer for his older brother, Brandon, who was diagnosed with a brain tumor in 2006. He also helps with household chores and takes care of younger sister, Maddison, before and after school.

Our Young Carers Mentor Program, funded by nib foundation, has provided invaluable support for Lachlan and his family. It links young carers with an adult mentor to increase their social connections and help achieve their life goals and aspirations. Through nib health funds' partnership with the Geelong Cats, Lachlan has now ticked one goal off his bucket list.

He described the experience as "exciting and amazing".

"The best part was meeting Joel Selwood and running onto the field with him."



A JOURNEY SHARED WITH VMCH

Alistair and Shirley Lloyd have spent most of their married life giving. They fostered over 70 babies and adopted two children with disabilities, in addition to raising their own three children.

The couple has been part of the VMCH family since their adopted daughter Alana joined the Early Childhood Intervention Program 16 years ago and now she is a student at our specialist school, St Paul's College.

The Lloyds have now entered a new chapter of their lives and VMCH is again going on the journey with them after they moved to St Joseph's Mews, our new luxury retirement apartments in Hawthorn.

"Moving into St Joseph's Mews, we're not buying into a unit, we're buying into a community with people that care about each other," Alistair said. "Stephen, our adopted son, is also enjoying it."

The couple still keep in touch with many of the children they fostered and can expect lots of visitors.

"Those babies, while I had them, I was their mother. It's been my passion." Shirley said.

Our retirement villages and affordable housing units for seniors are designed with long-term comfort and security in mind and are located throughout Victoria.

We provide environments where residents can feel safe, supported, well-connected and enjoy complete peace of mind.

VMCH
COMMUNITIES
34
LOCATIONS
ACROSS
MELBOURNE



Historic church gets a new lease of life

The St Joseph's Mews development and the restoration of the neighbouring church were completed this year.

St Joseph's Mews features 69 modern retirement apartments adjacent to the beautifully-restored church in the heart of Hawthorn.

Built in 1854, St Joseph's Church is believed to be Melbourne's third earliest Catholic church. An extensive restoration has given this much-loved church a new lease of life.

The old school house, from the mid-19th century, has also been painstakingly restored and is now home to several shared facilities that enhance residents' lifestyles. This includes a grand dining room, intimate lounges and an elegant wood-panelled library.

Pastoral care for all of life's seasons

Whether it is to support someone through life's challenges, give some spiritual guidance or share a cuppa, our pastoral care service is an important part of what makes us unique.

In July 2016, we expanded this service to provide support to residents living in our affordable housing units. We now, have more than 380 affordable housing units at 21 locations across Melbourne and in Bacchus Marsh.

Affordable housing for seniors provides peace of mind and security to retired or semi-retired people on low incomes.

The role of the pastoral care worker is to offer residents spiritual and emotional support, companionship and help during times of transition or personal hardship.

Retirees hop aboard the Memory Train

More than 200 people aged over 60 and living in our retirement villages and affordable housing units will be part of an innovative memory training program.

VMCH won an Australian Research Council Linkages Grant to study ways to improve people's memories as they age. VMCH is taking on the project with Australian Catholic University, the University of Queensland and the University of Geneva.

VMCH's Professor of Aged Care, Colleen Doyle, said the Memory Train program was devised by psychologists at the three universities and targets prospective memory.

"Prospective memory is memory for the future, the sort of memory tasks you might rely on your mobile phone or diary to remember," Professor Doyle said.

"People's memory begins to decline from middle age. But the good news is that there are many ways to improve your memory and the three universities are at the forefront of research to help people maximise their memory as they get older.

"In the same way you can do physical exercise to get fitter, there are ways to train your memory to make sure it stays at a good level as you get older."

The project is another exciting way that VMCH is trying to empower people and help them live their best life.

Learning never stops in retirement living

Australia's ageing population is driving major growth in the retirement living sector and like never before there is a need for high-quality care and support for people as they age.

Each of our retirement villages has a retirement lifestyle coordinator who plays an essential role in ensuring that retirement living with VMCH upholds our mission to offer hospitality and build inclusive, compassionate and sustainable communities.

Several of our retirement lifestyle coordinators have this year completed the Village Management Advanced course through the Property Council Academy to update their skills and knowledge in this continually evolving and rapidly expanding sector.

The course provides a thorough understanding of retirement management, organisational and compliance issues, together with technical information to help them deliver the highest quality support and care to VMCH retirees.

Community services in our villages

One of the advantages of being part of the wider VMCH family is having access to our high-quality health and wellbeing services if and when they are needed.

That's why the VMCH Community Service Roadshow kicked off this year - to visit our retirement communities and inform them about the range of allied health and home support services VMCH can offer to improve their quality of life.

Podiatry, occupational therapy, physiotherapy and massage therapy are some of the allied health services VMCH can make available to our retirement communities.

Our home support packages, carer, lifestyle and respite services are tailored to the individual's needs to help them remain living at home for as long as possible.

The VMCH Community Service Roadshow has been making its way through all our retirement communities to inform retirees about the range of support available from a service provider they already know and trust.

Residents in retirement apartments and villages are well supported to remain at home for as long as possible. If their needs change, there is a pathway available into residential aged care with some villages offering ageing in place (subject to vacancies).

We welcome the diversity of people and respect their individuality no matter the life journey or path that brought them to VMCH.





ENJOYING LIFE AT SHANAGOLDEN

Before moving into Shanagolden Retirement Village, Rose Kealy (pictured left) brought up eight children with her husband Kevin, travelled around Australia, ran a milk bar in Gippsland and a caravan park in Bright.

The decision, four years ago, to move to Shanagolden was made by Rose and her husband with a view to what their needs would be into the future.

“I tell people who are considering retirement living that you should plan for your future, and consider what your needs might be in five or 10 years’ time. Often, people wait too long and only move when something serious happens to their health or their partner,” Rose said.

“Living in a retirement community is as much about making friends and being part of a community, as it is about enjoying the comfort and proximity of quality facilities.

“You have total independence here, coupled with the benefits of people who really care about you,” says Rose. “Your unit is your home. But when you want good company or support you can find it.”



BEACONSFIELD CHILDREN'S HUB

They are separated by generations but united by the simple joy of sharing each other's company.

Each Monday, a group of youngsters from Beaconsfield Children's Hub eagerly await a special group of visitors from our Berwick aged care residence.

The children, aged three to six years-old, spend the morning baking a delicious cake and making welcome cards to greet the residents upon their arrival. Each child chooses a book to share with a resident, followed by a special song or dance performance by the children.

Resident Doreen, aged 74, described the children as "very friendly and welcoming". "They bring us so much joy," she said.

As great-grandfather to 34 of his own, World War II veteran Stan said he was in his element around little ones. "It's always lovely to be around the children," the 92-year-old said. "I am very impressed on how well-behaved they are towards us. I hope they all have a good life."

The visits began in April 2016 and will continue throughout the year.

RESIDENTIAL AGED CARE

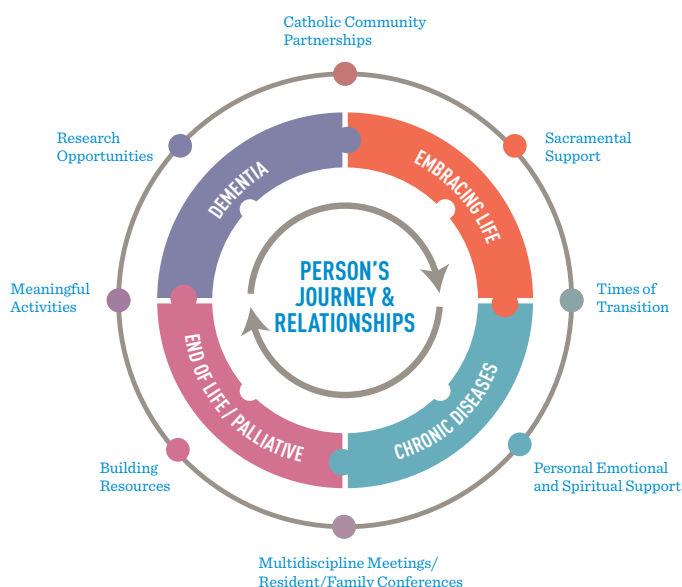
Compassion, experience and person-centred quality care and support ensures VMCH residents embrace life in their senior years.

Our aged care residences offer 'ageing in place' with chronic disease management, specialised dementia and palliative care, and respite options. Our dedicated staff value each resident as a whole person and seek to meet their specific needs and wishes with exemplary care, social and spiritual support.

We have developed a Model of Care which defines a statement of goals, and a set of beliefs, to support practices for the delivery of care and services where the resident is the central focus. As reflected in the framework below, the key points of the Model of Care include:

1. Assist staff to understand the needs of the resident as a whole person, with an emphasis on wellbeing, environment and spirit.
2. Develop specific components of care: dementia, chronic disease, end-of-life and embracing life.
3. Pastoral activity strengthens our delivery of care, encouraging both the Pastoral Care Team and care staff to interface along the continuum of care.

FRAMEWORK OF CARE AND SERVICES



Compassion in care

An innovative booklet aimed to ease the transition into aged care for older people and their families was accepted for publication by international publishing firm Jessica Kingsley Publishing (London) in May 2016. *Caring Moves* was produced by our Aged Care Research Unit, with support from the Pastoral Care team, and features interviews with VMCH residents, family members and Pastoral Care staff about their experiences of adjusting to their new living circumstances within aged care. *Caring Moves* is currently being expanded and revised for an international audience. Royalties from book sales will be donated to VMCH.

Lifestyle programs

Our dedicated Lifestyle staff run a dynamic program of social activities at each aged care residence. Our model supports active aging and wellbeing, and our Pastoral Care, Lifestyle staff, and volunteers work closely to strengthen relationships between spiritual care, relationship care and each resident's lifestyle.

In 2015, Providence and St Bernadette's aged care residences introduced colouring activities to residents, many of whom live with dementia. The benefits have been extremely positive, with decreased stress levels, increased concentration, promotion of coordination and fine motor skills, and the recovery of positive childhood memories.

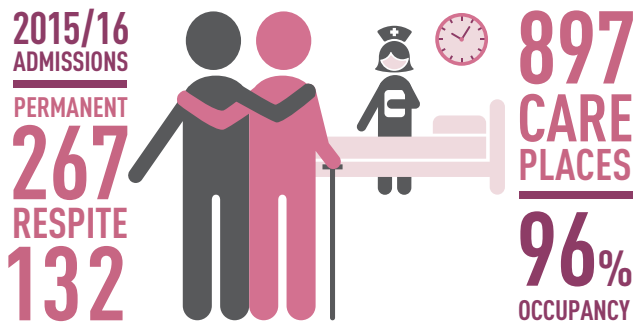
Music therapy has long been a feature in lifestyle programs across our aged care residences. In April 2016, more than 12 harpists gathered at our Wantirna aged care residence for an international conference on the healing qualities of the harp, especially for people with dementia or in palliative care.

Studies have shown that the harp, its sounds and vibrations, can lower blood pressure, reduce heart rates, anxiety and pain levels, and bring a sense of calm and emotional balance to listeners.

Volunteers from all our aged care residences took part in a training program, run by our Learning and Development team, covering privacy and confidentiality, communicating with older people and infection control.

Outstanding clinical practice

An evaluation of VMCH's Raise the Bar Program has found positive changes in the early identification of unwell residents, reduced transfers from aged care residences to hospital and improved staff capability and confidence to provide palliative care. The evaluation paper was accepted for publication in the International Journal of Nursing Home Research in April 2016.



There has been a review of the clinical model of care delivery resulting in major workforce reforms that will ensure a consistent standard of clinical and care delivery across all aged care residences. The model supports three levels of clinical and care staff related to their scope of practice, ensuring improved decision making and supervision of treatment and care.

Our Palliative Care team supports residents and families during a time of illness and bereavement. They provide pain management and spiritual care, ensuring comfort and dignity in the last days of a resident's life.

Our Learning and Development team also conducted Workplace Essentials refresher programs for staff around practical care such as infection control and Safety and Wellbeing, team work, and respecting residents' rights during the year.

Innovation and research

A unique, ongoing partnership between the VMCH Research and Innovation team and Australian Catholic University (ACU), investigates innovative ways to provide the highest quality of care to the people we support.

In January 2015, a ground-breaking study began into the television watching habits of around 20 people living with dementia in our aged care residences by students undertaking their Masters of Psychology (Educational and Developmental) at ACU.

The two students spent the last six months investigating the impact of television exposure, including its content and the length of time watched on the observed behaviour of people living with dementia and their sleep quality.

It is hoped the research, due for release around November 2016, will result in some positive changes to lifestyle programs and how aged care residences operate to maximise the quality of life for these residents.

The Research and Innovation team also delivered Science Cafes across 10 of our aged, community and disability services sites from July 2015 to May 2016. The cafes – open to community members including families, residents and staff – presented the latest research into dementia care in simple, easy-to-understand and relevant terms.

Providing services, like music therapy, are not only compassionate to the needs of our residents, but also to families who commonly require compassion themselves as they transition their loved ones from their home to aged care.



ENCORE PROGRAM EVOKES MEMORIES

When Romany Flanderka created a playlist of her mother Edna's favourite Jazz music she knew it would have a powerful impact on her.

"Mum has always been involved with music," Romany says. "She grew up in a musical family and was a music teacher."

Just like 91-year-old Edna Piera, music is bringing joy to many aged care residents at VMCH and evoking memories and pleasure in a way that only music can do.

In 2016, VMCH teamed up with the Music and the Brain Foundation to launch the 'Encore' personalised music program across our aged care residences. The foundation promotes music as a therapy in the prevention and treatment of brain related disorders.

"Music is an extremely powerful tool," says the Foundation's Monica Cashin. "It can enhance creativity, learning, aid healing, and increase optimism. For people living with dementia, it can also connect them to the present and to recover memories."





KEVIN DOOLEY: A MUSIC MAN

“An absolute gentleman” is how John R Hannah staff and residents describe Kevin Dooley.

The 80-year-old volunteer can be found twice weekly at the VMCH aged care residence in Mulgrave, providing compositions for Mass on Wednesdays and lively piano for sing-alongs with 71 residents on Thursday afternoons.

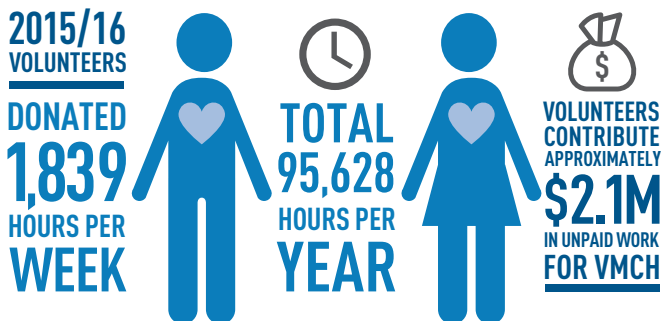
“I like to play songs of their era and youth like ‘Somewhere Over the Rainbow’ or ‘I’ll Take You Home Again, Kathleen,’” says Kevin, a former Music Master at Xavier Junior College.

“You might find some of the residents who wouldn’t normally speak or perhaps sit there quietly start mouthing the words and tapping their feet when the piano starts up. It makes them happy. They enjoy the singing and the fact that they’re enjoying it – that’s all that matters to me.”

Kevin, who this year celebrated 25 years of volunteering, said he’d continue “until his fingers give it away”.

“When you’re quite well yourself and you’ve had a pretty good life, it’s good to give something back.”

The generous spirit of the public, our volunteers, sponsors, corporate partners and donors continues to amaze. Following the July 2015 merger, both Villa Maria and Catholic Homes supporters embraced the newly-formed organisation and continued to offer their time, expertise and funds to help us build inclusive, compassionate and sustainable communities.



Fundraising activities and events

Around 1,500 people gathered at Albert Park Lake to celebrate social inclusion at the third-annual VMCH and CityLink Out and About Fun Day on November 29, 2015.

It was an event free of stress for people of all abilities who enjoyed live performances by Aussie rock music icon Ross Wilson, indie band Wire Bird and dance group BAM Allstars.

We were thrilled to have tennis champ Luba Josevski as our Ambassador and support from sponsor CityLink, along with Swinburne University, Cricket Victoria, the Melbourne Sports and Aquatic Centre (MSAC) and Tennis Australia. A large group of VMCH volunteers also generously gave their time.

Our charity Golf Day on October 19, 2015 was a huge success with 128 players across 32 teams enjoying perfect golfing conditions at Southern Golf Club in Keysborough. Almost \$80,000 was raised for a dementia-specific lifestyle program ensuring the physical, social, cultural and mental wellbeing of seniors living with dementia in our care. The golf day is a fine example of how corporate donors, like our Platinum Sponsor Epicor, and industry supporters give back to their communities.

On August 7, 2015 around 170 guests at our 2015 Dinner and Art with Heart (DAWH) event dug deep for the auction of amazing artwork and silent auction items at Fenix in Richmond. An incredible \$36,000 was raised to help support St Paul's College 'Build a Bus' appeal, helping children with disabilities get to and from school each day.

Our fourth annual DAWH event held at Crown Melbourne on June 3, 2016 turned out to be our biggest and best yet. More than 200 people enjoyed an evening of live entertainment, art auctions, delicious food and fundraising for the people we support.

We aimed to raise \$40,000 to help transform our warm-water pool at St Paul's College in Kew, used for water therapy by children and adults with a disability. The final total raised on the night was just over \$60,000.

Valuing volunteers

The gift of time is something we truly value at VMCH. Our 560-plus volunteers are the lifeblood of our organisation and without them our efforts to deliver quality services would certainly be diminished.

This year our volunteers generously gave their time and talents in our aged care residences, opportunity shops, community programs, and disability services, as well as business service areas and donated an astounding 95,628 hours to the organisation.

During National Volunteer Week in May 2016, we thanked and celebrated our volunteers from across 27 VMCH programs with a special high tea celebration at the Plaza Ballroom. It was the first, joint celebration of volunteers from both Villa Maria and Catholic Homes since the organisations merged in 2015.

VMCH CEO, Greg Pullen, and Board Chair, Bill Scales, AO, acknowledged the huge contribution of volunteers, who give their time through social visits, arts and crafts, music, education, transport, administration and opportunity shop customer service. Special mention was made of long-time volunteer Rosemary Parfrey, who has served for an incredible 55 years.

A generous community

It is a special kind of person who sees a need in the community and takes it upon themselves to make a change.

In September 2015, couple Lisa Buxton and Ariel Lakman organised a group of about 50 people to walk 55km around Manhattan in the New York Lap4Life fundraiser. They hoped to raise around \$10,000 for the St Paul's College 'Build a Bus' appeal, helping children with disabilities get to and from the Kew specialist school. Ultimately the group smashed it's fundraising target, raising just under \$29,000 in about 11 hours.

Students at St Columba's College in Essendon also raised an impressive \$1,042 for the 'Build a Bus' appeal.

Meanwhile, VMCH supporters Rod Zlonzak and Scott Butterworth put their bodies on the line in the latter half of 2015. Rod completed the Medibank Melbourne Marathon, raising \$1,495 towards the creation of a sensory garden at Austin Street (our permanent residence for young people with acquired brain injuries), and Scott finished the New York City Marathon, raising an incredible \$10,086 for St Paul's College.

Philanthropy

Ongoing support from the philanthropic community enables many of our vital projects and programs to originate and develop. Generous contributions from trusts and foundations over the past year such as the Lorenzo and Pamela Galli Foundation, the Collier Foundation, the Lord Mayor's Charitable Foundation and nib foundation have contributed to many life-changing projects, such as our Young Carers Mentor Program, within our disability and community services.

BEQUESTS, TRUSTS & GRANTS

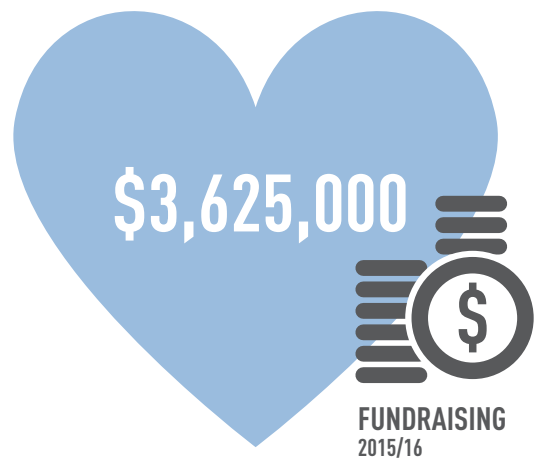
\$706,770

APPEALS, MARKETING & MAJOR EVENTS

\$559,270

DONATIONS

\$2,358,960



Our volunteers, like Han Lo share, their gifts, talents and time to enhance the lives of those we serve.



YOUNG VOLUNTEER HAN LO

A common perception of someone who volunteers in an opportunity shop is that of a conservative, older woman with time on her hands.

Han Lo breaks that mould. Born in Singapore, 26-year-old Han grew up in New Zealand and moved to Melbourne 18 months ago. Within a month of relocating, Han started volunteering at the VMCH Opportunity Shop in Wantirna.

“I wanted to gain retail experience and to try out something new,” says Han. “I also wanted to support a worthwhile cause.”

Han’s average shift begins with opening the store, carrying in any donations, and counting the float.

“Once the shop opens for business, I talk to the customers, handle transactions, sort through donations and rotate the stock,” he says.

“I love seeing all the interesting goods that people donate to the store, especially antiques or unusual items.

“These objects often have a rich history. I also enjoy hearing the stories different customers have to tell.”





NATIONAL FUNDING REFORMS PREDICT FUTURE GROWTH

In line with recent and impending changes, the way disability and community services are funded in Australia is transforming.

The roll-out of the National Disability Scheme (NDIS) commenced on July 1, 2016 and Customer Directed Care (CDC) will start in February 2017. The schemes will empower the people requiring support to decide how, when and from whom they receive their care.

Home care alone is one of the biggest forms of care in the country with around 900,000 older people receiving some form of home care. The retirement village model is considered to be a perfect platform for the delivery of these services, and is one area where we perform exceptionally well.

Providing a continuum of care – from supporting the individual in their home through to residential aged care – is another way VMCH stands out in an increasingly competitive marketplace.

2016/17 is a time of opportunity for VMCH. We are working to ensure we are able to respond to these new funding models and be regarded as a service provider of choice.

OUR FUTURE DIRECTION

After a year of business consolidation, evaluation and forward planning, the future looks bright for Villa Maria Catholic Homes. We are excited to launch into 2016/17 prepared to meet our vision of being the Catholic Archdiocese of Melbourne’s leading provider of high quality disability, special education, aged care and retirement living services.

One of our key concerns as a business is to create and sustain working environments that are safe for staff, residents, customers and visitors. This involves ensuring our staff are across important Occupational, Health and Safety procedures, and that they receive clear guidelines and training to safely undertake their roles. We take this responsibility very seriously and empower all staff to contribute to their own and others’ safety and wellbeing at work.

Whether through innovative research, state-of-the-art developments or new staff training and management systems, our ultimate goal is to meet the evolving needs of our community with the highest levels of support, service delivery, respect and compassion.

Our building portfolio

Property development within the retirement living and residential aged care spaces is an important part of our business. VMCH currently has 37 projects at different stages of development.

One significant acquisition during the year was the purchase from Missionary Oblates of Mary Immaculate, of their former seminary site in Mulgrave. It will be developed over the next 10 years, aligned to the strategic objectives of VMCH.

Another significant project is the St Joseph’s Mews development which was completed within budget and ahead of time. Located in Hawthorn, St Joseph’s Mews features a stunning blend of traditional and contemporary design and has a range of shared facilities including a bar/coffee lounge, library, a Wellness Centre, cinema, and wine cellar.

Other stand-out property initiatives include a 41-bed extension to our Providence aged care residence in Bacchus Marsh (expected to be completed by late 2017) and the 96-bed Star of the Sea aged care residence in Torquay – currently under construction.

Research

A research project by VMCH and Australian Catholic University’s Research and Innovation team is investigating the role of Community Services Case Managers within the new service landscape of CDC. While the CDC provides more choice and control for Community Services customers, there is evidence to suggest some do not understand the benefits or costs of having a Case Manager to assist them. It is hoped the results of this research project, built on the extensive PhD work of Dr Emily You, will become an important resource for VMCH and the people we support.

20¹⁶₁₇ DIRECTION
ADDITIONAL **137** NEW BEDS

37 PIPELINE
PROPERTY DEVELOPMENTS

FOCUS ON SAFETY AND WELLBEING THROUGHOUT VMCH

600 EXISTING SEEDS CLIENTS EXPECTED TO BECOME **NDIS** CUSTOMERS

CONSUMERS CAN NOW CHOOSE THEIR PREFERRED HOME CARE PACKAGE PROVIDER IN 2017

Consumer choice

The NDIS has started its full rollout throughout Australia and will support more than 105,000 Victorians by mid-2019. Many Victorians with a disability will receive funding for the first time and all NDIS participants will be able to choose how, where and from whom they receive that support.

It is a time of great opportunity and growth for VMCH, and an NDIS Project Team has been engaged to help us navigate this once-in-a-generation change.

Almost 150 existing VMCH customers were part of the NDIS rollout in Melbourne's north on July 1, 2016. By November 2017, a further 600 existing people are expected to join the NDIS in Melbourne's inner and outer east. The NDIS Project Team will help ensure current services meet the needs of customers, develop new services, help the people we support transition into the NDIS and understand what it means for them.

Significant changes are also occurring in the community services sector with the full roll-out of CDC continuing. Just like the NDIS, CDC will empower the people requiring support to decide how, when and from whom they receive their care. We will be working hard to ensure that our portfolio of home care packages will meet the needs and preferences of Victorian seniors.

eLearning

Our Learning and Development (L&D) team supports our VMCH values by providing holistic learning and development opportunities and solutions at individual, team and organisational levels with a blended approach.

Over 30 staff training programs are in development in a new e-Learning space with release imminent. These initiatives include employee inductions, equal opportunity and manual handling. The second phase of the project will be ready to commence at the end of the year. These flexible modules will support day-to-day activities and learning throughout the business day with the ease of a click of a mouse.

VMCH L&D strives to positively influence and affect the quality and effectiveness of individuals, managers and teams across the organisation.

MAKING A SPLASH FOR OUR POOL

Disability support worker Emma helps adults with a disability who attend the VMCH warm-water pool program each week. One of those people is her brother, Julian, who has an intellectual disability and cerebral palsy.

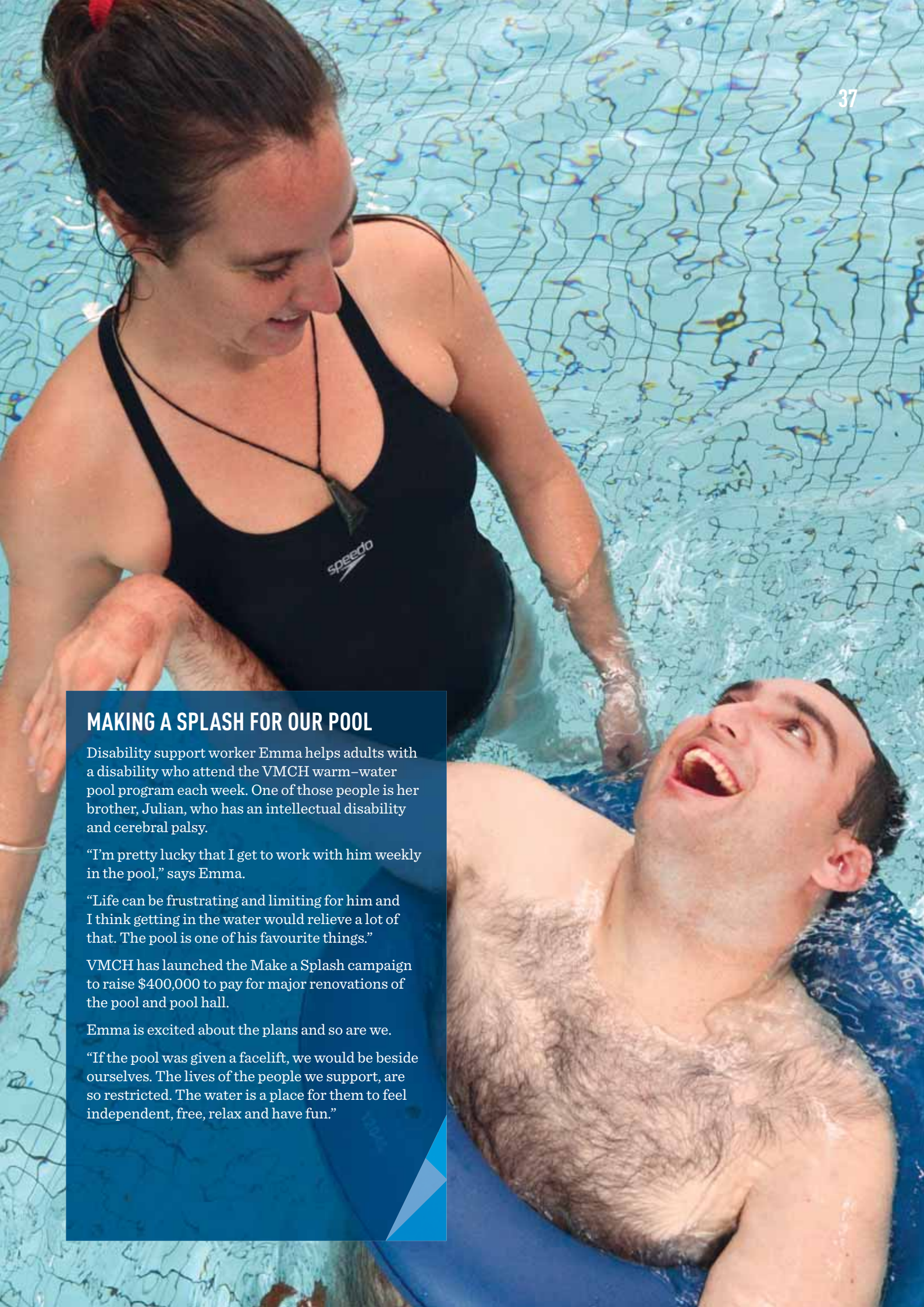
“I’m pretty lucky that I get to work with him weekly in the pool,” says Emma.

“Life can be frustrating and limiting for him and I think getting in the water would relieve a lot of that. The pool is one of his favourite things.”

VMCH has launched the Make a Splash campaign to raise \$400,000 to pay for major renovations of the pool and pool hall.

Emma is excited about the plans and so are we.

“If the pool was given a facelift, we would be beside ourselves. The lives of the people we support, are so restricted. The water is a place for them to feel independent, free, relax and have fun.”



VMCH BOARD OF DIRECTORS

1 MR BILL SCALES, AO CHAIRMAN

Bill is a member of the Veolia Australia and New Zealand Advisory Board, Chair of the Australian Institute of Company Directors (AICD) National Education Advisory Committee and member of Bishop's Commission for Administration and Communication.

His former roles include being Chancellor of Swinburne University, Secretary of the Victorian Department of Premier and Cabinet, Chairman and CEO of the Productivity Commission, Chairman of the Port of Melbourne Corporation and Group Managing Director – Regulatory, Corporate and Human Relations and Chief of Staff, Telstra Corporation.

Bill has participated in many government inquiries including Protecting Victoria's Vulnerable Children Inquiry, Review of Funding for Schooling (Gonski Review), Audit of the NBN Public Policy Process, Review of Australia's Higher Education Sector (Bradley Review).

He is an Officer in the Order of Australia and in 2003 was awarded the Centenary Medal for outstanding service to business and commerce.

2 MR PETER HOGAN DEPUTY CHAIRMAN

Peter is a Chartered Accountant and was a Partner with PricewaterhouseCoopers for 17 years before retiring from that practice in 2008. He is now a Strategy & Development executive with Incitec Pivot Limited, a public company listed on the ASX and is a non-executive director of ASX listed companies, Carbon Energy Limited, and ONEALL International Limited.

3 MR TOM CARR

Tom has been responsible for the human resources function for the Archdiocese of Melbourne. Prior to joining the Archdiocese, he occupied senior positions in the Victorian government, undertaking employment policy and workplace relations roles.

Tom is Chair and founding member of the Little Sisters of the Poor National Advisory Group, and also a member and former Chair of their Melbourne Advisory Group.

He was previously a director of Fernhill Hostel Inc. He is also Chair of the Tarrawarra Advisory Group and a member of Mannix College Council at Monash University.

4 MS ANNA CLARKE

Anna is the national Director of Human Resources, Private Hospitals Division, St Vincent's Health Australia. She has held a number of roles in private and public health including Director of HR & Workforce Development, Director of Nursing, and Manager of Organisational/Service Development.

Anna is also on the Board of the Caroline Chisholm Centre for Health Ethics with particular interest in workforce strategy and organisational development. Initially qualified as a nurse, Anna also holds post graduate qualifications in Critical Care Nursing, Adult Education and a Masters in Health Administration.

5 MS BRIGID CLARKE

A Senior Public Servant working for the Victorian Department of Health and Human Services, Brigid has over 25 years' experience in the public health sector and specific expertise in systems governance and quality and risk management.

Brigid has a particular interest in stewardship and service to the Catholic community. Brigid trained as a social worker and holds a Master's Degree in Social Work.

6 MS BELINDA EVANS

Belinda is the Senior Advocate at Elder Rights Advocacy, Melbourne and has significant experience in the aged care, disability and mental health sectors. She is a member of the Law Institute of Victoria, the General Committee of the Institute's Elder Law Section, and is a former Board Member of Disability Justice Advocacy Inc. Belinda has been a member of reference groups and steering committees of a number of projects relating to aged care and elder abuse issues. Belinda holds a Bachelor of Laws and Master of Laws from the University of Melbourne.

7 MR PETER GILL

Peter holds qualifications in civil engineering, town planning and valuations. Peter is also a Licensed Real Estate Agent with over 40 years' experience as a Commercial Property Agent. He has acted for major corporations, religious orders, the Archdiocese and developers on multi-site sales and leases.

Peter is a member of the Victorian Chapter of the Australian Catholic University and has recently retired as a Committee member of Eastern Palliative Care.

8 MR RICHARD GRAY, AM

Richard has experience of some 32 years in the disability and aged care sectors, and is Senior Advisor Aged Care, Catholic Health Australia. He has previously held the roles of CEO of the Spastic Society of Victoria, the National Executive Director of Aged Care Australia (now ACSA), and Board Director of ACROD Ltd (now NDS), Villaggio Sant' Antonio Ltd and the Aged Care Standards and Accreditation Agency Ltd.

9 MR TERRY JANES

Terry is the former Chief Financial Officer and Executive Director of leading staffing services company Skilled Group Limited. He has had over 20 years' experience in a range of senior finance roles, including Senior Divisional Finance Officer for major operating divisions in the minerals and steel businesses of BHP.

Terry holds a Bachelor of Commerce from the University of Melbourne, is a fellow of the AICD and a Fellow of the Australian Society of CPA's. He is also a graduate of the Wharton Advanced Management Program 2008.

10 MR MICHAEL MEERE

Michael has 40 years' experience in management positions and consultancy roles in both private and not-for-profit organisations. He has been a CEO of a National Industry Association and was a Director of Yooralla. He is a Life Member of the Preshil: The Margaret Lyttle Memorial School Association. He is currently a Lecturer at and Director of The College of Adult Learning.

11 DR ROSEMARY SAXON

Rosemary has 33 years' experience in the health and community services industry, including 10 years with the Victoria State Government and 23 years in management consulting.

Rosemary has consulted to many organisations at Board, senior management and operational levels and has extensive experience in the research, planning, management, strategy development, review and evaluation of aged care, disability, health and human services

12 MR MICHAEL TEHAN

Michael is a solicitor and mediator. He was a partner for more than 20 years with Minter Ellison, where he practised industrial and employment law, discrimination and administrative law, leading a team of more than 20 lawyers.

Michael has Arts and Law degrees from the University of Melbourne and the Company Directors Diploma from the Australian Institute of Company Directors.



VMCH EXECUTIVE TEAM

1 GREG PULLEN **CHIEF EXECUTIVE OFFICER**

Greg has worked in a range of executive positions within the Victorian public health sector for over 33 years. He has accounting, management and board director qualifications and is a Fellow of both the Institute of Certified Practising Accountants and the Institute of Company Directors.

2 MARIA EGAN **DIRECTOR OF CATHOLIC IDENTITY AND MISSION**

Maria is assigned with the important task to lead and shape the Catholic identity and mission of Villa Maria Catholic Homes and to ensure that the organisation's mission is an integral part of the mission of the Catholic Church of Melbourne. Maria is developing significant strategies to ensure that VMCH has a tangible Catholic identity which is visible to all who come in contact with the organisation.

3 HEATHER CATHERWOOD **GENERAL MANAGER COMMUNITY SERVICES**

Heather has broad management experience both in the private and not-for-profit sectors in health and aged care. Having spent many years working in rehabilitation and community care, she is particularly committed to supporting people to live independently. Heather is dedicated to the development and implementation of innovative models of care and to excellence in service delivery. Heather is a registered nurse and holds a Graduate Diploma in Rehabilitation Studies.

4 MICHAEL DILLON **GENERAL MANAGER PROPERTY MANAGEMENT AND PLANNING SERVICES**

Michael is a CPA, ACIS and holds a Bachelor of Business (Accounting) and a Graduate Diploma in Business Administration. He has more than 30 years' experience in aged care, having worked for the Commonwealth Government and other aged care service providers.

5 MICHELE GELLATLY **GENERAL MANAGER, PEOPLE AND ORGANISATIONAL CAPABILITY**

Michele is a Human Resources professional with over 20 years' experience in leading Human Resources teams in the telecommunications, finance, medical research and not-for-profit sectors. Her experience coupled with her academic qualifications in psychology, organisational development and training, along with her LEAN/Six Sigma accreditations, provides Michele with a unique commercial and financial skillset in the Human Resources profession.

6 JOHN MCKENNA **CHIEF FINANCIAL OFFICER**

John is a Chartered Accountant and holds a Bachelor of Commerce and a Graduate Diploma in Applied Finance. He has over 30 years' experience in health and aged care, financial services and related sectors. He has held various senior finance roles, his last role being CFO of the Japara Healthcare Group, one of the largest for-profit aged care operators in Australia. Prior to that he held various finance roles in the NAB Group.

7 GERALDINE WEBSTER
GENERAL MANAGER RESIDENTIAL SERVICES

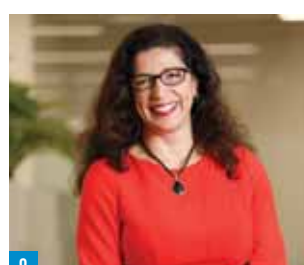
Geraldine has over 27 years of experience in executive leadership and management in acute and residential aged care services in the public health sector. Her role encompasses management and strategic implementation for residential aged care, clergy care, and independent living and retirement villages. Geraldine holds a Bachelor of Applied Science and a Bachelor of Administration supported by a Certificate of Geriatrics.

8 DAVID WILLIAMSON
**GENERAL MANAGER SPECIALIST EDUCATION
AND EVOLVING DISABILITY SERVICES (SEEDS)**

David is a highly-experienced Senior Leader with 25 years of experience across the health, disability services and personal injury insurance sectors. David holds a Bachelor of Applied Science in Occupational Therapy and a Master's in Business (Personal Injury). David is committed to safeguarding the rights of people with a disability by promoting and facilitating choice and control and has particular expertise in developing service models which promote capacity building and the delivery of person-centred care.

9 NATALINA VELARDI
**COMPANY SECRETARY & GENERAL COUNSEL/
GENERAL MANAGER GOVERNANCE**

Natalina is a governance and legal professional with over 20 years' experience. She has held a number of senior executive roles in the education and not-for-profit sectors. Natalina holds a Bachelor of Laws (Hons), Graduate Diploma in Commercial Law, MBA and Graduate Diploma in Applied Corporate Governance. She is a member of the Australian Institute of Company Directors (AICD) and the Risk Management Institution of Australasia (RMIA). She is a practising legal practitioner and a member of the Law Institute of Victoria.



FINANCIAL PERFORMANCE

In our first year of operation as a combined entity, Villa Maria Catholic Homes has reported a net surplus of \$32.3m. This includes \$31.5m associated with the revaluation of retirement villages, following the successful completion and sale of a number of development projects during the year.

The net operating surplus for the 2015/16 year was \$867,000. Total operating income was \$142.4m with the main contributions being \$74.5m from Residential Aged Care, \$24.7m from Community Services, \$26.1m from Specialist Education and Evolving Disability Services and \$11.3m from Retirement Living. Total operating expenses were \$141.5m, which included \$94.2m paid to employees, \$15.0m for delivery of services to customers, \$13.2m general and administrative expenses, and \$8.4m depreciation and amortisation expenses. The expenses include costs associated with the merger of the two entities brought together to create Villa Maria Catholic Homes, reflecting significant time and resources which have been allocated to the various activities required for a successful merger, covering information technology, operating and accounting systems, and personnel and cultural areas.

Villa Maria Catholic Homes' total reported assets as of June 30, 2016 were \$739.2m which included property, plant and equipment of \$321.7m and \$290.9m of investment properties. Total net assets were \$375.2m.

In the coming year we are expecting to earn total operating income of \$150m. Merger activities will continue to be a focus as we complete the integration of key systems and processes and build a sound platform for our continuing growth in coming years.



COMMUNITY SERVICES



RESIDENTIAL AGED CARE



RETIREMENT LIVING

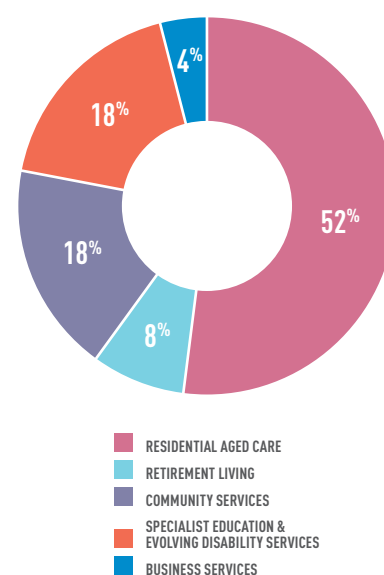


SPECIALIST EDUCATION AND EVOLVING DISABILITY SERVICES

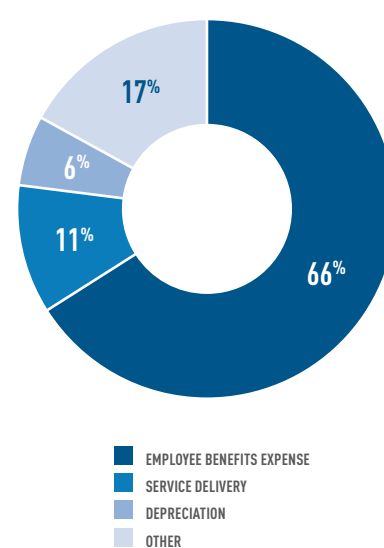
	2016 \$000	2015 \$000
INCOME		
Australian Government Grants	75,775	76,235
State Government Grants	26,197	25,423
Fees	31,967	30,187
Fundraising, PR Revenue and Bequests	3,625	1,315
Other	4,808	7,513
Total Income	142,372	140,673
EXPENDITURE		
Employee Benefits Expense	94,167	88,295
Service Delivery	15,006	13,282
Depreciation	8,390	9,045
Other	23,942	22,129
Total Expenditure	141,505	132,751
NET OPERATING SURPLUS/(DEFICIT)	867	7,922
Gain on fair value of investment property	38,466	19,427
Fair value of leasehold premiums	(6,995)	(4,018)
Reversal of impairment of bed licences		6,220
NET SURPLUS/(DEFICIT)	32,338	29,551
TOTAL ASSETS	739,194	640,907
TOTAL LIABILITIES	363,972	297,800
TOTAL MEMBERS' FUNDS	375,222	343,107

Note: On July 1 2015, Villa Maria Society merged with Catholic Homes for the Elderly Inc. The 2015 comparative financial results in this report refer to Villa Maria Society and Catholic Homes combined. The 2016 financial results are those of the merged entity.

REVENUE BY SOURCE
%



EXPENDITURE BY SOURCE
%



THANK YOU

Villa Maria Catholic Homes could not provide the quality and range of services it offers to older people and children and adults with a disability, their families and carers without the wonderful support of individuals, our volunteers, government and local organisations.

We remain deeply grateful to those who remembered VMCH in their Will or from whom we received bequests.

To all those who supported us through the year, we thank you. In particular, we wish to acknowledge the following benefactors:

ESTATES

Estate of Gustav G H Apituley
Estate of John Edward Dineen
Estate of Noel Mary Grabau
Estate of Joan Francis Moore
Estate of Mary Bernice O'Brien
Estate of Honora Mary Sullivan

TRUSTS AND FOUNDATIONS

Andrew & Geraldine Buxton Foundation
Brother Gerard Trust
Collier Charitable Fund
D Prentice Charitable Trust
H & J Bennetto Family Trust
Harold & Ariel Payne Trust
I M Webster McDonald Perpetual Trust
J B Ryan Perpetual Trust
J F Roche Estate
JC Reseigh Estate
Jean & Gerald Harper Trust
L Halpin Trust
Leo & Mina Fink Fund
Loftus-Hill Fund
Lord Mayor's Charitable Fund
Lorenzo & Pamela Galli Charitable Fund
M & B Fennessy Endowment Fund
M J Polinelli Foundation
Muffin Foundation

Nelson Alexander Foundation
nib foundation
Pierce Armstrong Trust
The Jonamare Foundation
The Killen Family Foundation
Thirza Rogers Estate
Victor Russ Pittman Charitable Trust
Walter & Eliza Hall Trust
William Angliss Charitable Trust

COMMUNITY / ORGANISATION SUPPORTERS

Catholic Capital Grants
Department of Veterans' Affairs
ExxonMobil
Gerties Group Inc Opportunity Shop
Hume City Council
Magistrates Court of Victoria
Returned and Services League (Croydon Branch)
St Columba's College (Essendon)
Transurban
Trinity Grammar

GIFTS AND SERVICES IN-KIND

EPICOR
3AW
AFL Ticketing Department
Art Series Hotel Group
Art Yarramunua
Australian Essential Services Maintenance
Beck Wiggins Stokes
Betty McDowell lingerie
Bidvest
Bunzl
Buxton Constructions
Calumo
Care Marketing
Catholic Church Insurance
Channel Nine
Chocolatier
Church Resources
Classic Moves
Crown Casino
Fenix
Fisher & Paykel

Fryda Dorne & Associates
Geoff Crawford – VMCH
Global Ballooning
Goodman Fielder
Grant Thornton
Green Acres
Harvey Norman Commercial
Harvey Norman Preston
Hawthorn Body Works
HESTA
Im-Press Promotions Burwood
Jeremy Kibel
Jurgens Bread
Leader Community Newspapers
Lifestyle Portraits
Mecure Portsea
Melbourne Sports and Aquatic Centre
Microsoft
Mulgrave Country Club
Norden Conversion
Peter Davey Toyota
Ricoh
Russell Kennedy Lawyers
SAJ Fruit Supply
Solve
Southern Golf Club
The Meat & Wine Co.
Upstream Solutions
Victoria Building Authority
Wendy Davis – VMCH
Western Bulldogs
Wilson Parking
Z Web Design

DINNER & ART WITH HEART AUGUST 2015

SUPPORTERS

3AW
AFL Ticketing Department
Art Series Hotel Group
Betty McDowell Lingerie
Chocolatier
Classic moves
Fenix
Fisher & Paykel
Global Ballooning Australia

Green Acres
Harvey Norman Commercial
Leader Newspapers
Lifestyle Portraits
Mercure Portsea
Mulgrave Country Club
Pete Smith
Peter Davey Toyota
The Meat & Wine Co
Victorian Building Authority
Western Bulldogs

ARTISTS

Alison Laird
Catherine Fitzgerald
James O'Brien & Samantha Leviny
– St Paul's College
Jill Williams
Margot Sharman
Mark Munro
Michael Leunig
Pauline Stewart
Peter Ryan
Phil Hodson
Rick Matear
Sally Joubert
Stan Yarramunua
Susan Romyn

GOLF DAY OCTOBER 2015

PLATINUM SPONSOR

Epicor

MAJOR SPONSORS

Cura Pharmacy
Grant Thornton
JG King Projects
Reflex Technology Group
Russell Kennedy Lawyers

HOLE SPONSORS

Becks Wiggins Stokes Recruitment
Calumo
Catholic Church Insurance
Gallagher Bassett
Hamlan Homes

iCare Health
Norden Conversions
One Fell Swoop
Tena
Total Facilities Maintenance

OUT & ABOUT FUN DAY NOVEMBER 2015

SPONSORS

CityLink
Melbourne Sports & Aquatic Centre –
State Sports Centres Trust
NAB Health
Swinburne University of Technology

SUPPORTERS /CONTRIBUTORS

BAM Allstars
Bidvest
Cricket Victoria &
The Melbourne Stars
Goodman Fielder
Jurgens Bread
Leader Newspapers
MSAC
OSCAR Hospitality
Peter Davey Toyota
SAJ Fruit Supply
Tennis Australia
VMCH Allied Health Wellbeing Centre

DINNER & ART WITH HEART JUNE 2016

SUPPORTERS AND SPONSORS

3AW
AFL Ticketing Department
Art Series Hotel Group
Art Yarramunua
Australian Essential Services
Maintenance
Bidvest
Bunzl
Channel Nine
Church Resources
Crown Casino
Hawthorn Body Works
Harvey Norman Preston

HESTA
Leader Newspapers
Lifestyle Portraits
Pet Products Development & Services
Ricoh
Solve
Southern Golf club
The Meat & Wine Co
Victorian Building Authority
Wilson Parking
Z Web Design

ARTISTS

Alison Laird
Amanda Brooks
Anna Blatman
Barbara Weir
– Donated by Art Yarramunua
Catherine Fitzgerald
Gateway Kew Sensory Art Group
– Shelly, Jessica, Nadia, Bill, Trevor,
Shane & Anna
Gloria Petyarre
– Donated by Art Yarramunua
James O'Brien & Hina James
– St Paul's College
Jen Shewring
Jessica Sky Baker
John Olsen
– Donated by Jeremy Kibel
Kirsten Mansfield
Margot Sharman
Marlene Young
– Donated by Art Yarramunua
Melissa Peacock
Michael Leunig
Pauline Stewart
Peter Webster
Philip Hodson
Rick Matear
Roy Wilkins
Sabrina Robertson
– Donated by Art Yarramunua
Sarah Masson
Sarah Ujmaia
Stan Yarramunua

OUR LOCATIONS





LEGEND

- Retirement Living - Existing
- 📍 Retirement Living - Proposed
- Residential Aged Care - Existing
- ✕ Residential Aged Care - No. Beds
- 📍 Residential Aged Care - Proposed ACAR Approved Bed Licenses
- Community Services - Existing
- 📍 Community Services - Proposed
- Opportunity Shops

* Refer to our service directory for specific location addresses on page 49-50.

SERVICE DIRECTORY

CENTRAL OFFICE

486 Albert Street,
East Melbourne, 3002

PO Box 134,
East Melbourne, 8002

T: (03) 9926 2000

T: 1800 036 377

vmch.com.au

SPECIALIST EDUCATION AND EVOLVING DISABILITY SERVICES - SEEDS

RESPONSE AND ASSESSMENT

Building B, 355 Stud Road,
Wantirna South 3152

T: 1800 798 921

GATEWAY SERVICES

Adult Day Options

13 Fernhurst Grove,
Kew 3101

T: (03) 9855 7650

535-537 High Street Road,
Mount Waverley 3149

T: (03) 9803 0999

355 Stud Road,
Wantirna South 3152

T: (03) 9800 7241

LIFESTYLE SERVICES

All Metropolitan Regions

13 Fernhurst Grove,
Kew 3101

T: (03) 9855 7623

FLEXIBLE RESPITE

Eastern Metropolitan Region

355 Stud Road,
Wantirna South 3152

T: (03) 9855 6622

ASHWOOD OUTSIDE SCHOOL HOURS CARE

Ashwood School
Montpellier Road,

Ashwood 3147

T: (03) 9837 6618

OUTER ENCOUNTERS OUTSIDE SCHOOL HOURS CARE

Unit 2, 3 Roland Ave,

Mt Evelyn 3796

T: (03) 9736 1476

KEW OUTSIDE SCHOOL HOURS CARE

13 Fernhurst Grove,

Kew 3101

T: (03) 9855 7741

MATURE CHOICES

North and West Region

Plan Management &
Community Options

1424-1428 Plenty Road,
Bundoora 3083

T: (03) 9466 9759

OVERNIGHT RESPITE – ADULTS

Heidelberg Heights 3081

T: (03) 9455 1921

OVERNIGHT RESPITE – CHILDREN

Croydon 3136

T: (03) 9723 8173

Kew 3101

T: (03) 9855 2986

Lilydale 3140

T: (03) 9739 7752

Wheelers Hills 3150

T: (03) 9561 5107

SHARED SUPPORTED ACCOMMODATION

Bayswater 3153

T: (03) 9720 5794

Braybrook 3019

T: (03) 9311 9553

Bulleen 3105

T: (03) 9852 4127

Camberwell 3124

T: (03) 9889 6647

Cheltenham 3192

T: (03) 9532 2084

T: (03) 9583 7495

Endeavour Hills 3802

T: (03) 9700 2350

Highett 3190

T: (03) 9555 0542

Moorabbin 3189

T: (03) 9553 5110

Nunawading 3131

T: (03) 9877 6140

Taylor's Lakes 3038

T: (03) 9390 2800

Wantirna South 3152

T: (03) 9801 9968

EARLY CHILDHOOD INTERVENTION SERVICES

13 Fernhurst Grove,
Kew 3101

T: (03) 9855 7850

ST PAUL'S COLLEGE

13 Fernhurst Grove,
Kew 3101

T: (03) 9855 7700

ACCOMMODATION FOR PEOPLE WITH ABI

Austin Street

Alphington 3078

T: (03) 9224 8200

* Numbers correspond to map on page 46-47.

RESIDENTIAL AGED CARE

ADMISSIONS

1300 845 526

- 1 Berwick**
89-93 Avebury Drive,
Berwick 3806
T: (03) 9796 2944
- 2 Bundoora**
1424-1428 Plenty Road,
Bundoora 3083
T: (03) 9467 9011
- 3 Corpus Christi**
80 Clayton Road,
Clayton 3168
T: (03) 9542 6500
- 4 John R Hannah**
68 Wattle Grove,
Mulgrave 3170
T: (03) 9562 3575
- 5 Justin Villa**
2 Caravan Street,
Balwyn 3103
T: (03) 9816 0111
- 6 Maryville (approved Aged
Care Provider governed by
Maryville Aged Care Inc.)**
54 Western Beach,
Geelong 3220
T: (03) 5221 5299
- 7 O'Neill**
101 Lewisham Road,
Pahran 3181
T: (03) 9529 1059
- 8 Providence**
9 Griffith Street,
Bacchus Marsh 3340
T: (03) 5310 6777

9 Shanagolden
153-177 Webster Way,
Pakenham 3810
T: (03) 5945 3700

10 St Bernadette's
17 Park Drive,
Sunshine North 3020
T: (03) 9310 1000

11 St Catherine's
1 Clayton Road,
Balwyn 3103
T: (03) 9857 9488

**12 Star of the Sea
(expected to open early 2017)**
1 Headland Drive,
Torquay 3228
T: 1300 845 526

13 Wantirna
355 Stud Road,
Wantirna South 3152
T: (03) 9800 7220

14 Willowbrooke
9A Willow Road,
Upper Ferntree Gully 3156
T: (03) 9758 3478

RETIREMENT LIVING

1 Athelstan Camberwell
450 Camberwell Road,
Camberwell 3124
T: (03) 9809 1231

**2 Barnsbury Apartments
(managed by VMCH)**
27-29 Barnsbury Road,
Deepdene 3103
T: (03) 9816 1100

3 Corpus Christi Village
Community Centre, Music Drive,
Clayton 3168
T: (03) 8581 0600

4 Parkview
4 Henry Street,
Eltham 3095
T: (03) 9926 2000

5 Providence Village
7 Griffith Street,
Bacchus Marsh, 3340
T: (03) 5310 6600

6 Shanagolden Village
153-177 Webster Way,
Pakenham 3810
T: (03) 5945 3800

7 St Joseph's Mews
108 Denham Street,
Hawthorn 3122
T: (03) 9291 5300

**8 St Joseph's Place
(managed by VMCH)**
23 Burnell Street,
Brunswick West 3055
T: (03) 9926 2000

**9 St Thomas Close
(managed by VMCH)**
160 McKean Street,
Fitzroy 3068
T: (03) 9926 2000

10 St Thomas' Village
259 Diamond Creek Road,
Greensborough 3088
T: (03) 9422 4040

11 Star of the Sea Village
1 Headland Drive,
Torquay 3228
T: (03) 5264 3500

AFFORDABLE HOUSING ADMISSIONS

486 Albert Street,
East Melbourne, 3002
T: (03) 9926 2000

* Numbers correspond to map on page 47.

COMMUNITY SERVICES

HOME CARE PACKAGE PROGRAM

1300 650 615

1 South East (Metro and Gippsland)

2/4 Stephenson Street,
Pakenham 3810

25 Main Street,
Pakenham 3810

2 North East (Metro)

355 Stud Road,
Wantirna South 3152

3 Regional & Metropolitan West (Grampians, Barwon, Metro West)

72B Mair Street,
Ballarat East 3350

4 Regional North (Hume, Loddon, Mallee, Riverina)

190 Benalla Road,
Shepparton 3630

HOME SUPPORT AND CARERS PROGRAMS

1300 971 720

2 355 Stud Road,
Wantirna South 3152

- Carer Support Services
- Dementia Support Services
- Assistance with Care and Housing for the Aged

4 190 Benalla Road,
Shepparton 3630

5 27-29 Faithfull Street,
Wangaratta 3677

- HACC Emergency Response Hume
- Community based Carer Support Services
- Commonwealth Respite

CENTRE CARER SERVICES

1800 052 222 (24 hours)

* Australian Government.

- Young Carer Mentor Program

6 57 Girdlestone Street,
Ararat 3377

- Carer Support Grampians
- DSS Mental Health Respite Grampians
- Individual Support Packages

LIFESTYLE AND RESPITE SERVICES

2 White Road Activity & Respite Centre

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

2 Multicultural Wellness Centre

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

7 Carinya Respite Service

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

8 South East Flexible Respite Services - Shanagolden

153-177 Webster Way,
Pakenham 3810
T: (03) 5945 3838

9 Kialla House Respite Service

84 Waranga Drive,
Kialla 3631
T: (03) 5832 8444

10 St Bernadette's Respite Services

17 Park Drive,
Sunshine North 3020
T: (03) 9310 8479

ALLIED HEALTH AND NURSING

2 355 Stud Road,
Wantirna South 3152
T: 1300 919 850

- VMCH Rehabilitation Centre
- Wellbeing Services
- Specialist Aged Care Nursing
- HomeFirst Support Program
- Dementia Consultancy Service

VMCH DIRECT

1300 484 552

2 355 Stud Road,
Wantirna South 3152

- Direct Care
- VMCH Telecare

OPPORTUNITY SHOPS

1 6/14f Station Street,
Bayswater 3153
T: (03) 9729 0986

3 184 Canterbury Road,
Heathmont 3135
T: (03) 9729 3182

2 Shop 19, 348 Mountain Highway,
Wantirna 3153
T: (03) 9729 2294

4 Mountain Gate Shopping Centre
Shop 16, 1880 Ferntree Gully Road,
Ferntree Gully 3156
T: (03) 9758 0174

2 Op Shop Warehouse
355 Stud Road, Wantirna South 3152
T: (03) 9800 7207

VOLUNTEERING RESOURCES

486 Albert Street,
East Melbourne, 3002
T: (03) 9926 2000

Jenny Loh, 93, attends the new VMCH Multicultural Wellness Centre weekly with assistance from her daughter, carer Siew Leong and support from the Coordinator of the Centre, Rani Wong.



MORE INFORMATION 1800 036 377

Registered Office

486 Albert Street
East Melbourne VIC 3002

Postal Address

PO Box 134
East Melbourne VIC 8002

E: enquiries@vmch.com.au

T: 03 9926 2000

T: 1800 036 377

vmch.com.au

Join the conversation



Villa Maria Catholic Homes

ABN 32 004 364 103

Disclaimer: The information in this Annual Report has been prepared by Villa Maria Catholic Homes (VMCH). While every effort has been made to ensure accuracy, VMCH accepts no responsibility for any loss or inconvenience caused by reliance on the information set out in this Annual Report. Please contact us if you require detailed information about any of our services. Printed November 2016.