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# About Us

Villa Maria Catholic Homes (VMCH) is an organisation with a passion for and a firm commitment to everyday people.

We are a Catholic not-for-profit organisation, providing services on behalf of the Archdiocese of Melbourne to 7,600 people across Victoria. We're driven by wanting to achieve outcomes that enhance the lives of older Australians, people with disability, families and carers.

We work in partnership with people of all ages and abilities, and from all faiths and backgrounds, to achieve their goals and to help them remain connected to their community and maintain independence.

We have a long history of listening to what people want and need. By making sure we can deliver services to match those needs, we can offer greater choice and opportunity to our clients. We want to help build compassionate and sustainable communities, where everyone feels welcome and included.

Today we offer services covering affordable housing, residential aged care, retirement living, community and disability services and specialist education. We're an agile organisation constantly improving how we do things.

# Our Purpose, Vision, Mission and Values

## Our vision

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

## Our 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.

## Our values

### 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.



Villa Maria Catholic Homes acknowledges the traditional custodians of this land and pays respect to the cultural heritage, customs and beliefs of all Indigenous people.



# VMCH at a glance

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

Our 2,367 staff members are dedicated to supporting more than 7,600 people across metropolitan Melbourne, regional Victoria and southern New South Wales with residential aged care, affordable housing options, community and home-based senior support, disability, carer and education services.

**Our People**



**2,367** staff supported  
**7,600+** people

**Mission**

**13 pastoral care services** supported people across  
**36 sites** in affordable housing, aged care and disability services


**650+ volunteers**  
**25%** of volunteers donated their time to  
**4 Op shops** and a warehouse

**Retirement Living**

**478** retirement living apartments/units across  
**15 locations**

**377 affordable housing units** across  
**23 locations**

**Aged Care**



provided **973** Residential Aged Care places across  
**11 locations**

**Community Services**

supported **5,063** people across metropolitan Melbourne, regional Victoria and southern NSW with allied health, and in-home and carer support

**Disability Services**



supported **1,392** individuals including **227** children at St Paul's College and Early Childhood Intervention Services (ECIS)

# Chairman's Report



2018 has been a rewarding but challenging year for Villa Maria Catholic Homes (VMCH). VMCH has continued to grow and support more people in the Archdiocese of Melbourne and in the broader Victorian community with quality aged care, retirement living, disability services, affordable housing and specialist education while substantially completing the task of merging Villa Maria with Catholic Homes.

During 2018 the opportunities and the challenges created by the National Disability Insurance Scheme (NDIS) and the various aged care reforms started to become clearer.

VMCH is positioning itself to meet these changing policy challenges while continuing to meet the complex needs of our clients.

The Board is proud of the many projects started or completed in 2017-2018.

During the year, VMCH commenced planning to build two retirement living villages in Kyneton and Trentham, in

partnership with Our Lady of the Rosary Parish in Kyneton.

A focus for VMCH has been the extension of memory support units across our Residential Aged Care communities to cater to the increasing need for support for people experiencing various forms of dementia.

The opening of Star of the Sea Aged Care Residence in Torquay was an important milestone, offering 96 places for people from the Surf Coast community and beyond who are seeking quality aged care. Star of the Sea adds to VMCH's extensive suite of aged care services across Melbourne and parts of regional Victoria.

VMCH continued to plan for the extension of services to younger people with disability. For example, VMCH continued with its development of the 'Oasis' respite house. When completed in late 2018, this 'state of the art' respite house will provide short-term respite care for young people between the ages of ten and 15 years who have a disability and complex needs.

The cost of consolidating Villa Maria with Catholic Homes, combined with policy uncertainty, caused a disappointing operating loss when compared with the operating surplus of the previous year.

On a positive note, the total value of VMCH's net assets increased during the year by \$48 million to \$427.5 million.

VMCH continues to collaborate with other organisations to increase services to those in great need. VMCH is committed to provide \$12 million to support the Corpus Christi Community in Greenvale with the development of their new aged care facility on their current site.

This year, change also reached the Archdiocese of Melbourne with the retirement of Archbishop Denis Hart. I would like to thank Archbishop Hart for his unflinching commitment to VMCH and to its mission. Archbishop Hart was

always available to support and guide VMCH, particularly during the early period of the consolidation of Villa Maria and Catholic Homes. Without that support the development of VMCH would not have been possible.

VMCH offers its warm welcome to Archbishop Peter A Comensoli, the new Archbishop of Melbourne. VMCH looks forward to working closely with Archbishop Peter to extend the mission of VMCH into the future.

I would also like to thank the staff of the Archdiocese of Melbourne, and in particular Mr. Francis Moore, for their ongoing thoughtful and supportive guidance of VMCH.

The Board of VMCH would also like to thank all staff and volunteers of VMCH for their commitment and dedication to the welfare of our clients, and the extension of our mission.

Thank you to CEO Sonya Smart and the VMCH Executive for their ongoing contributions over the past year.

In 2018, VMCH saw the retirement from its Board of Ms Belinda Evans, Mr Richard Gray AM, and Mr Michael Meere. Each provided outstanding service to the Board and clients of Villa Maria and VMCH, Richard and Michael for ten years and Belinda for four. My sincere thanks go to Richard, Michael and Belinda and I wish them well in the future.

Finally, I would like to thank my Board colleagues for their outstanding dedication to VMCH, its mission, and to the people we are here to serve.

**Bill Scales, AO,  
Chairman - VMCH**



# Chief Executive Officer's Report



The past 12 months have been filled with activity at VMCH, driven by our more than 2,367 dedicated staff and 650 plus volunteers from across Victoria.

Ours is an industry that is subject to ongoing change. Against a backdrop of government reforms, reviews and budgetary measures, those providing aged care and disability services face an uncertain funding landscape as we plan for a sustainable future.

Over the past year, we have continued to review our corporate structure to enhance our ability to best support our clients. There have been continued conversations across the organisation concerning our appetite for risk, our model of care and how we can best deliver efficiencies through systems and processes.

Throughout these changes, VMCH's strong and distinct mission has kept me focussed on the people we support and the importance of our work, which remains constant in a changing environment.

Central to our organisation's direction is the question of how we engage and support our staff and develop a positive culture. With a full year behind me as CEO, I continue to be energised by the commitment and drive of VMCH staff and volunteers – their desire to create better outcomes for the people they serve is infectious, and a source of inspiration each day.

Earlier this year we reviewed our existing sites, to ensure we were in a position to expand our services to reach more people. The review resulted in the closure of O'Neill Aged Care Residence in Prahran. This was one of the original Villa Maria services supported by Brother O'Neill to provide accommodation for people who were blind, and the ageing building was no longer fit for purpose for the accommodation of older people.

O'Neill Aged Care Residence was known for its exemplary service and dedicated staff, who were honoured for their commitment and service to the care of older people at our long service staff awards evening. It was a privilege to be part of this celebration. These staff contributed a staggering total of 70 years of service.

This year we have continued to develop our leaders and equip them to meet the challenges of remaining adaptive and responsive to the changes across our sector. In meeting the needs of the people we support, VMCH leaders demonstrate the essence of our Catholic identity.

We have continued to develop our model of care. More than half our staff are already trained in the Montessori practice, and the positive stories emerging as a result of our adoption of this method indicate that it is a popular direction for the organisation.

We also celebrated our volunteers again during National Volunteer Week. Without our volunteers and donors, we could not reach as many people or offer the range of services we do today. Our youngest volunteer is 15 years of age, while our eldest

is 103. We commend volunteers like Tammy Bowman, who as a 19-year-old, cared for her brother and sister as her mum battled cancer, and now, as a working mum, volunteers with VMCH through our Young Carers Mentor Program.

At VMCH we are privileged to have the opportunity to be part of the lives of thousands of Victorians, whom we assist every year to live with choice and dignity.

I would like to thank the Board of Directors, the Executive Team and all staff across VMCH for their ongoing contribution, passion and commitment to making a difference.

**Sonya Smart**  
Chief Executive Officer



## Community Services

Over the past five years, a process of social reform in Australia has emerged within the community and disability sector from the need to develop policies to enhance opportunities, control and choice for people living with a disability and older Australians.

This has culminated in the launch of the National Disability Insurance Scheme and Consumer Directed Care, which mean that funding now sits with the consumer, creating a customer-driven disability and community sector.

The twin reckonings of social change and an increasing population require VMCH to be agile and innovative in the development of products and services.

### **Independent living with community supports**

As one of the largest providers of home and community services in Victoria, we strive to provide continuity of care from friendly, well-trained staff, who coordinate and deliver a range of services tailored around client needs.

We recognise the importance of maintaining independence in the home and aim to support clients to continue living the life they want.

We are truly focused on supporting the more than 5,063 people who access our home and community services and have tailored our business to ensure we are providing sought-after essential services.

Across aged care and disability, our clients are funded through schemes such as the National Disability Insurance Scheme, Home Care Packages and Commonwealth Home Support Services. We also have clients who fund their own services using VMCH Community and Disability support services.



### Continuous improvement

A critical component of delivering excellent home and community supports is understanding that each person is unique and has their own individual needs. While funding creates complexity around accessing services, our aim is to present a range of products and services to clients who rely on great customer service, in-depth knowledge of independent living and an understanding of the challenges for people from within Australian communities.

Developing specific product lines to enhance tailored services started with the recruitment of experienced specialist Senior Managers to lead each service area. To this end, six service lines were developed with experienced managers and team leaders joining each team. These included Senior Managers for Specialist Education and Childhood Development, Allied Health, Home Care, Accommodation, NDIS and Business Support and Lifestyle and Respite.

Starting with bringing home care support under one offering, and improving geographic service areas, we have streamlined our services to ensure the provision of quality customer service.

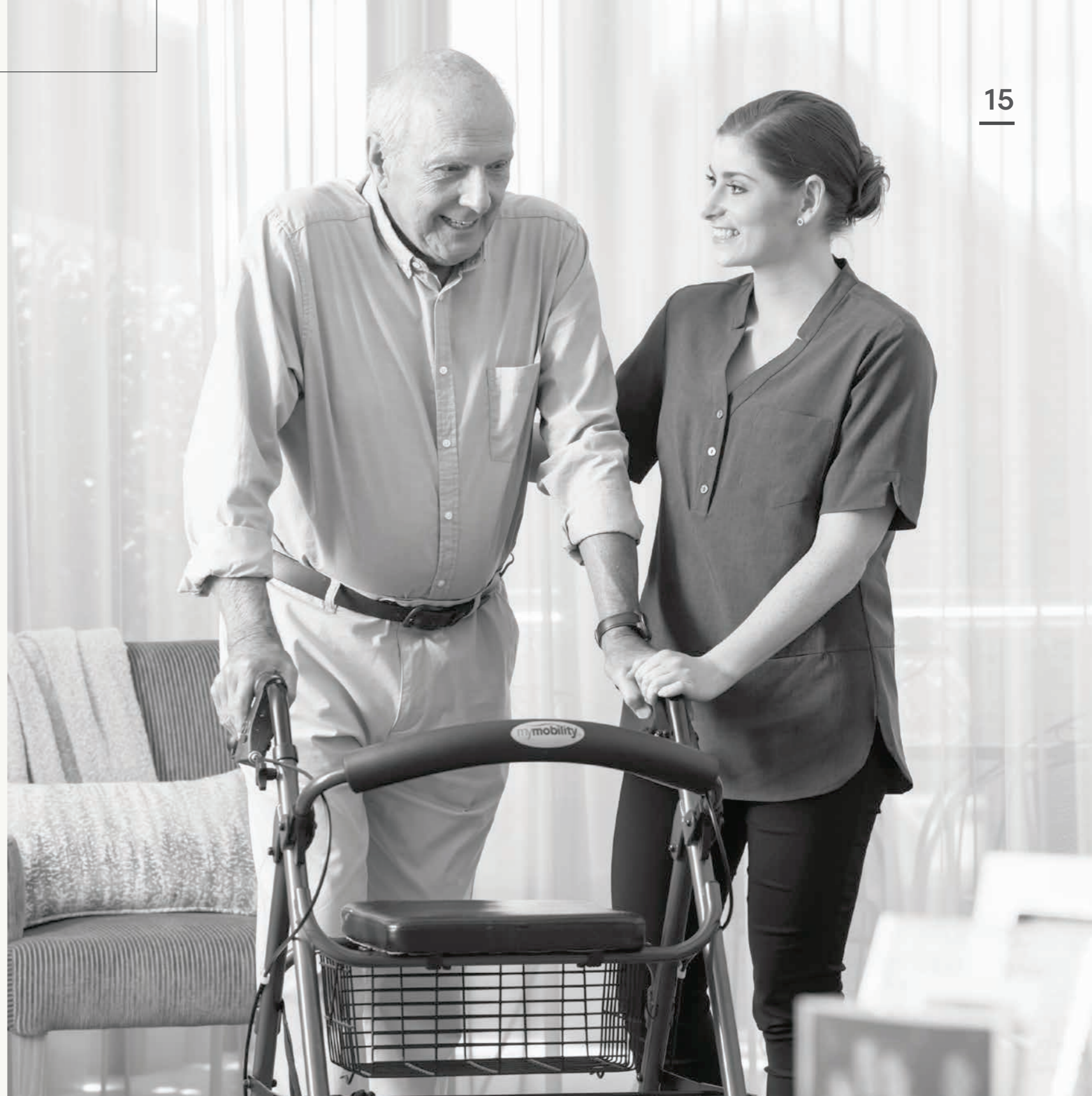
### Allied health

Through funding changes and the transformation of both the Aged Care and Disability sector, demand for excellent Allied Health services has increased. The decision to create an Allied Health Division became a logical evolution under the Community and Disability Service offering. With a team of over thirty Physiotherapists, Occupational Therapists, Speech Pathologists, Podiatrists, Dietitians, Psychologists and Massage Therapists, VMCH Allied Health is a one-stop-shop for Allied Health services.

As a standalone service, VMCH Allied Health continues to meet the needs of its metropolitan internal clients through Government funding via the Commonwealth Home Support Program, Home Care Packages or the National Disability Insurance Scheme.

Now, VMCH Allied Health also offers services to a host of new clients including people in the community who wish only to access Allied Health services, self-managed NDIS funded clients and private clients. VMCH Allied Health is a flexible and adaptable service and can be accessed through a variety of funding models to a range of diverse community members from adolescents to older people.

VMCH Allied Health currently offer six Short Term Restorative Care (STRC) packages in the Hume region with a plan to grow this offering across other areas of Melbourne as part of the 2017-2018 Aged Care Approvals Round (ACAR).



**I can do things you cannot, you can do things I cannot. Together we can do great things.**

Saint Mary of the Cross Mackillop





#### Fast facts

- Older persons from Culturally and Linguistically Diverse (CALD) backgrounds in 1996 comprised 18 per cent of Australians aged 65 and over. By 2021, 30 per cent of older Australians will come from a CALD background. (source: FECCA, 2010).
- One in eight older people with dementia do not speak English and are more comfortable with people from a similar cultural background.
- The Migrant Information Centre reports many older Chinese Australians have become frustrated by their inability to speak or read English and rely on their children for transportation and communication with service providers. They say the existence of senior support services can help to reduce their social isolation.

#### Cultural diversity week: Celebrating CALD seniors

A diagnosis of dementia can have a devastating impact on an individual and their family.

Throw in the issue of cultural isolation and trying to cope with the diagnosis can become completely overwhelming.

Eng Lu's wife, Hie, was diagnosed with dementia in 2016. Eng was struggling to care for her alone and was referred to the VMCH Multicultural Wellness Centre (MWC).

Opened in April 2016, the MWC was the first CALD specific, integrated, aged-focused wellness centre in Victoria. Every day of the week, multiculturalism is celebrated, and seniors solidify connections to their cultural roots.

18-25 March 2018 was Cultural Diversity Week, Victoria's largest multicultural celebration.

Mr Lu is one of hundreds of seniors who've found support, and friends, at the Wantirna hub. The Lu's attend a weekly Chinese social group where they enjoy activities such as tai chi, exercise classes, guest speakers and community outings.

"Since joining she's become steady and better," Mr Lu said. "At home she doesn't want to do the exercises but will do them here. She was also getting anxious at home about safety and security but that's stopped since coming here."

Brenda Alsop (pictured left) joined the Filipino group last year. Although she migrated from the Philippines 48 years ago, Brenda has at times felt culturally isolated and makes it a priority to stay involved in her community.

VMCH Operations Manager Angela Ng said her team is passionate about caring for CALD seniors. She added both Chinese and Sri Lankan communities had significant ageing populations in the Eastern Metropolitan Regions.



# Disability Services

## Maintaining independence

VMCH provides disability services and accommodation for people of all ages, backgrounds and circumstances.

Our aim is to provide more opportunities for connections with the community and real world experiences, enabling clients to live life to the full.

Our Early Childhood and Specialist Education Services provide a range of educational and therapy options, working in partnership with families to help children of all ages and abilities reach their potential.

Our services for adults with disabilities enable, support and encourage people to participate equally within the community, creating various pathways and opportunities to achieve their life goals.

VMCH Disability Services supports 1,392 people across 28 sites and within the community.

As at 1 July 2018, we have 518 customers with NDIS plans and we are expecting to transition the majority of the remainder of our customers during 2018-2019.

## Realising inclusion through community engagement

VMCH offers students with a disability the opportunity to develop skills they need to pursue paid and volunteer work.

A Certificate I Work and Education is offered at VMCH's Wantirna Community Hub and this has been developed to build the skills and self-confidence of students who want to enter the workforce or volunteer.

Students had a taste of working in a hospitality setting when they serviced customers in a gourmet food van. Before they started, trainers prepared students by teaching them about food preparation and handling, social skills, how to operate EFTPOS and other important business skills.

Other initiatives include the weekly Busy Bee Carwash, providing customers with a drop-off service to have their car washed. Work experience placements are also a feature of the program, with a number of VMCH services engaging students wanting to learn more about the workforce.

Monique from The Gourmet Toastie Crew







Students of St Paul's College Bridging Program

## Specialist Education

### 60 years and new beginnings

VMCH Specialist Education Services include St Paul's College, an independent Catholic specialist school for children aged five to 18 years with a wide range of special needs.

Last year, St Paul's College celebrated 60 years since it was founded by Brother Patrick O'Neill. Opening on 12 February 1957, the school originally catered to the needs of vision-impaired children. With Brother O'Neill at the helm, the children were encouraged to strive to pursue their goals.

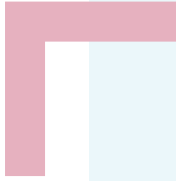
At the commencement of the 2019 year, St Paul's College is moving to a new site in Balwyn. The new Balwyn site presents a contemporary, accessible learning environment for students. It will also have the added benefit of offering a purpose-built discovery centre for the children to learn and thrive as well as to be as independent as possible.

The move to the new site is made possible through a parish partnership with Our Lady of Good Counsel Deepdene and All Hallows Parish Balwyn.

### New principal

In May 2018, St Paul's College welcomed a new principal, Timothy Hemphill. Tim is Senior Manager of both St Paul's College and Early Childhood Intervention Services (ECIS). His focus is on delivering innovative methods of learning and exceeding the expectations of traditional specialist education outcomes.

With the move to Balwyn, Tim has taken on the challenge of creating a new chapter in the life of St Paul's College.



**Do things for  
people not  
because of who  
they are or what  
they do in return,  
but because of  
who you are.**

Saint Teresa of Calcutta



# Affordable Housing

**At VMCH we strongly believe that everyone has a right to have a place to call home - a safe and secure place where they can live safely and comfortably in the community.**

**VMCH believes a home, a purpose and a community are essential for all people.**

For more than 40 years, we have provided long-term, secure and quality affordable housing in desirable locations, supporting the growth of communities that connect our residents with the world.

We offer residents accommodation for life, giving them the security of a home from which to lead comfortable, independent lives.

VMCH provides secure, long-term affordable housing in 377 independent living units throughout metropolitan Melbourne and at Bacchus Marsh.

Most units are located close to shopping facilities, public transport, other community amenities and the local parish church.

VMCH has maintained properties in some of the most desirable locations in Melbourne, to ensure equitable access to inner city living for those who wish to stay in their community, but are unable to afford a place to live.

### Responding to the needs of community

The demand for housing in Victoria has been significantly impacted by rising private rents and housing prices, reducing the ability for home ownership. A staggering 82,000 Victorians are currently waiting for social housing.

The cycle of increased demand for housing has seen the Victorian Government look to organisations like VMCH to create opportunities for Victorians to access secure long-term places to live.

VMCH is strongly focused on Affordable Housing with a commitment to continue to offer and grow affordable accommodation within Victoria.

### Providing quality support through property management

VMCH built its first Affordable Housing property in 1962 and has continued to grow, with the most recent property completed in 2016 in Mentone.

Developing properties is only one part of supporting people to live in a secure and safe environment. The VMCH Property Management team is committed to providing excellence in service to tenants, and is accessible through a 24-hour 1300 number linked to one of our friendly in-house team members.

The decision to keep the property management and extended maintenance team predominantly in-house aligns with our values of respect and stewardship, ensuring we recognise the dignity and unique needs of each person.

Our commitment to over \$1 million in capital upgrades for properties across our portfolio ensures homes are well maintained and provide comfort for those living in each property. Our committed team provides a friendly and familiar face to residents with an average age of 75 years.

VMCH also averages 17 full-time maintenance officers covering all properties, to provide a personalised, caring service. Our property management and maintenance staff know residents on a first name basis and go above and beyond what is required day or night.



Ita Holland

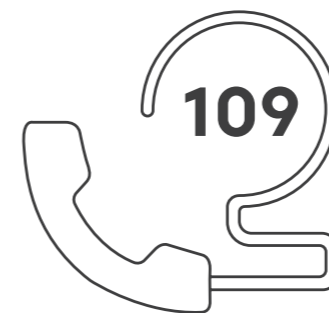
**Without access to subsidised rent through affordable housing, both women fear where they'd be.**

Ita Holland and Cecilia Leibu are both strong, independent women. Though their journey to accessing Affordable Housing with VMCH are different, they share a tenacity to overcome trauma in their lives.

VMCH provides housing support for 399 people aged 55 and over, and 71 per cent of these residents are single females.

On 8 March 2018, International Women's Day, VMCH had the opportunity to focus on the plight of women to secure housing, particularly as they get older. A morning tea including special guest Cecilia and representatives from Catholic Super provided insights into how we can improve outcomes for women and support them to maintain independence as they get older.

**In 2017-2018 VMCH property team responded to:**



**emergency after hour calls**

**2,143**   
**maintenance jobs**





St Joseph's Mews

# Retirement Living

## Retirement Living

VMCH's diverse portfolio of services includes 10 Retirement Living communities, each with their own unique features and character.

Our customer satisfaction survey indicates people who reside in a VMCH Retirement Village experience a high level of satisfaction throughout their transition experience.

VMCH Retirement Living occupancy remained at almost 100% through to the end of the financial year.

Completed in 2016, St Joseph's Mews in Hawthorn features 69 modern retirement apartments adjacent to the beautifully-restored church in the heart of Hawthorn.

St Joseph's Mews was nominated as a finalist for the Design Excellence Award at the 2017 National Retirement Living Awards for 'exceptional construction and restoration of the existing property'.

This year, the prestigious Athlestan in Camberwell celebrated its fifth birthday, along with Shanagolden in Pakenham. A tenth birthday celebration was enjoyed by residents at Corpus Christi Clayton.

Focusing on regional areas, we finalised planning with the local parishes of Kyneton and Trentham, for two new retirement villages.

## Gaining interest

VMCH has gained a loyal following of consumers interested in new and existing properties, with strong interest at the release of new inventory. This is as a direct result of an integrated approach to promoting the unique features of each asset.

Generating strong enquiry, is part of the success of occupancy with twice yearly marketing campaigns generating support to new projects and raising the profile of VMCH services.

VMCH sales campaigns incorporate a number of tactical activities including events, radio, press advertising, digital, parish engagement and community networking to aid brand awareness and lead generation.

It is this integrated approach to marketing and sales, has enabled VMCH to enjoy close to 100% occupancy throughout 2017-2018.

Aligned to the bi-annual campaigns, the Retirement Living magazine features great articles, real-life stories, a property guide and information about complementary VMCH services. This has proven to be a very effective medium to capture information about consumers and establish ongoing engagement.

Continuing with this successful approach positions VMCH as a competitive provider of retirement services now and well into the future.



# Residential Aged Care

## Residential Aged Care

VMCH operate 11 Aged Care Residences across metropolitan and regional Victoria.

Our compassionate and committed staff support our residents to have more control and choice over their own care experience and maintain their independence as much as possible.

We provide a comprehensive range of services on site and meaningful community connections, so residents can live a fulfilling life, with the support they need now and into the future.

We are constantly reviewing our growth to reflect the communities we support. This may include the expansion of existing accommodation or developing new services in areas where they are needed.

VMCH proudly opened the doors to new residents at Star of the Sea Torquay in October 2017. The architecturally designed, 96-bed care community is located on the Surf Coast, catering to locals or people looking for a sea change.

Located approximately 50 kilometres northwest of Melbourne and approximately 60 kilometres from Ballarat, Bacchus Marsh reflects the broader Victorian projected ageing population within its region. Providence, our care residence in Bacchus Marsh, commenced planning for renovation and extension to accommodate an increase of 41 beds. Due for completion at the beginning of 2019, the additional places at Providence will meet future demand.





### Building capability for better outcomes

The appointment of specialised dedicated experts to the VMCH team has improved cross-service support in key areas.

A new Clinical Manager recently commenced to provide education to further develop the clinical knowledge of staff.

We also welcomed a Senior Physiotherapist to the specialist team, charged with introducing a comprehensive in-house physiotherapy program across all aged care communities. We are also delivering local training in manual handling practices and supporting residents to improve their physical wellbeing, mobility and falls prevention.

Our new Hospitality Manager brings a wealth of experience to VMCH Residential Services, continuing to prioritise healthy meals and excellent nutrition, along with ensuring our dining rooms are transformed to encourage independence and to ensure an enhanced dining experience.

### Better practice through Montessori

This year we increased staff training across VMCH Residential Aged Care to enhance skills and better support clients living with dementia.

So far, 900 staff members and volunteers have been trained in Montessori.

Developing an environment for people to live in so they are assisted to be at ease and familiar with their surrounds has had positive results, particularly for people with memory loss. Encouraging participation and identifying tasks or roles people wish to undertake also develops an environment of connectedness and interaction.

Physical changes to VMCH Residential Aged Care sites come in the form of signage to allow for ease of navigation and name tags for recognition. Additionally, the integration of self-serve buffet stations for meals increases independence for residents.

The latest site to adopt the Montessori practice is Star of the Sea in Torquay.



Montessori as it relates to older people, is about meeting the person where they are, adapting care and environments to enable them to be as independent as possible and engage with what is important to them.

For me it is about ensuring that we work with residents and their families to maintain their dignity as a human - to do this we must really know a person's story and support them to be independent, make their own choices, maintain and build their self-esteem and to continue to make meaningful contributions to community.

Sonya Smart, CEO



# Mission

## Sharing stories of inspirational lives

The role of mission within VMCH is to continue the healing ministry of Jesus within our work. Key to this is keeping the needs of everyone we support at the centre of what we do. All staff and volunteers have a role to play in keeping our mission alive and sharing stories of 'mission in action' is one way we highlight this.

## Meaningful connections

Over the last 12 months we have continued to build on our commitment to the delivery of Pastoral Care Services. Looking after the emotional and spiritual needs of those in our care is central to our work. Part of the role of VMCH pastoral care practitioners is to support all staff to play a role in recognising when pastoral care may be helpful for someone, working together as one team, offering support. The integration of the clinical, physical, cultural and spiritual aspects of a person are intrinsic to providing care at VMCH. We are well supported by many priests, who celebrate Mass throughout our communities and enable us to offer the depth and richness of supporting people's faith. In addition, we offer sacramental support in many of our communities. We also offer Memorial Services, Ecumenical Services, Liturgies and many different ways of gathering and connecting our community.

Through our Pastoral Care Services team, we have:

- Participated in the Australian Catholic University research project highlighting the need for pastoral care and the positive impact that it makes in people's lives.
- Introduced welcome boxes in our aged care residences for each new person, decorated by current residents as a sign of welcome.
- Further developed our spiritual assessments to ensure the whole team are aware of each individual's spiritual needs, working with the ConnectTo tool developed by Meaningful Ageing Australia.





Tracey Taylor volunteers at our op shops and warehouse

**Building communities**

VMCH is fortunate to have four opportunity shops located in Wantirna, Bayswater, Heathmont and Ferntree Gully. Our warehouse is located in Wantirna. The Villa Op Shops are more than a retail shop but also represent a much-loved community hub for volunteers and shoppers from the local area.

Events to promote the Villa Op Shops in 2017-2018 included a fashion parade to rally community members to repurpose and reflect on items from the past and present.

This year we were excited to report an increase in sales, supported by the introduction of EFTPOS, extended weekend opening hours and our Summer Warehouse Sale.

**Celebrating our volunteers**

Volunteers are a crucial part of life at VMCH. Our numbers grew this year and we are now fortunate to have 653 people sharing their time across service areas. Every week VMCH volunteers can be seen enriching the lives of

803 residents and clients in Residential Aged Care, Community and Disability Services programs.

We launched the Better Impact Database to enhance connections with our teams, accessing volunteer information and connecting with the community.

Volunteers support 36 different sites within the organisation, including a group from regional Victoria. The service areas include Community and Disability Services, Residential Aged Care, St Paul's College and Early Childhood Intervention Services, opportunity shops and warehouse, St Paul's Overseas Aid, Administration and Pastoral Care.

The impact of volunteer engagement at VMCH provides a wonderful display of social investment to enhance outcomes for VMCH clients. This equates to spending 96,980 hours of their time over the year and an astounding \$2.2 million in added value to VMCH services.





# Our People

## VMCH long service

This year, we celebrated a multitude of anniversaries spanning across five to 40 years of service.

328 staff members have worked for VMCH for 5, 10, 15, 20, 25, 30 and even 40 years. Many cited the culture of the organisation as being a drawcard for long service, while dedication to the people they worked with was another strong reason for staying with VMCH.

A celebration was held at Athelstan Retirement Apartments, acknowledging long-term staff who have worked 20, 25, 30 and 40 years with the organisation.

VMCH Chairman, Bill Scales, thanked staff at the celebration evening, recognising their dedication and commitment to VMCH and the people they serve, as well as their passion for delivering outstanding care to the community.

5 Years	234
10 Years	65
15 Years	18
20 Years	6
25 Years	2
30 Years	2
40 Years	1



## Building capability through training

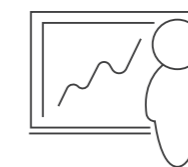
VMCH provides comprehensive learning and development opportunities through a range of training courses for new and existing staff. Team members are encouraged to continually improve and expand their skills through learning and professional development.

More than 30 training programs are offered online via an easily accessed electronic platform.

Our flexible modules support everyday activities as we strive to embed the best quality service from all VMCH teams.

VMCH also offers a Certificate IV in Ageing Support for professional development delivered at one of the VMCH sites.

This year we have also trained over 900 staff in the basic one-day Montessori approach to care, as well as 30 key staff through the Montessori Competency training so they can support fellow colleagues and their local workplaces.



L&OD have run **51** stand-alone clinical training sessions in 2017-2018 to upskill **479 staff** in direct clinical care



Dementia care training includes behaviours of concern was delivered to **244 employees**



Responding to changes in the industry and support business areas including NDIS



Montessori training to **over 900** staff members.





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**Not all of us can do great things. But we can all do small things with great love.**

– Saint Teresa of Calcutta –

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# Community Support

## Many ways to support people in the community

Each year, VMCH is humbled by the wonderful support from people wanting to help others. Whether through volunteering, donations or bequests, the value people place on being able to support something they believe in is overwhelming.

VMCH continues to strive to provide a broad range of services and deliver projects that make a difference to people in the community. We never underestimate how much support we need to keep doing our important work, and how much this work benefits people.

This year, our donors contributed \$130,000 for an upgrade to the Flexi Respite Service in Wantirna. Our major appeal for 2017 recognised the need to upgrade the space used by more than two hundred young people with disability. The space has been transformed to an inviting, fun, engaging place where people can enjoy a range of activities, including a garden and sensory play equipment. As part of our fundraising efforts for the transformation project, VMCH held a golf day in October 2017. The 100 players in 23 teams had a great time on the green with all proceeds from players and sponsors supporting the appeal.

We are grateful for the generosity of people and their bequests to VMCH. Even more than the donation itself, knowing that VMCH services have meant so much to a person in their life is gratifying.

Our heartfelt thanks to all our supporters this year.



Catherine and Joshua from ECIS

## Teach and Tumble

VMCH's major appeal for the year raised more than \$140,000 to buy new digital resources and equipment.

Around 150 children who use our Early Childhood Intervention Services (ECIS) in Kew received some fabulous new resources, thanks to the Teach and Tumble fundraising appeal.

Mother-of-three Catherine helped VMCH promote the fundraising campaign to buy new equipment for ECIS. Her son Joshua needed multiple surgeries and specialist therapy after he was born without functioning thumbs and had a hole in his heart.

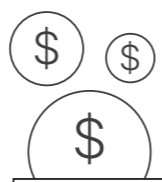
"I cannot stress how finding the Early Childhood Intervention Service has changed our lives," Catherine said. "It was a lifesaver for us. Joshie has come on so much with the regular therapy and time spent playing during the parent support group."



Bequests, Trusts & Grants  
**\$916,045**



Appeals, Marketing & Major Events  
**\$159,576**



Donations  
**\$70,274**

**Total Fundraising 2017-2018: \$1,145,895**



# VMCH Board of Directors

## 1 Mr Bill Scales, AO Chairman

### CHAIRMAN

Bill is currently a member of the Veolia Australia and New Zealand Advisory Board, Chair of Lean Enterprise Australia and a member of the Finance Council, Australian Catholic Bishop's Conference. Bill also consults to governments on public policy and public administration matters.

Among his previous roles, he is a former Chancellor of Swinburne University, former Secretary of the Victorian Department of Premier and Cabinet, former Chairman and CEO of the Industry Commission, former Chair and CEO of the Automotive Industry Authority, former Chairman of the Port of Melbourne Corporation and former Group Managing Director – Regulatory, Corporate and Human Relations and Chief of Staff, Telstra Corporation.

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

He is an Officer in the Order of Australia and in 2003 he was awarded the Centenary Medal for outstanding service to business and commerce. Bill has a Bachelor of Economic Degree from Monash University, has completed the Advanced Management Program at the Harvard Business School and has been awarded Honorary Doctorates from Swinburne University of Technology and Monash University. He is a Fellow of the Institute of Public Administration Australia and Life Fellow of the Australian Institute of Company Directors.

## 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 the non-executive Chairman of ASX-listed Carbon Energy Limited, and a non-executive Director of ASX-listed OneAll International Limited. Peter is a member of the Advisory Board of the Australian Charities and Not-for-profits Commission.

## 3 Mr Tom Carr

For a fifteen-year period, Tom was responsible for the human resources function for the Archdiocese of Melbourne. Prior to joining the Archdiocese, he occupied senior positions in the Victorian Government, principally undertaking employment policy and workplace relations roles.

Tom is Chair and founding member of the Little Sisters of the Poor National Advisory Group, a group established to assist the Little Sisters with their mission to the elderly poor. He is also a member and former Chair of their Melbourne Advisory Group.

He was previously a director of Fernhill Hostel Inc., which undertook the Sacred Heart Parish Sandringham's Aged Care Mission.

## 4 Ms Anna Clarke

Anna is currently the national Director of Human Resources, Private Hospitals Division, St. Vincent's Health Australia.

Initially qualifying as a nurse, Anna has had an extensive career in healthcare and held several roles in private and public health including Director of HR and Workforce Development, Director of Nursing, and Manager of Organisational development.

Anna completed post-graduate studies in Critical Care Nursing, Adult Education and a Masters in Health Administration, before moving into Human Resources.

Anna is also a Graduate of the Australian Institute of Company Directors and a Board Director of Catholic Ladies College, Eltham.

She has a particular interest in the areas of workforce strategy, organisational development and workplace safety.

## 5 Ms Brigid Clarke

A Senior Public Servant working for the Victorian Department of Health, Brigid has over 30 years' experience in the public health sector, community services 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. Brigid is a Graduate of the Australian Institute of Company Directors.

## 6 Ms Belinda Evans (resigned 1 August 2017)

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.

## 7 Mr Peter Gill AM

Peter holds qualifications in Civil Engineering from Melbourne University, Town Planning and Valuations from RMIT. 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. Peter has recently retired as a Committee member of Eastern Palliative Care.

## 8 Mr Terry Janes

A former Chief Financial Officer and Executive Director of leading staffing services company Skilled Group Limited, Terry held these roles from 1998-2012. 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.

## 9 Mr Michael Meere (resigned 30 June 2018)

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.

## 10 Dr Rosemary Saxon

Rosemary has 35 years of experience in the health and community services industry including 10 years with the Victorian State Government and 25 years in management consulting.

Rosemary has consulted with many organisations at Board, executive, senior management and operational levels and has facilitated numerous committees, task groups and forums. She has extensive experience in research, planning, management, strategy, quality, review and evaluation of aged care, disability, health and human services.

Rosemary is highly qualified and is a graduate of the Australian Institute of Company Directors.

## 11 Mr Michael Tehan

Michael is a lawyer who practises as a mediator in legal disputes. In 2014 he retired as a partner of the law firm, Minter Ellison, where he practised in industrial and employment law, discrimination and administrative law. Michael has Arts and Law degrees from the University of Melbourne and the Company Directors Diploma from the Australian Institute of Company Directors.

He is a Director of REST Superannuation.

## 12 Richard Gray AM (resigned 30 June 2018)

Richard has extensive experience of some 36 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 (now Scope), 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.





# VMCH Executive Leadership Team

## 1 Sonya Smart

### CHIEF EXECUTIVE OFFICER

Prior to joining VMCH, Sonya was Chief Executive of Catholic Homes Incorporated in WA, a position she held for over six years. She has also held leadership roles in residential and community care at Southern Cross Care WA.

A graduate of the Australian Institute of Company Directors (2016), Sonya holds a Master of Business Administration from Curtin University of Technology (2010) and a postgraduate qualification in Clinical Psychology from Edith Cowan University (2002). Sonya's entrepreneurship and business acumen was recognised in 2008 when she received a '40under40' award: an honour which recognises excellence and innovation among WA's young leaders.

With a passion for residential aged care, disability and community services, Sonya has been a long-time advocate for delivering exceptional care to marginalised people in the community.

## 2 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.

## 3 Natalina Velardi

### COMPANY SECRETARY AND GENERAL COUNSEL/GENERAL MANAGER GOVERNANCE

Natalina is a governance and legal professional with over 20 years' experience. She has held several senior executive roles in the not-for-profit sector.

A graduate of the Australian Institute of Company Directors, Natalina holds a Master of Business Administration from the Melbourne Business School and a Graduate Diploma in Applied Corporate Governance, Graduate Diploma in Commercial Law, a Bachelor of Laws (Hons) and Bachelor of Economics. She is a practising legal practitioner and a member of the Law Institute of Victoria.

She is passionate about ensuring the governance and legal frameworks provide the optimal environment to provide the excellent care to the people we serve.

## 4 David Williamson

### GENERAL MANAGER, COMMUNITY AND DISABILITY SERVICES

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 that promote capacity building and the delivery of person-centred care.

## 5 Angela Roennfeldt

### GENERAL MANAGER, PROPERTY AND DEVELOPMENT

Angela is a registered architect and Disability Access consultant. She was awarded a Churchill fellowship in 1998 to travel overseas to look at small scale accommodation for older people and received the 2010 National Disability Award for Accessible Housing.

She has worked in both the private and not for profit sectors for over 30 years specialising in the delivery buildings and environments with a focus on enabling older people and people of all ages with disabilities to live independent lives. Angela's role encompasses ensuring that all VMCH buildings are designed, delivered and maintained to meet the resident, client, operational and volunteer needs across all areas of the organisation including Retirement Living, Residential Aged care, Independent Living, Community Services and Specialist Education and Disability Services.

## 6 Bridget O'Shannassy

### GENERAL MANAGER, MISSION

Bridget is assigned with the important task of leading and shaping the Catholic mission of VMCH and ensuring that the organisation's mission aligns with that of the Catholic Church of Melbourne.

Bridget's breadth of skills includes an awareness of the need for supportive and empathetic relationships and the ability to articulate VMCH's mission in a manner that is enriching and energising.

## 7 Voula Yankoulas

### GENERAL MANAGER, RESIDENTIAL AND RETIREMENT

Voula has over 20 years' experience within the residential aged care services, retirement living and finance sector, including senior and executive leadership and management roles. Voula holds a Bachelor of Commerce, is a Certified Practising Accountant and is currently completing a Master of Business Administration. She has worked in both private and not-for-profit organisations, including senior and executive leadership and management roles.

She has a strong commitment to improving the outcomes for our residents and understands the importance of continual training and development of staff to assist in the valuable work they do.

## 8 Michelle Gellatly (resigned 17 August 2018)

### 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.





# Financial Performance

Villa Maria Catholic Homes reported a net deficit of \$7.6 million for 2018. This compared to a net surplus of \$4.2 million for 2017.

The net operating deficit for 2018 was \$6.1 million, compared to a surplus for 2017 of \$2.6 million. The deficit in 2018 occurred after accounting for several costs that were unusual due to either their size or nature. These included a contribution of \$2.7 million to an unrelated Catholic community to assist in the redevelopment of their aged care facility; costs of \$2.4 million associated with redevelopment of core systems and processes; costs of \$2 million associated with long standing projects not continuing; and \$1.3 million start-up losses associated with the opening of a new aged care facility.

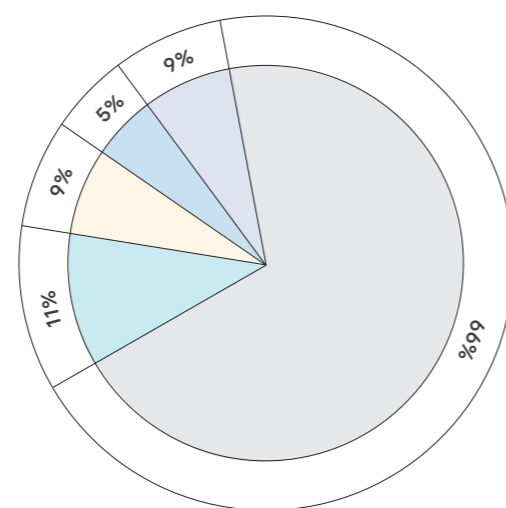
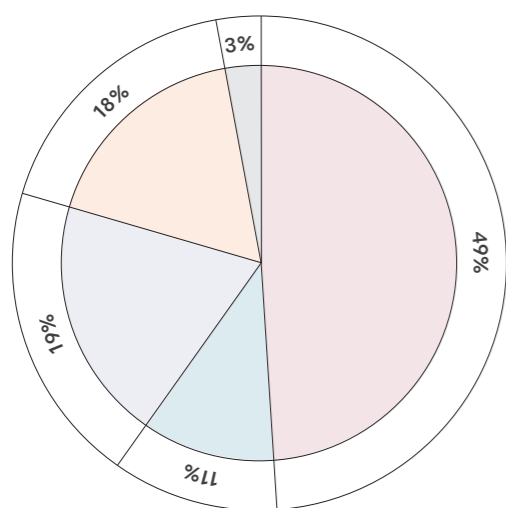
Total revenue in 2018 was \$168.2 million, an increase of \$9.5 million over 2017. Contributions to this from our business operations included: \$82.5 million from Residential Aged Care, \$32.9 million from Community Services, \$29.9 million from Specialist Education and Evolving Disability Services, \$18.3 million from Retirement Living, and \$4.6 million from interest income and fundraising activities. Our main source of funding for our business operations remains

the Australian Government, through funding of aged care places, home care packages and disability services.

Total expenses in 2018 were \$174.3 million, an increase of \$18.1 million over 2017. Payments to staff contributed most of these costs, increasing by \$11.3 million over 2017 to \$114.6 million.

Villa Maria Catholic Home's total assets as at 30 June 2018 were \$876.8 million, which included property, plant and equipment of \$411.0 million and \$331.9 million of investment properties. Total assets have increased by \$82.3 million during the year. \$55.3 million of this increase was due to a full revaluation of our property portfolio. Total net assets were \$427.5 million.

In the coming year we are expecting to earn total revenue of \$169 million. We also have an active program of development underway to deliver growth across all our business units, supported by our strong balance sheet.



## Revenue by source %

- Business Services (inc. interest, fundraising)
- Specialist Education & Evolving Disability Services
- Community Services
- Retirement Living
- Residential Aged Care

## Expenditure by source %

- Employee Benefits Expense
- Other
- Depreciation
- Repairs & Maintenance, Utilities & Property expenses
- Service Delivery

	2018	2017
	\$000	\$000
<b>Income</b>		
Australian Government Funding	96,446	85,400
State Government Funding	22,779	25,134
Fees	24,878	23,632
Property Income	15,353	14,320
Fundraising and Bequests	1,146	4,073
Other	7,628	6,210
<b>Total Income</b>	<b>168,230</b>	<b>158,769</b>
<b>Expenditure</b>		
Employee Benefits Expense	114,641	103,305
Service Delivery	19,534	17,812
Repairs and Maintenance, Utilities & Property expenses	15,173	12,175
Depreciation and Amortisation	8,852	8,084
Other	16,088	14,786
<b>Total Expenditure</b>	<b>174,288</b>	<b>156,162</b>
<b>Net Operating Surplus/(Deficit)</b>	<b>(6,058)</b>	<b>2,607</b>
Gain on fair value of investment properties	14,328	19,089
Net Loss on fair value of leasehold premiums	(15,879)	(17,471)
<b>Net Surplus/(Deficit)</b>	<b>(7,609)</b>	<b>4,225</b>
<b>Total Assets</b>	<b>876,801</b>	<b>794,483</b>
<b>Total Liabilities</b>	<b>449,308</b>	<b>415,004</b>
<b>Total Members' Funds / Net Assets</b>	<b>427,493</b>	<b>379,479</b>





# Thank you

## Thank you to Our Generous VMCH Community

Ongoing support from the public, our volunteers, sponsors, corporate partners and the philanthropic community has enabled many of our projects and special programs to develop and thrive.

We are forever grateful to those who remembered VMCH in their Will and from whom we received bequests.

To all the individuals and organisations who supported us through the year, we thank you!

### Bequests

Estate of Carmel Plier-Malone  
 Estate of Fr Brendan Davey  
 Estate of Mary Veronica Bell

### Our Philanthropic Community Trusts and Foundations

Bell Charitable Foundation  
 Brother Gerard Trust  
 Commonwealth Bank Centenary Grant  
 Desmond Prentice Charitable Foundation  
 DHHS Disability Donations Trust  
 Equity Trustees  
 Forest Hill Early Childhood Foundation  
 Fr Leo Harnett Trust  
 H & J Bennetto Family Trust  
 Harold & Ariel Payne Trust  
 Ida Webster McDonald Trust  
 J B Ryan Perpetual Trust  
 J C Reseigh Estate  
 J F Roche Estate  
 Jean and Gerard Harper Bequest  
 Jonamare Foundation  
 Killen Family Foundation  
 Leo Halpin Trust  
 Loftus-Hill Fund  
 Lord Mayor's Charitable Fund  
 M & B Fennessy Endowment Fund

M J Polinelli Trust  
 Perpetual Trustees  
 RC & EM Bennett Trust  
 State Trustees  
 The Muffin Foundation  
 Thirza Rogers Estate  
 V R Pittman Charitable Trust  
 William Angliss Charitable Fund

### Community & Organisation Supporters

Balwyn Rotary Club  
 Gerties Group Inc Opportunity Shop  
 Hume City Council  
 Magistrates Court of Victoria  
 Menzies Aviation  
 Sisters of Charity  
 Sisters of Our Lady of Sion  
 St Columba's College (Essendon)  
 Trinity Grammar (Kew)  
 Uniting Care Kildonan

### Golf Day, October 2017

#### Platinum Sponsor

Jim's Antennas

#### Major Sponsors

CURA Pharmacy  
 RTG

Telstra  
 Australian Essential Services Maintenance  
 Catholic Church Insurance  
 Choices Flooring (Bulleen & Niddrie)  
 Fryda Dorne & Associates  
 Ferntree Gully Toyota  
 Smith & Tracy Architects  
 South Pacific Laundry  
 Total Facility Maintenance

### Food & Beverage and On-Course Sponsors

BWS Recruitment  
 Calumo  
 Huon it  
 Tena Healthcare  
 Donations, Gifts & Prizes  
 Actrol (Port Melbourne)  
 Bidfood  
 Dalrymples Guest Cottages  
 Ellikon  
 Epicor  
 HESTA  
 Im-Press (Burwood)  
 MANKIND  
 SAJ Fruit  
 Southern Golf Club  
 Spectrol  
 Telstra Health



# Our locations

## LEGEND

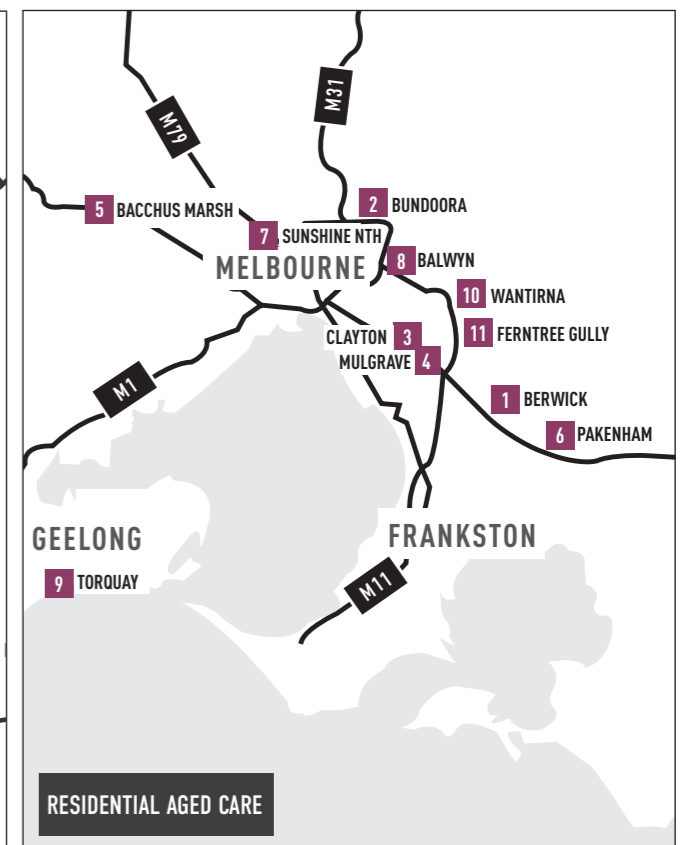
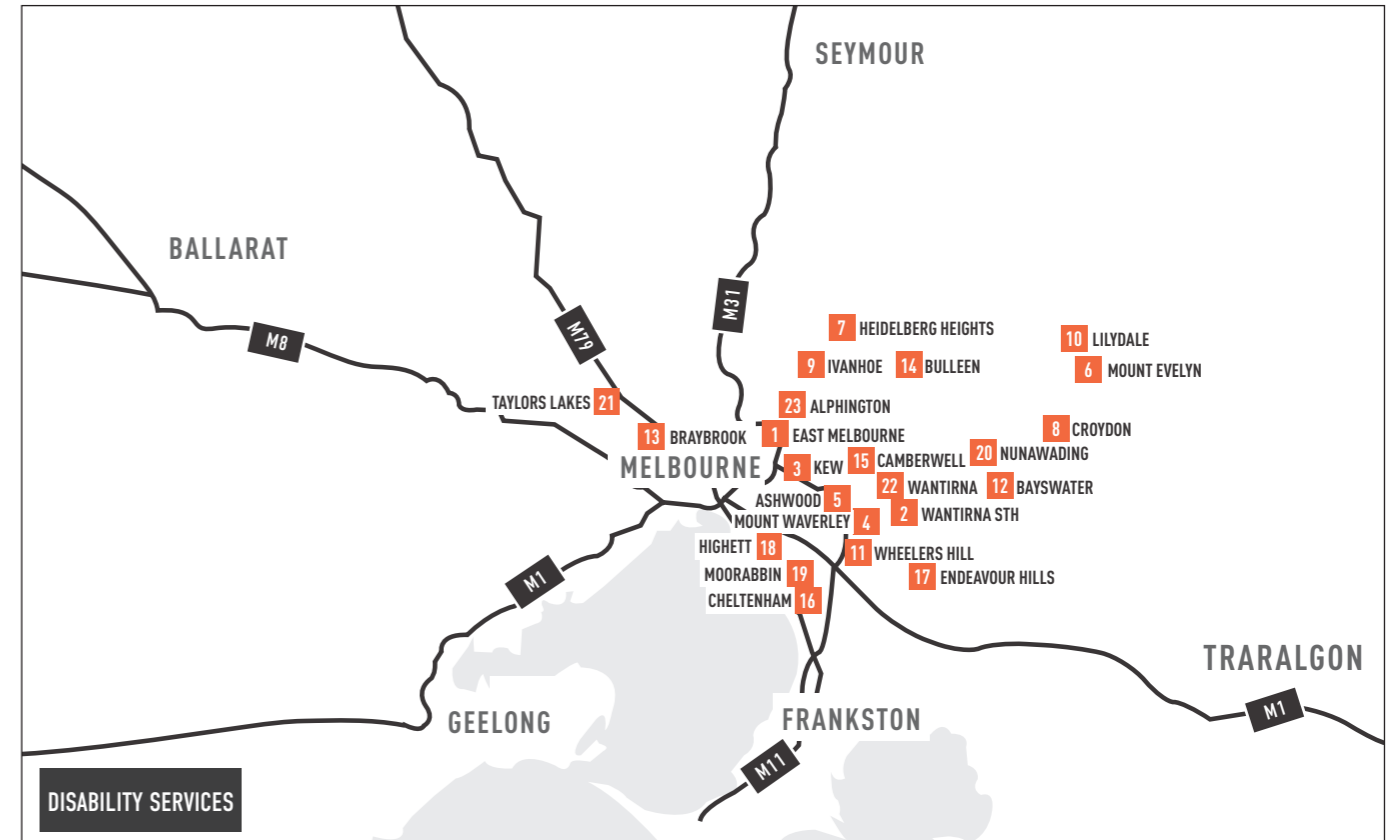
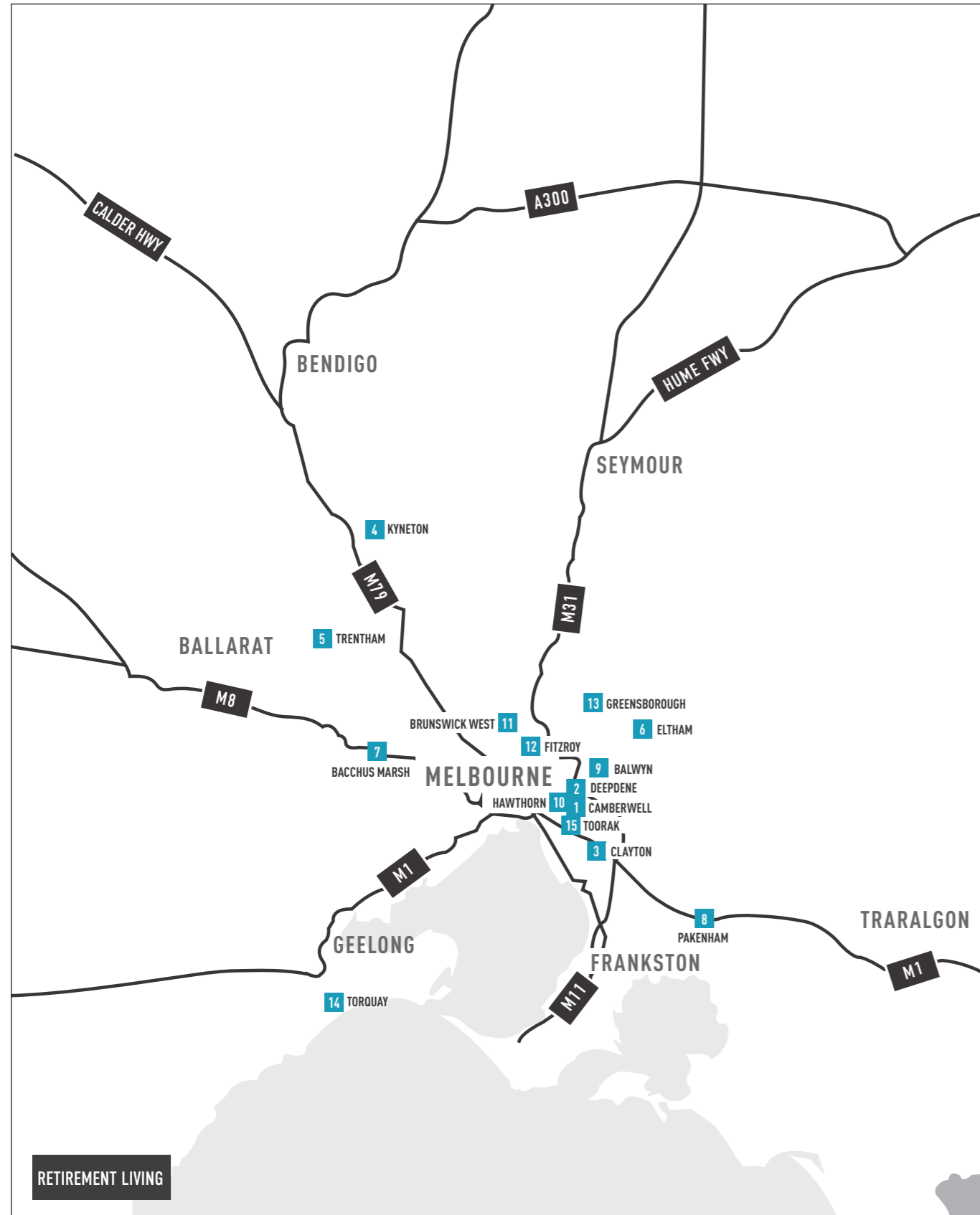
■ Retirement Living

■ Disability Services

■ Residential Aged Care

■ Community Services

■ Op Shops





## Central Office

486 Albert Street,  
East Melbourne, 3002

PO Box 134,  
East Melbourne, 8002

**1800 036 377**  
**vmch.com.au**

## Disability Services NDIS Support

**1** 486 Albert Street,  
East Melbourne 3002  
**1800 798 921**

## Response and Assessment

**2** 355 Stud Road (Building B),  
Wantirna South 3152  
**1800 798 921**

## Gateway Services

**3** **Adult Day Options**  
13 Fernhurst Grove,  
Kew 3101  
**T: (03) 9855 7650**

**4** 535-537 High Street Road,  
Mount Waverley 3149  
**T: (03) 9803 0999**

**2** 355 Stud Road,  
Wantirna South 3152  
**T: (03) 9800 7241**

## Support Coordination

**2** Building B, 355 Stud Road,  
Wantirna South 3152  
**T: (03) 9855 7623**

## Direct Care

**3** **All Metropolitan Regions**  
13 Fernhurst Grove,  
Kew 3101  
**T: (03) 9855 7623**

## Flexible Respite

**2** **Eastern Metropolitan Region**  
355 Stud Road,  
Wantirna South 3152  
**T: (03) 9855 6622**

## Ashwood Outside School Hours Care

**5** **Ashwood School**  
Montpellier Road,  
Ashwood 3147  
**T: (03) 9837 6618**

## Outer Encounters Outside School Hours Care

**6** Unit 2, 3 Roland Ave,  
Mt Evelyn 3796  
**T: (03) 9736 1476**

## Kew Outside School Hours Care

**3** 13 Fernhurst Grove,  
Kew 3101  
**T: (03) 9855 7741**

## Overnight Respite – Adults

**7** 12 Porter Road,  
Heidelberg Heights 3081  
**T: (03) 9455 1921**

## Overnight Respite – Children

**8** **Croydon 3136**  
**T: (03) 9723 8173**

**9** **Ivanhoe 3079**  
**T: 1800 798 921**

**3** **Kew 3101**  
**T: (03) 9855 2986**

**10** **Lilydale 3140**  
**T: (03) 9739 7752**

**11** **Wheelers Hills 3150**  
**T: (03) 9561 5107**

## Specialist Disability Accommodation (SDA)

**12** **Bayswater 3153**

**13** **Braybrook 3019**

**14** **Bulleen 3105**

**15** **Camberwell 3124**

**16** **Cheltenham 3192**

**17** **Endeavour Hills 3802**

**18** **Highett 3190**

**19** **Moorabbin 3189**

**20** **Nunawading 3131**

**21** **Taylors Lakes 3038**

**22** **Wantirna 3152**

## Early Childhood Intervention Services

**3** 13 Fernhurst Grove,  
Kew 3101  
**T: (03) 9855 7850**

## St Paul's College

**3** 13 Fernhurst Grove,  
Kew 3101  
**T: (03) 9855 7700**

## Accommodation for people with ABI

**23** **Austin Street**  
45 Austin Street,  
Alphington 3078  
**T: (03) 9224 8200**

## Community Services Home Care Package Program

**1300 650 615**

## South East (Metro & Gippsland)

**1** 25 Main Street,  
Pakenham 3810

**2** 44B George Street,  
Moe 3825

## North East (Metro)

**3** 355 Stud Road,  
Wantirna South, 3152

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

**4** 72B Mair Street,  
Ballarat East, 3350

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

**5** 213 Wyndham Street,  
Shepparton 3630

**6** 61 Harverfield Street,  
Echuca 3564

**7** 27-29 Faithful Street,  
Wangaratta 3676

**8** 128 Mollison Street,  
Bendigo 3550

## Home Support and Carer Programs 1300 971 720

**3** 355 Stud Road,  
Wantirna South 3152

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

**5** 213 Wyndham Street,  
Shepparton 3630

**6** 27-29 Faithfull Street,  
Wangaratta 3677

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

## Carer Services Centres 1800 052 222 (24 Hours)

\* Australian Government.

- Young Carer Mentor Program
- 57 Girdlestone Street, Ararat 3377
- Carer Support Grampians
- DSS Mental Health Respite Grampians
- Individual Support Packages

## Lifestyle and Respite Services

**7** **Ararat Lifestyle Service**  
Girdlestone Street  
Ararat 3377  
**T: (03) 5352 2317**

**3** **White Road Activity  
& Respite Centre**  
13 White Road,  
Wantirna South 3152  
**T: (03) 9800 7210**

**3** **Multicultural  
Wellness  
Centre**  
355 Stud Road,  
Wantirna South 3152  
**T: (03) 9800 7260**

**8** **Carinya Respite Service**  
8 Palmerston Road,  
Lysterfield 3156  
**T: (03) 9752 7700**

**1** **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**

## Allied Health and Nursing

**3** 355 Stud Road,  
Wantirna South 3152  
**1300 919 850**

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

## VMCH Direct

**1300 484 552**

**3** 355 Stud Road,  
Wantirna South 3152

- Direct Care
- VMCH Telecare

## 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**



\* Numbers correspond to map on page 50-51.

**5 Providence**  
9 Griffith Street,  
Bacchus Marsh 3340  
T: (03) 5310 6777

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

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

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

**9 Star of the Sea**  
1 Headland Drive,  
Torquay 3228  
T: 1300 845 526

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

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

## Retirement Living

**1 Athelstan Apartments**  
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**  
Music Drive,  
Clayton 3168  
T: (03) 8581 0600

**4 Kyneton**  
53 Ebdon Street,  
Kyneton 3444  
T: 1800 036 377

**5 McAuley Retirement  
Community**  
1 Bridge Road, Trentham,  
Trentham 3458  
T: (03) 9926 2000

**6 Parkview**  
5/4 Henry Street,  
1/862 Main Street,  
Eltham 3095  
T: (03) 9926 2000

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

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

**9 St Catherine's Serviced  
Apartments**  
1 Clayton Road,  
Balwyn 3103  
T: (03) 9926 2000

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

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

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

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

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

**15 The Benson  
(managed by VMCH)**  
585 Toorak Road,  
Toorak 3142  
T: (03) 5264 3500

## Affordable Housing Admissions

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

## Opportunity Shops

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

**2** 184 Canterbury Road,  
Heathmont 3135  
T: (03) 9729 3182

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

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

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

## Volunteering Services

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





## More Information

### Registered Office

486 Albert Street  
East Melbourne VIC 3002

### Postal Address

PO Box 134  
East Melbourne VIC 8002

**e:** [enquiries@vmch.com.au](mailto:enquiries@vmch.com.au)

**T:** 03 9926 2000

**1800 036 377**

**[vmch.com.au](http://vmch.com.au)**

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### **Villa Maria Catholic Homes ABN 32 004 364 103**

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