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**Executive Manager,  
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**Glenn Trewin**

**Executive Manager, Finance  
& Commercial Operations**

**Toni Stewart**

**Executive Manager, Client  
Services**

**Lisa Wilson**

**Executive Manager, People  
& Culture**

## FROM THE CEO ...

Welcome to another exciting *focus* newsletter, the year is now half way through, with winter well and truly upon us.

To begin with I would like to thank everyone who participated recently in either our family or our staff surveys. The results were outstanding; we can't thank you all enough for your constructive feedback.

- **The family satisfaction was at a very pleasing 82; and**
- **The staff satisfaction stood at 81.**

These excellent results served to validate the work of the staff and everyone at the *focus*.

While the results were very good, we cannot rest on our laurels; your criticism in some areas was very valid and has given us things to work on. We will provide you with a plan for changes in the very near future, in the meantime we have prepared just a little bit of information to include into this newsletter.

There is also an article in the newsletter celebrating the 40<sup>th</sup> anniversary of the Opportunity Shop in Mont Albert.

Many of our families have worked tirelessly in the Opportunity Shop since the mid 1970's, some of our very dedicated parents still continue to commit their time and efforts to the Opportunity Shop to this day. In the very early years it was the Opportunity Shop that kept food on the table, back then every penny counted. All our long term families talk fondly of the times they spent working in the shop.

The Opportunity Shop is still a very important part of our fundraising; it is this money that allows us to have many of the extra's that other organisations do not have.

In talking about our long term families and all that they have contributed, this year we have lost two of those very dedicated people.

**Jim Conway** passed away on 17<sup>th</sup> March 2017. When the organisation was still only small and struggling for facilities, through his work at the Caulfield Racecourse, Jim was able to secure the donation of the portable building at Red Hill. We continue to use this building for some of our day programs.

**Maralie Bown** passed away on 19<sup>th</sup> May 2017. Maralie worked regularly at the Opportunity Shop for some 37 years, before illness forced her to give it away just a few months ago.

We are very fortunate indeed to have such dedicated and committed families. May they both now rest in peace.

In finishing, I want to announce that the 2017 AGM will be held at



# AROUND THE HOUSES



lunchtime on the 7<sup>th</sup> December 2017. We are hoping that the earlier time slot will give some of our supporters the opportunity to attend. Invitations will be sent out at a later date but please save the date.

Gail Foster  
Chief Executive Officer

## GET WELL SOON

We wish Donna Hope all the very best, she is laid up at home with a badly broken ankle.

It will be several weeks before Donna is back on her two feet again.

We all hope she is soon up and around again!

## FAMILY SATISFACTION SURVEY

**focus** recently commissioned The Market Intelligence Co. (TMIC) to conduct a satisfaction and engagement survey amongst its families and carers.

The overall research objectives were:

- to provide **focus** with a measure of stakeholder engagement on a core set of selected measures/attributes in relation to satisfaction, advocacy/loyalty, market image, alignment on key positioning statements/values.

- to create key metrics and provide insights that can be tracked/re-measured over time in a consistent, independent and robust manner.

The overall response to the survey was excellent.

The process itself was well received and it was the best survey in terms of participation that we have ever completed.

TMIC conducted over 100 telephone interviews with our families and carers.

An Action Plan will be completed by the Executive Management team over the coming weeks and will be distributed to families and carers to advise you of the steps that we will be taking to continually improve the organisation into the future based on your feedback.

focus...

focus  
Overall

...understands the needs of your family member (or your friend/client)



...is your preferred choice (for disability support)



...supports your family member (or your friend/client) to live the life they want



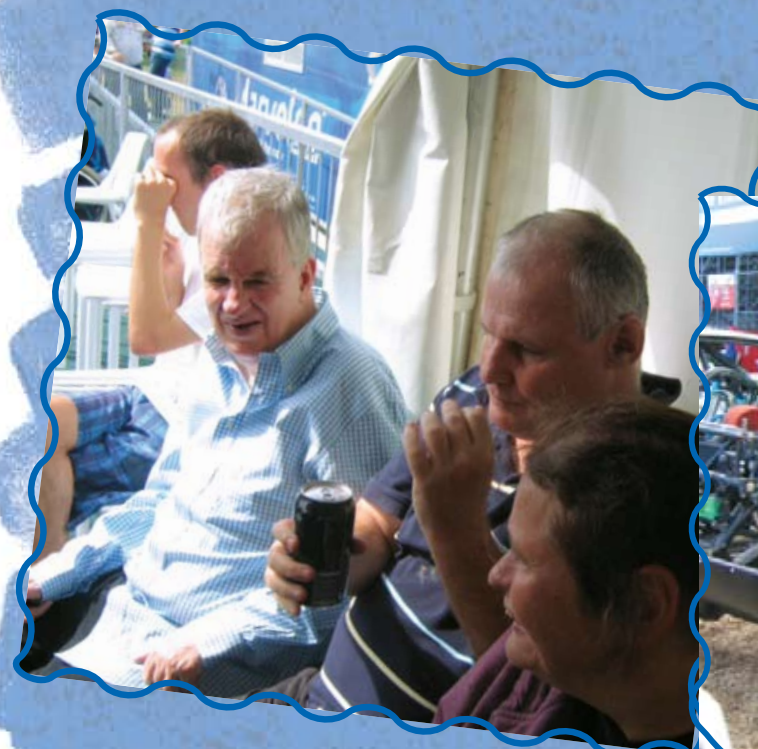
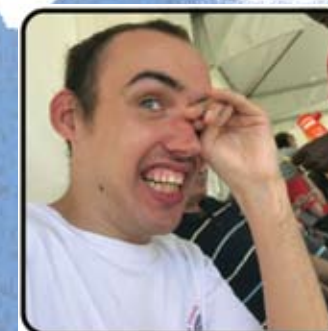
# AROUND THE HOUSES

## BERRY HOUSE

### GRAND PRIX

Dale, Deb, Peter and Bruce along with 120,000 other people, set off on an adventure into Albert Park hoping to get a glimpse of the fastest cars in the world at The Australian F1 Grand Prix. Albert Park gets transformed into a 5.3 km challenge fit for the greatest drivers in the world.

Deb was in her element. Watching the cars racing by from a great vantage point was really exciting. Everyone loved the atmosphere and the company and Deb took the opportunity to purchase a memento t-shirt.



## BALCOMBE

### THE ROSE GARDEN

The Balcombe residents enjoyed a picnic lunch at the Mornington Rose Garden making some special time in the sun before the winter sets in!





# AROUND THE HOUSES



## BALCOMBE

### WEEKEND OUTING

Who doesn't enjoy getting out on the weekend for a breakfast! The Balcombe House all enjoyed an outing to a local café!

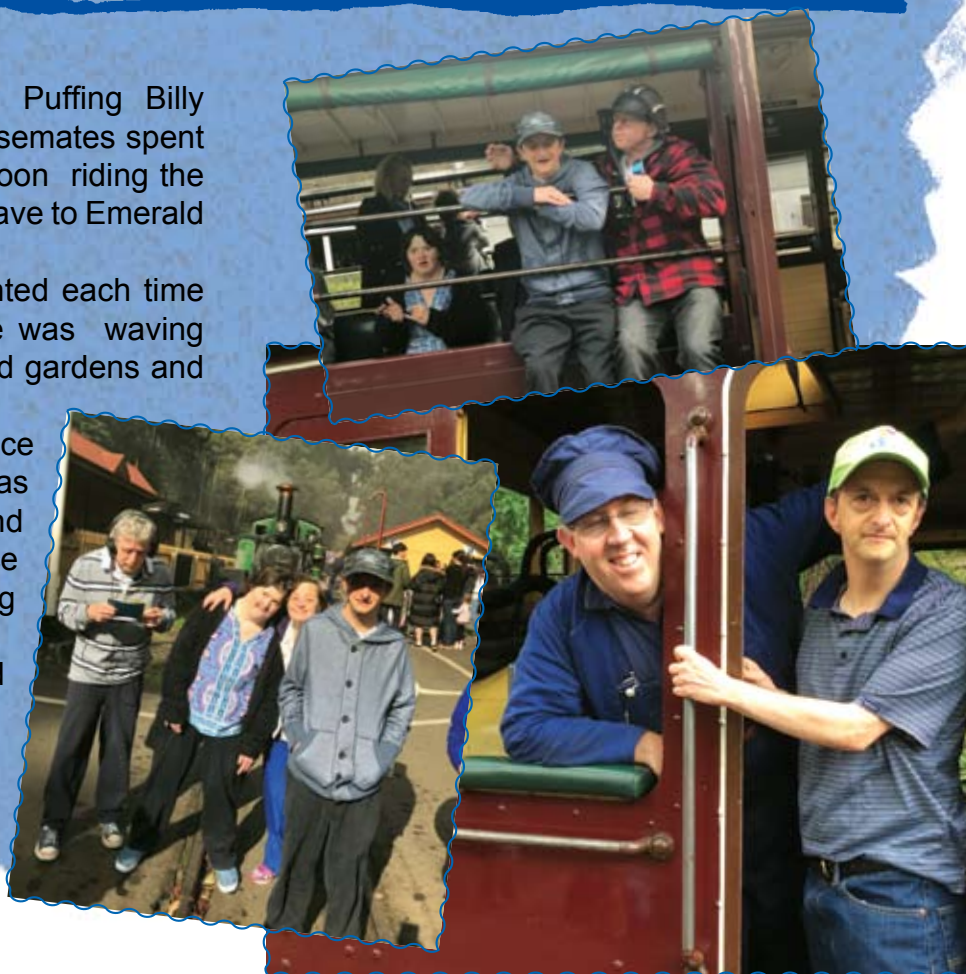


### PUFFING BILLY

Bruce would love to obtain his Puffing Billy driver's license, so he and his housemates spent a beautiful autumn Sunday afternoon riding the Puffing Billy locomotive from Belgrave to Emerald park lake.

Bruce was ecstatic, he was delighted each time the train blew the horn. Everyone was waving very enthusiastically as we passed gardens and the train crossings.

Bruce got the opportunity to introduce himself to the conductor and was invited to meet the driver and stand in the engine cabin for a photo. Bruce got some information on obtaining the train driving certificate. Everyone got off the train at Emerald park lake and enjoyed a stroll around the park before enjoying lunch at a cafe in Belgrave.



# AROUND THE HOUSES

## BONDI

### GYM TRAINING

For the last 5 months – Cade has been attending the gym twice a week! He enjoys working out hard and it is really helping him with his strength! Great work Cade!



### MEN'S SHED

Cade has worked together with Bruce at the Men's Shed to put together amazing Lego Display Cabinet.

Cade has a very big collection of Lego figurines and as you can see there is a lot of hard work and heaps of details. Cade has had the cabinet put up in his bedroom after hours of putting each figurine in the cabinet with Kerry while she is working active nights at Bondi.

Cade is now building a shelf to display more Lego.



## THE RISE

### WELCOME DEB

The Rise recently welcomed Deb as a new house mate. Deb enjoys helping out around the house and getting out and about on the weekends with everyone.





# AROUND THE HOUSES



## THE RISE



# AROUND THE HOUSES

## CEDAR HOUSE

### CAMILLE

Camille was all smiles relaxing on a recent picnic to Cape Schank – making the most of Winter sunshine he enjoyed lunch and exploring the area.



### JANENE

Janene's love of trains is well known and she recently enjoyed a day trip to Melbourne where she was eager to take in the sights and do some serious walking. Janene was so sociable calling out 'boy' to some of the footy crowd she came across. A happy day for Janene who is also looking forward to an outing on the Moorooduc steam train shortly.



## OLSEN HOUSE

### MARIE'S DAY OUT

Marie wished to attend the local arcade during the holidays. She tried all the games which gave tickets that you were able to cash in for prizes.

Marie also played arcade style games such as car racing against staff. Marie had a fantastic day out and really enjoyed herself.





# AROUND THE HOUSES



## BUNGOWER

### OLD MELBOURNE GAOL

Philip recently enjoyed a visit to the Old Melbourne Gaol. He found it very interesting to learn about some of the prisoners from the turn of the century and enjoyed walking in and out of the different cells.

Philip observed old weapons such as guns and knives and he was also able to pick up a pair of old handcuffs. He found the Ned Kelly exhibition very interesting and he had great fun trying on a Ned Kelly helmet!

Philip bought himself a couple of souvenirs as he departed, including a t-shirt with Ned Kelly's face on it.



★HAPPY★  
BIRTHDAY!

### HAPPY BIRTHDAY PHIL

Philip recently celebrated his 50th birthday with his friends and staff at Bungower house. Philip enjoyed the party food and he liked the sparkles that lit up his birthday cake.

Philip later celebrated with a birthday dinner out at the Dromana hotel, with his friend Holly Hough.

★HAPPY★  
BIRTHDAY!



# AROUND THE HOUSES

## HARTIGAN

### MICHELLE

Michelle has been interested in learning more about the things that she can do around the Mornington Peninsula so we went to visit the Information Centre in Dromana, to collect some flyers and pamphlets to get some ideas. We look forward to start to explore the local area.



★HAPPY★  
BIRTHDAY!

### ROBERT'S BIRTHDAY

Robert celebrated his birthday in May and to celebrate he was taken out to lunch by his sister Julie. It was Julie's treat and they both enjoyed themselves very much.

★HAPPY★  
BIRTHDAY!



# INDIVIDUAL SUPPORT



## COMMUNITY ACCESS SKILLS

Every second Monday we have had our Community Access Group taking public transport around Dromana, Mornington and Rosebud. The Community Access Group has been working very hard to improve their money/myki handling skills, organizational skills to ensure we get to and from Dromana on time. The program teaches, safety awareness, while building relationships with local café's, shops and other people using public transport. Together before leaving, the group will go through the bus timetable and plan their whole trip. The enthusiasm to get on the bus every second Monday has been awesome to see and everyone is always excited to let the others at Dromana know how the day went!





## INDIVIDUAL SUPPORT



### AUSTRALIA' BIGGEST MORNING TEA MCALISTER STYLE

After the success of last years Australia's Biggest Morning Tea at Bunnings Frankston, McAlister decided this year to host a 'bake sale' at the store on Thursday 18th May.

The McAlister crew cooked up a storm within the cooking programs, creating delicious treats such as cupcakes, honey joys, chocolate crackles and chocolate balls and our stall looked impressive!

On the day Jane and Sam manned the stall at Bunnings, greeting customers, packing orders and taking donations. Many customers commented on how delicious everything looked with some saying they hadn't had a chocolate crackle since they were kids.

We were again supported by many local businesses and McAlister would graciously like to thank R&J Cakes, Woolworths Karingal, Bakers Delight Beach Street, Captain Gummy Fish n' Chip's and IGA Beach Street. We would also like

to extend our thanks to Denise Shingles for whipping up her amazing lemon slice, Debra Simmonds and Dean Plane for baking us some absolutely spectacular cupcakes and let Lyn at Bunnings Frankston know we appreciate her ongoing assistance and encouragement.

With everyone's generous contributions, support and effort, McAlister's Australia's Biggest Morning Tea 'bake sale' was a great success, raising \$644.25 for the Cancer Council.

Thankyou!!



## INDIVIDUAL SUPPORT

### ELVIS TRIBUTE EVENT – ELVIS TO THE “T”

In April, people from McAlister were treated to an Elvis Tribute show and lunch at the Frankston RSL. Everyone was very excited, and came dressed in their best.

We were lucky enough to be seated at the front, close to the stage, with a great view.

The group enjoyed a roast lunch before Elvis took to the stage. Elvis asked for a volunteer when he sang Jail House Rock and Chris was the first to jump up and join Elvis on stage, rocking out to an Elvis classic. After this Chris was in huge demand to dance with lots of the ladies.

Ritchie requested Sweet Caroline and Elvis was more than happy to sing this for him. Ritchie enjoyed singing and dancing along.

Elvis encouraged Sue up on stage and called her Lisa Marie. Sue danced along to two songs



### VOLUNTEERING FUNCTIONS

In recognition of their volunteer contribution in The Frankston City Council Meals on Wheels and Mobile Library programs, McAlister participants were recently invited to attend two functions to thank them for their service within the local Community.

Gerard, Fiona, Chris and Richard attended an afternoon tea hosted at the Best Western in Frankston by Bronwyn Mason the Volunteer Co-ordinator. Both the Deputy Mayor and the Mayor of Frankston were in attendance to thank the volunteers. There were many delicious treats on offer and also a photo booth that the volunteers were able to have their photo taken in.

Jane and Fiona attended a morning tea at Frankston Library which was organised as a thankyou for volunteers working in the Mobile Library program. The ladies have been contributing their time to this program now for the past 3 years and enjoy the opportunity to interact and chat with the residents of Baxter Village, who they facilitate borrowing for.

In recognition of their service, all volunteers received a volunteer pin, which made the McAlister participants very proud of the great work they do.



## INDIVIDUAL SUPPORT >>>>>

### WOODWORK

The "lumber jacks" at Dromana have once again have been busy developing their tool handling skills. Dom, Jenny, Rex, Bernie and Jamie have constructed some great projects. The highlight for each of them was the fuzzy foot stool project where the final result have pride and place in front of their favourite chair, at home. Currently the group are working on the construction of an outdoor potting table for our gardeners at Beach St. This table is made using a recycled pallet as the table top...stay tuned for photos once completed.



## THE PEOPLE'S COMMITTEE WORLD'S GREATEST SHAVE FUNDRAISER

The People's Committee decided on the Leukemia Foundation as the first charity they wanted to support for 2017, and arranged a Crazy Hair Day, Morning Tea and Head Shave to raise funds. The event was held up at Negri Hall and was well attended by many people. A big thanks to everyone who volunteered to shave their heads or donated – we sent in a grand total of \$144.20!



## INDIVIDUAL SUPPORT <<<<<

### GARDEN/GROUNDS MAINTENANCE

The garden/grounds Maintenance participants have been busy the past few months.

With autumn well and truly underway, Peter, Michael and Corey have been busy raking and collecting leaves and barrowing them down to the garden for compost. Lindy used the leaf blower to make piles of leaves and Ricky picks them up and places them in the barrow.





# INDIVIDUAL SUPPORT



## OUTDOOR TABLES

One of the outside picnic tables really needed refurbishing.

Alex and Lindy used the gurney to clean off the years of moss and mould.

Lindy and Ricky worked together to sand the table, the seat and underneath.

Deb painted the seating area of the table. Michael and Peter helped her.

The finished table looked beautiful with the steel legs also scrubbed and cleaned.

The whole crew was very happy with the result.

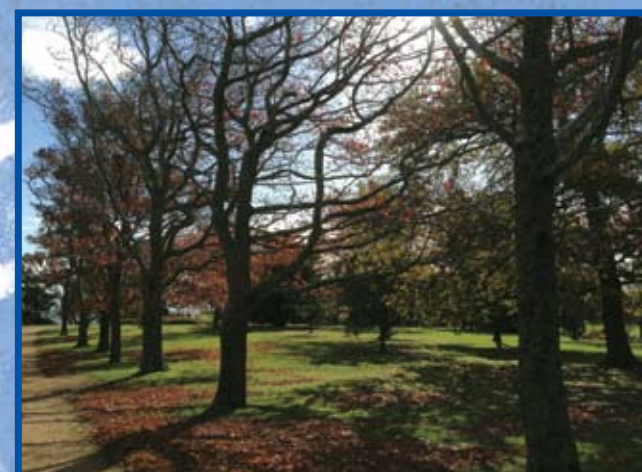


# INDIVIDUAL SUPPORT

## PHOTOGRAPHY

The photography group have a program that explores many different places and scenes. Each week it is a different topic that pictures are taken about. These photos were focusing on autumn leaves and trees. The group ventured to sea winds where we managed to capture some great photos.

This was the amazing view that Mark managed to capture from the look out at sea winds.



This photo was taken on our way back up from the look out. It was taken by Maria.





# INDIVIDUAL SUPPORT >>>>>

**RED HILL**  
 A new program at Redhill is one that everyone loves to participate in. The program is aimed at encouraging numeracy, communication, socialisation, service skills and team work.  
 We make our own tokens coins that can people can use to purchase items. The Shop simulates a true store environment and everyone is really enjoying the program.



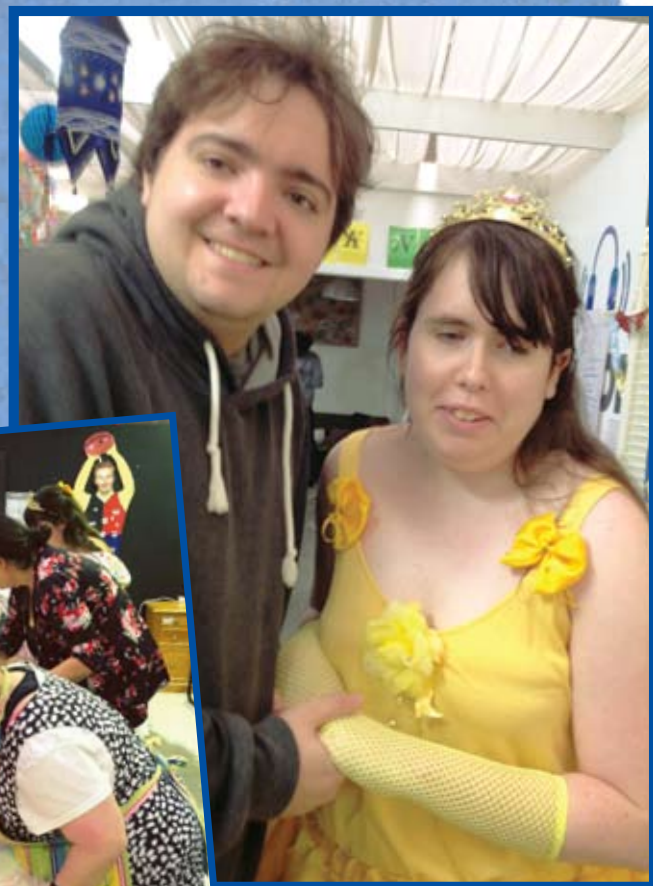
## BIGGEST MORNING TEA

In May, the People's Committee held their second fundraiser for the year – the Cancer Council's Biggest Morning Tea! The People's Committee approached the local businesses to donate some goods and Bakers Delight and Fergusson Plarre very generously donated some delicious goodies to share. The cooking groups from other ISS services also helped out with baked goods, as well as some lovely staff.



# <<<<< INDIVIDUAL SUPPORT

The day was a success and attended by over 50 people; clients, parents and support staff. The venue looked amazing thanks to the efforts of some star clients helping to clean, re-arrange and decorate.  
 We raised \$129.45 which was a great effort – thanks to all who were involved!



## BILLY & RHYS

Billy and Rhys from the Workshed attend PARC in Frankston on Friday mornings and utilise the swimming and spa facilities. They enjoy their time there and they take the opportunity to get to know other people that attend on a regular basis as well.





# INDIVIDUAL SUPPORT



## MUSIC

The WorkShed has recently piloted a music program at one of our sites in Dromana.

We had quite a diverse group attending, so many factors had to be considered when putting the program together to ensure that it was a success for everyone.

This was done with the support of John Edgar – Service Innovations Officer.

We lay out variety of small hand percussive and string instruments, microphones and a laptop to trigger different tones, loops and rhythms.

It didn't take long before everyone was diving into the gear and applying their own brand of expression with their choice of instrument.

Before long the group had come up with lyrics and melodic themes. These were original and authentic ideas. The group were finding their own niche guided by their own instincts. The session turned out to be a real success.



★HAPPY★  
BIRTHDAY!

On Friday 28<sup>th</sup> April 2017 it was my 21<sup>st</sup> Birthday, I was spoilt because I had a cake with all the guys at the Workshed, I had some photos taken, I was smiling.

I am hoping to get a new TV and some pyjamas for my birthday, I felt happy, and the cake was yummy.

Rhys

★HAPPY★  
BIRTHDAY!



# INDIVIDUAL SUPPORT

## THE OPPORTUNITY SHOP CELEBRATES 40 YEARS



Kindilan, the well-known opportunity shop in Mont Albert, celebrates 40 years in Hamilton Street this year. Opening at number 11, then moving to number 46 it has been at its present location, number 9, the old milk bar, since 1984. It raises funds to supplement government funding for **focus** (formerly Kindilan).

**focus** has grown from a residential and day centre in Red Hill catering for 36 clients to now providing support for more than 160 clients. It now has six residential houses on the original property at Red Hill, and 10 others on the peninsula. Five community support centres provide day programs and support clients to go out to activities in the community. There is an outreach program which supports individuals in their own homes and the community. Respite

programs have also been established.

In addition, **focus** has a holiday home in Dromana which is available for rent to families with a disabled member. Proceeds from the op shop have contributed greatly to making all this possible. Originally started and managed by parents, many of whom lived in the eastern suburbs, the shop now has the very loyal support of local residents.

Currently there are more than 100 volunteers - a number of the original volunteers came from Holy Trinity in Union Road, and some of their members still volunteer. The manager of the shop is the daughter of one of the original volunteers. Without the very generous support of the local community – donors, volunteers and customers the shop would not be the success it is today. Only two of the original parents are still involved. As well as the usual recycled goods found in opportunity shops, Kindilan is known for its selection of greeting cards and also for its honey. People who would not normally shop in an opportunity shop come in for these special items. So, do visit the shop, celebrate the 40 years – and you are sure to find something you didn't know you needed!





## COMMUNITY INVOLVEMENT PROGRAM

On a Tuesday and Friday at Dromana the Community Involvement program, the participants are very busy designing and making Boomerang bags. Shelle from Boomerang bags visited Dromana to speak to the group about how they came about.

Shelle provided us with information on how using plastic bags is detrimental to our environment. The group then went on to research more about the affects of plastic and how we can reduce it.

Boomerang bags are material bags made from recycled material such as pillow cases, doona covers and old sheets. These bags are distributed free into the community to use instead of plastic bags and then returned for others to use. Participants at Dromana are very enthusiastic

with drawing their designs on the bags and some are even learning skills with the sewing machine to sew make them. Boomerang Bags are now a world wide project. We at Dromana, look forward to handing out our bags and being part of such a worthy community cause.



# SAVE OUR PLANET!

## OUR PLANET

Each week at Dromana ISS we have a program called Our Planet. Over the last month we have started a project about "Saving Our Planet". This project is a way of exploring and educating the different ways we can care for our planet. The topics we have covered so far are water saving, recycling, composting and being more energy efficient.

Much our information has been through watching You Tube videos and having a discussion about what we have viewed. The group will be having a visit to the Eco House at The Briars Mornington in the next few months to collate more information towards this project.



## POTTER'S CLUB

Some of our participants have joined Dromana Potter's Club and been busy each Friday morning. Each person has developed skills in different techniques from coil making, pinch pot to using the wheel. Some excellent pieces of art have been created, now taking pride and place in their homes.







HELPING OUT

Toby has been enjoying helping out and learning some independent living skills around his home. He has been keen to help out as much as he can around the house.



FUN ACTIVITIES

There is always a lot to do around the Peninsula throughout the warmer months, and holiday periods. Places like the beach, the Dreamworks Show at Rosebud and attractions like the Eagle Skylift. Lots of people got out soaked up the last of the sun and enjoyed what was on offer!





## CERTIFICATE OF APPRECIATION

Ron has been working as a volunteer at the Salvation Army for many years and last month was given a Certificate of Appreciation for his efforts. Ron attends the store weekly and loves the community involvement.

