

2022-2023

Annual Report



mambourin 



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Our Mambourin

We have been supporting people with a disability for almost fifty years with the purpose of connecting people to every opportunity and supporting them to get what they want out of life.

Vision Our vision is a world where all people can live a life they want.

Purpose Our purpose is to connect people to every opportunity and support them to get what they want out of life.

Values Our values are at the centre of everything we do. At Mambourin we act with the following values in mind, every single day.

Putting the person first
you are the reason why we are here

Service excellence
you can count on us

Making a difference
creating opportunities

Our community
together we are one

These values come to life through our customer charter.



Emma, Sunshine community member

"I love FACTS and DANCING is my talent, music is really what I love."

Sunshine community hub



Ben, Sunshine community member

"I enjoy the Nursery Program at Sunshine Hub. I like very much to use equipment, and mowing the front nature strips. I also like to go to football and support Collingwood."



Garry, Sunshine team

"I enjoy the job satisfaction gained by helping and guiding people in their programs, WAM events, and helping them with daily issues at Sunshine Hub. It is the most satisfying and rewarding feeling I have experienced within my working life."

Our customer charter

At Mambourin, our community members are at the heart of everything that we do. This means more than just providing varied and exciting choices and supports. It means engaging with our community, retaining high quality staff, maintaining a strong financial base, managing risks and embracing innovation. All of these things are key to ensuring that Mambourin continues to open up opportunities for people with disabilities to live great lives.

Putting the person first – you are the reason why we are here

- ✓ We see every customer as an individual with their own potential
- ✓ We listen and take time to understand what motivates and inspires each individual
- ✓ We don't tell people what they need, we work with them to discover exactly what they want

Service excellence – you can count on us

- ✓ We are true to our word and accountable for our actions
- ✓ We don't over promise but we strive to do our very best
- ✓ We listen to feedback and work continuously to improve

Making a difference – creating opportunities

- ✓ We find ways to say "yes"
- ✓ We work together across our networks to ensure exceptional outcomes
- ✓ We continually innovate and create new opportunities for people

Our community – together we are one

- ✓ We ensure a safe and secure environment and will speak up if we have concerns
- ✓ We work as a team to achieve and support each other
- ✓ We grow strong community connections and partnerships

Our patron

We thank Mambourin's patron Julia Gillard, for her ongoing support and continued endorsement of Mambourin's vision.

Julia Gillard, the 27th Prime Minister of Australia, currently serves as the Chair of Beyond Blue; is the inaugural Chair of the Global Institute for Women's Leadership and was recently appointed as the Chair of Wellcome, a global charitable foundation which supports science to solve urgent health challenges.



Chair and Acting CEO report 2023



Paul Larcher
Board Chair



Cassandra Smith
Acting CEO

We are delighted to present our Mambourin annual report for the fiscal year ending 30 June 2023.

This year we celebrate community because our community members are at the heart of everything we do. The remarkable achievements and stories in this report are a testament to our commitment to our community. Through dedication to our mission, we strive to provide meaningful experiences and opportunities for people with disability to live great lives.

Opening opportunities and our community

Our commitment to opening opportunities for people with disability is central to the services we offer. This year, we warmly welcomed 83 new customers and developed programs such as supported holidays, multimedia and gaming. These achievements reflect our continued dedication to expanding our reach and impact, fostering inclusion, and opening more opportunities.

We continue to put our people first by taking the time to talk and listen to everyone in our community. Through our care and support plans, customer surveys, compliments and complaints we use your feedback to listen, to do better and grow. Thank you for giving us your valuable feedback and we encourage you to continue talking to us.

Our board and leadership team

In April we bid a fond farewell to long-standing CEO, Rohan Braddy, after 21 years in the role. Rohan's unwavering commitment to our Mambourin community was recognised through a building dedication in his honour.

The board is pleased to announce the appointment of new CEO, Danielle Carey-Munro following a robust recruitment process. Danielle commenced with us in September and has hit the ground running. Danielle is enjoying getting out and about, meeting our people and is looking forward to growing and exploring new opportunities for our community.

Two esteemed directors left our board this year. Emanuel Tumino left our board after nine years of service. Emanuel played a key role for many years supporting our board and organisation. Most recently he became a mentor to new directors, and we thank him sincerely for his many years of service. We marked the retirement of Les Chitts, director and parent to one of the people we support, after six years of service. Les was well respected for supporting the board to understand complex issues via a lived experience of disability. We thank Les for his valued contribution.

We extended a warm welcome to Mario Briffa, David Cullen, and Caroline Pilot, who joined our board of directors this year. Mario, David, and Caroline bring a wealth of collective experience to our board and are looking forward to making a valuable contribution to Mambourin. The board also congratulates Susannah Duncan on her appointment as Company Secretary. This appointment is recognition of the valuable governance and board support provided by Susannah throughout the last year.

Our finances

Mambourin's financial performance continued to be strong. Our board focused on formalising our investment strategy to support the organisation to continue to make smart financial decisions and encourage innovation and growth. Our board has worked hard to ensure that we have fully costed our strategic plan ensuring that we can achieve as many goals as possible over the next three years. We continue to carefully manage our expenses, looking for better and more efficient ways to do things.

We pride ourselves on being there to support our community with navigating the NDIS. Our NDIS and Intake team work hard to assist people manage plan reviews, to ensure consistency with funding and provide great outcomes for our community.

Our strategic plan

We achieved many of the goals in our strategic plan this year and are working towards many more goals as we move into year two of our plan. We made great

progress in the area of sustainability, purchasing five hybrid electric vehicles and installing solar panels at many of our hubs. We successfully acquired the properties at 21-23 Gell Street, Bacchus Marsh, and at 103-107 Derrimut Drive, Derrimut. These investments demonstrate our commitment to creating a lasting impact in the community, and to expanding opportunities for our social enterprise. We've invested in resourcing to support innovation with technology. This has seen the acceleration of development to create efficiencies within our teams. We continue to make new commercial partnerships creating more opportunities for our Mambourin Business Solutions (MBS) team ensuring that people with disability are provided with more diverse and meaningful work to support them with the skills and experience they need to move into mainstream employment.

Our staff

We are very proud of our dedicated and hardworking teams. We are effectively securing good people and we continue to focus on recruitment to ensure Mambourin remains an employer of choice in a competitive market. Retention of team members is just as important, and we have been exploring more innovation around opportunities for promotion and other career pathways. We continue to make a significant investment in training, offering staff comprehensive learning and development programs enhanced this year through the development of a customised in-house training program for our facilitators.

Our workforce is extremely diverse, we celebrate our colleagues from many different cultures, religions, age, sexual orientation and gender. This is the essence of who we are. Diversity in our workforce helps to achieve more goals as our community is supported by team members who understand them. Diversity brings unique perspectives to the way we think and helps us all to grow.

Our partnerships

Our journey is enriched by the partnerships we foster. This year we launched two new partnership programs, our MBS Partnerships program and Community Partnerships program. Our MBS program aims to strengthen our relationships with our current commercial customers and our Community program encourages local businesses and organisations to engage with us.

Collaborations with local businesses and allied health providers play a pivotal role in broadening the services we offer, and in allowing the people we support to engage with their local community. These relationships underscore our shared commitment to inclusivity, and we are excited about the avenues they open for collective growth.

Our thank you

This is our opportunity to say a heartfelt thank you to everyone within our Mambourin team. On behalf of the Board, we thank you for doing an amazing job every day. You all make an incredible difference in the lives of the people you support.

Thank you to our community for your continued support and loyalty. You are the reason why we are here, and you can continue to count on us.

As we embark on the next year, we're excited about our future. Our strategic plan provides a lot of scope for innovation and investment in new and diverse opportunities. Our vision of a world where all people can live the life they want, remains our driving force. We will continue to invest in our people, technology, and community partnerships to transform our vision into reality. Together, we are shaping a future that celebrates diversity, community and connects people to every opportunity.



Our board

Mambourin's board of directors are accountable for the performance of our organisation. The board's work is underpinned by meaningful engagement with our community, instilling a culture that supports our purpose.

Our directors and company secretary



Paul Larcher
Board Chair

Director and advisor with over 30 years of engineering and business experience in infrastructure operations and multi-disciplinary projects.



Fiona Schutt
Deputy Chair

Financial executive and commercial enabler with extensive expertise in delivering strategic commercial advice.



James Barrie

Professional director and company secretary with considerable experience across resources, pharmaceuticals, retail, waste management and professional services industries.



Les Chitts

(until 23 April 2023)
Parent of a man with a disability and experienced board member heavily involved with several community organisations.



Chris Cullin

Global ICT leader with 30 years' experience with NBN, Telstra, Microsoft and Cisco and skills in corporate governance, strategy, cyber risk and technology.



Kevin Glennon

Senior executive with extensive national and international experience in industries such as mining, financial services, retail, distribution, transport and government sectors.



Marija Maher

Senior executive with expertise in creating sustainable and cohesive teams and passionate about invigorating organisational performance through people and technology blended transformations.



Emanuel Tumino

(until 7 November 2022)
Commercial litigation lawyer who provides a highly strategic approach to decision-making and makes a strong contribution to corporate governance.



Jennifer Webster

Retired educational leader with expertise in project management, strategic and innovative thinking, case management and community engagement.



Mario Briffa

(from 7 November 2022)

Senior executive and legal practitioner with experience and practice in injury, disability and OHS law.



David Cullen

(from 7 November 2022)

More than 25 years' experience as a senior executive in the Australian Public Service working in the aged care, disability services and health sectors.



Caroline Pilot

(from 7 November 2022)

Over 25 years' experience as a healthcare leader, providing emotionally intelligent and creative solutions to complex issues and healthcare challenges.



Susannah Duncan

Company secretary

More than 25 years' experience providing administrative, executive and board support, working primarily with not-for-profit organisations.

Our board committees

Our board delegates some of its work to committees to handle specialised issues more effectively, such as governance or risk and audit. Committees make recommendations to the board.

Governance committee

James Barrie (Chair), Kevin Glennon, Caroline Pilot

The governance committee advises the board on governance matters of the organisation including our constitution, changes in good governance practice and recommendations. It is tasked with reviews of director skills and experience and periodic board evaluation.

Risk and audit committee

Fiona Schutt (Chair), Mario Briffa, David Cullen, Chris Cullin, Marija Maher, Jennifer Webster

The risk and audit committee is appointed by the board of directors to assist the board in fulfilling its corporate governance and oversight responsibilities in relation to corporate reporting processes, including the financial reporting process, risk management and internal control, external audit, internal quality audit and compliance including the code of conduct and whistleblower policy.

Remuneration committee

Paul Larcher (Chair), Fiona Schutt

The remuneration committee ensures that remuneration arrangements support the strategic aims of the business and enable the recruitment, motivation and retention of senior staff while complying with the requirements of regulatory and governance bodies and satisfying the expectations of stakeholders including the wider employee population.



Crystal, Altona community member

"Dancing is fantastic because I can do my exercise with music I love!"

Altona community hub



Michelle, Altona community member

"I am always happy when I can join in."

Bacchus Marsh and Melton community hubs



Rachel, Bacchus Marsh and Melton team

"I get so much satisfaction from their smiles on their faces when they have achieved their goals or tasks. You spend so much time getting to know these amazing people, they have become family."



Scott, Melton community member

"Three things I like about Mambourin: sewing, radio, multimedia."



Sally, Melton and WAM community member

"I like doing WAM [Weekends at Mambourin]. I like going out with my friends outside Mambourin."

Our finances

The past year has been marked by outstanding activities across all areas of the organisation. We have introduced fresh, inventive opportunities for our community while delivering personalised support tailored to individual needs and requirements.

These achievements stand as a testament to the dedication and flexibility of our Mambourin employees, who have embraced adaptability and shown commitment in navigating changes to help our community.

Our financial team remains engaged in empowering our hub teams to deliver optimal services. By refining processes, systems, and practices to support administrative efficiencies, we ensure our services remain exceptional.

Over the last year, our team's achievements have been significant. These include the acquisition of

a new facility, the initiation of a payroll/HR system upgrade, comprehensive building updates, purchase of equipment for innovative community activities, and the acquisition of several electric vehicles aligned with our environmental strategy.

Despite the evolving landscape of NDIS funding in recent years, Mambourin has upheld its commitment to quality services and delivering excellence. We have extended engaging support to the new customers who have chosen to become part of our vibrant community.

In this annual report, we present a condensed overview of Mambourin's audited financial statements, offering insights into significant revenue and expenditure components.

Alma Zulovic

General Manager - Finance and Administration

**Total income
for 2022/23**

\$23,750,000

**Total
expenses**

\$21,420,000

Surplus

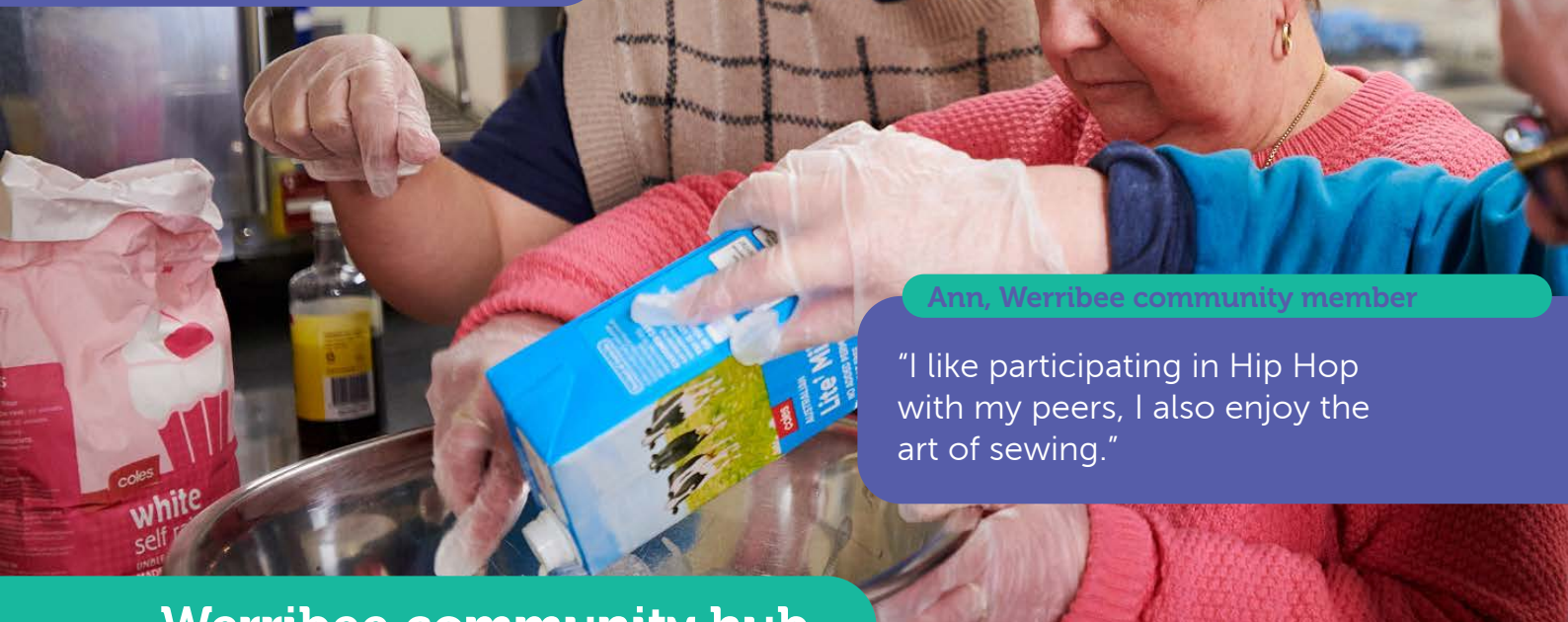
\$2,330,000



The full audited financial report of Mambourin Enterprises Ltd ACN 159 257 036 for the year ended 30 June 2023 can be obtained from our website www.mambourin.org or by writing to the Company Secretary at 159 Derrimut Drive Derrimut VIC 3026.

Gina, Werribee team

"It makes me happy to see people having fun and creating accomplishments no matter how big or how small. It's empowering to see the efforts and hard work they've put into achieving their goals."



Ann, Werribee community member

"I like participating in Hip Hop with my peers, I also enjoy the art of sewing."

Werribee community hub

Varney, Werribee team

"I enjoyed seeing participants reach their potential by providing both physical and emotional support, which helps them live their life more independently."



Emily, Werribee community member

"I work on different projects in woodwork. For example, key ring holders, jewellery boxes, small coffee tables, candle holders, photo frames and more."

Our team

People and culture team

Cassandra Smith - General Manager

Helen Trieu - Senior People and Culture Advisor

Jarrold Muscari - People and Culture Coordinator

Our staff are responsible for all the successes we have achieved this year. We recruit great new people, and we continue to invest in and support our team members to ensure they want to stay with us.

Happy and healthy staff create great outcomes for the people we support. This year we launched our new health and wellbeing platform, My Everyday Wellbeing, which supports our staff with all aspects of their health and wellbeing. Key areas of focus are health and fitness, mental health and stress management, financial health, sleep support and

lifestyle advice. Our staff enjoy an abundance of free professional advice and resources. Our employee assistance program (EAP) also got a revamp and we moved to a more comprehensive program earlier in the year. Our staff can access professional and confidential support for any work or personal problem that they need help with, and support is available anytime.

We continue to be a provider of choice for students seeking to gain a qualification in disability. We hosted 35 student placements with six students gaining employment after placement. Training and development investment has also increased this year with more focus on our facilitator teams, ensuring that staff remain engaged and have opportunities to develop with us for future career growth.

Annual Disability Worker Awards



We were delighted to partner with the Rotary Club of Footscray to present the second inaugural Annual Disability Worker Awards. These awards recognise team members who have made a significant contribution to our community across three categories.

Most Outstanding Supported Employee of the Year Award:

Ben Eldridge

Most Outstanding Disability Support Worker of the Year Award:

Yale-Alem Tirunhe

Most Outstanding First Year Disability Support Worker of the Year Award:

Marie Imanishimwe



Current staff snapshot

448
staff*



111 full time

154 part time

183 casual

4 promotions

*Including 125 supported employees and trainees

Training

We spent
4,865
hours in training



Key focus areas were:

- ✓ Induction and shadow shifts
- ✓ Positive support strategies
- ✓ Customer specific training
- ✓ First Aid and CPR

Mighty Mambourinites

We love to celebrate our successes, and that includes recognising the team members who go above and beyond for the Mambourin community.

We regularly hold special Open Community meetings online so the whole team can hear the announcement of our staff recognition award – the Mighty Mambourinite – and congratulate the nominees.

Mighty Mambourinite nominations can be made by anyone across the organisation, and over the past year alone we received 63 nominations!

A big thank you to our nominees and congratulations to all our winners over the past year.



Our services

Mambourin is all about choice. That's why we offer such a huge range of services. We strive to connect people to the opportunities and supports that they want and need to live their best life.

Our Community Hubs offer group and individual supports, either on site or by accessing the community.

Our Flexi Choices team make sure the fun never stops by connecting individuals and groups to events and activities after hours and on weekends.

Our dedicated NDIS and Intake team assist the people we support and their carers to navigate the NDIS and make sure they are adequately funded and supported.

Our Mambourin Business Solutions (MBS) social enterprise not only offers employment, but also provides leadership and open employment opportunities. Their school-based traineeships (SBATs), and School Leaver Employment Supports (SLES) provide pathways for people who want to find and keep a job.

Hub management team

Altona – Nicole Kirke*

Bacchus Marsh and Melton - Jemuel Banson

Braybrook – Bobby Pineda

Deer Park – Caroline McMillan

Sunshine – Raeleen Cornell

Werribee – Linda Agius

Our hubs deliver almost 200 group activities and approximately 250 personalised one-to-one supports every week, fostering a vibrant and inclusive community.

Our commitment to service excellence is evident with the average length of service of participants at over 10 years. This highlights our role as a trusted and consistent source of support.

Enhancing support

We are growing our in-home and after-hours individualised supports. Collaborating with our proficient IT and communications teams, we're embarking on innovative ventures, including piloting a caregiver communication app, hosting on-site appointments with our NDIS and Intake representatives, and planning for an upcoming event to celebrate International Day of People with a Disability.

New initiatives

In partnership with Healthstin, an allied health provider, we've introduced a health and fitness activity. Led by accomplished exercise physiologists and physiotherapists, this program aims to enhance

strength, flexibility, and prevent falls, ultimately fostering greater mobility and self-reliance. We aspire to extend this collaboration to additional hubs, ensuring a broader impact.

Collaborating with Hand Brake Turn, an initiative of Concern Australia with a 50-year legacy of aiding at-risk youth, we've launched a skills development program. Over a seven-week period, participants engaged in customised activities focused on basic automotive maintenance and safety. Each participant received a certificate on completion. Discussions are ongoing to incorporate this initiative into our suite of offerings, amplifying its reach.

Our IT champions across hubs have been pivotal in driving our gaming program's growth. Originally initiated with one weekly activity at the Melton hub, it has expanded to three days and is poised to launch at our Braybrook hub. Inclusivity remains paramount, as we will be seeking expressions of interest from both existing and new customers for expanded hours beyond the conventional schedule.

In summary, our commitment to dynamic offerings and community enrichment is evident in our weekly activities, customer engagement, expansion of support avenues, partnerships with experts, and innovative initiatives. Through these endeavours, we continue to champion empowerment and accessibility for all.

Mahal Lazaro

Manager Community Hubs

**Erin Rixon steps into the role as Altona Hub Manager from October 2023, ahead of Nicole Kirke's move across to the NDIS and Intake Team.*



521

During the last financial year, we provided individual and/or group supports to 521 people*



236

236 people participated in individual activities**



456

456 people participated in group activities**

**Note: these figures exclude supports provided through MBS for employment and training in 2022/23 FY*

*** Not unique individuals. Some people receive both individual and group supports.*

Here's a snapshot of our most popular activities over the past year!

Activity	Hours
Exercise (external)	66,091
Daily living skills	59,621
Art	44,105
Community access	40,058

Activity	Hours
Music	35,397
Exercise	23,579
Group - Centre	18,521



Braybrook community hub



Harriet, Braybrook team

"I love to be creative when doing my work and I do get the opportunity to do that when running programs. My job presents me with the opportunity to experience diversity at its best. This is ranging from staff cultures, languages, religions, beliefs, and dress."



Joachim, Braybrook team

"I love the job that I do very much because I can see the impact I have on the people I work with. I also love my job because while we are at work, we get to do different things on different days and therefore removing monotony on the job which makes it exciting and not tiring or boring."

Stephen, Braybrook community member

"Every week we go bowling, to music and also do some activities at the hub. I always look forward to coming to the hub because I get to meet my friends, some I've known over a very long time."



Deer Park community hub



Leafu, Deer Park team

"It is gratifying to see the Monday DLS [Daily Living Skills] group excel in every element of meal preparation. Every customer has cultivated a sense of teamwork, communication, skills, and the will to succeed in every given task."

Adam, Deer Park community member

Adam is responsible for making sure all equipment for car washing is set up. He's also in charge of packing away equipment and loves to help new members to the crew.



Jason, Deer Park community member



Jason is an all-rounder in the cooking program from meal prep right through to cooking and plating up. He also likes to make sure everything is clean and spotless.

Leisure and recreation

Flexi Choices Coordinators

Narelle Macvean – Altona and Werribee

Judy Dare – Melton, Bacchus Marsh and Deer Park

Tina Mason – Braybrook, Sunshine, MBS Social Club

Relief Coordinators

Ann-Marie Summers

Brian (Raul) Limco

It has been a truly remarkable year! In the financial year concluding 30 June 2023, we organised a total of 313 group activities and 679 personalised one-to-one or one-to-two events, all tailored to the preferences of our valued Mambourin community members.

Let's take a glimpse into a selection of these activities:

- ✓ Enjoying movies together
- ✓ Attending shows in Melbourne, Geelong, and Ballarat
- ✓ Celebrating with Christmas and Halloween discos
- ✓ Sharing meals at various restaurants
- ✓ Exploring car, cat, craft, and dog shows
- ✓ Embarking on museum visits
- ✓ Immersing in musicals and live music performances (including tribute bands for Queen, ABBA, and Bon Jovi)
- ✓ Cheering for sports teams at AFL, AFLW, NRL, netball, and A League matches
- ✓ Engaging in thrilling Escape Room challenges and Go Karting

Another notable achievement was the launch of our supported holiday program. We've already completed four successful events, with three more scheduled in the months ahead. The response to our expression of interest for these events has been incredibly positive. It's important to emphasise that individuals require sufficient funding in their NDIS plans to cover these activities. We're pleased to see that many individuals already have this type of funding (short term accommodation) approved.

Beyond these highlights, we've also been active in supporting individuals during out-of-hours activities throughout the week. This includes attending weekly indoor cricket games, participating in baking sessions, and providing travel training.

We also gladly welcomed Ann-Marie Summers and Brian (Raul) Limco, as relief coordinators, to step in while our regular team members enjoyed a well-deserved break. This seamless transition ensures uninterrupted support during these periods of leave.

As we reflect on this exciting year, we're grateful for the wonderful experiences shared with our Mambourin community and look forward to continuing our journey together.

**313 group activities
and 679 individualised
personalised supports in
22-23 FY**



NDIS and Intake team

NDIS and Intake Manager

Vicki O'Neill

NDIS and Intake Coordinators

Meafou Aumau
Michelle Stewart
Roberto Lazaro

Our team has made significant strides and accomplishments over the past year. Our commitment to excellence, growth, and providing top-tier support is unwavering. We were pleased to assist numerous individuals embarking on their journey with the NDIS for the first time, as well as provide ongoing support to those already in the scheme, including our current community members.

The year saw us handle over 300 enquiries and welcome 83 new members to our organisation. These enquiries encompassed a diverse range, from individuals interested in joining us to those seeking services currently beyond our offerings, such as support coordination, plan management, and children's services. We pride ourselves on supporting all enquiries to get the information for services they seek, even when we are unable to provide them here at Mambourin.

The NDIS review is drawing to a close with the final report expected in October 2023. Some key challenges have been raised – among the top five issues are sustainability and addressing the confusion around what constitutes "reasonable and necessary" supports. We are actively monitoring all developments and remain steadfast in providing support and clarity to our community as we navigate this journey together.

As the NDIS trend of extending and rolling over existing plans persisted, Mambourin's role in providing vital details to planners, local area coordinators, and NDIS support coordinators remained crucial. This support is instrumental in securing the necessary funding to fulfil our community members' unique needs and aspirations. In cases where funding fell short, our community members and their carers displayed remarkable advocacy to seek increased funding. We commend their dedication.

Our team established robust professional connections with NDIS representatives, allied health experts, support coordinators, and educational institutions. Our engagement with local councils through scheduled gatherings not only fostered networking opportunities but also allowed us to showcase the excellence of our support services.

Christian from our Sunshine hub took up the StepUp opportunity to cover Roberto's role during

his leave. Stepping up not only empowers our staff members like Christian to enhance their skills but also contributes to the enrichment of our collective knowledge, particularly in relation to the NDIS.

Our approach underscores the significance of collaboration across Mambourin teams. The involvement of our local managers, flexi choice co-ordinators and our MBS team has been pivotal in gathering critical evidence for funding challenges and reviews. Our People and Culture team continue to tailor recruitment processes to meet the unique needs of the people we support. The finance team provided invaluable assistance to people with funding concerns, our marketing and communication team ensure we shine the brightest at expos and community events, while IT enhancements streamlined operations in response to evolving demands.

This collective effort extends throughout our organisation to ensure consistent, top-notch support for our community members.

We extend our gratitude to all stakeholders, internal teams, and community members for their dedication and collaboration in making this year a success. We are excited to continue this journey, enriching lives and providing exceptional support.

Vicki O'Neill
NDIS and Intake Manager



A photograph of two men standing in a warehouse. The man on the left, Alan, is wearing a high-visibility yellow and black long-sleeved shirt and dark trousers, with his arms crossed. The man on the right, Tim, is wearing a high-visibility orange and navy blue jacket over a yellow shirt, khaki shorts, and a tool belt. They are both smiling and looking at each other. The background shows tall blue metal shelving units and stacks of wooden pallets.

Alan, MBS team

"I have the best job. Not only am I able to support the people I care about but I also get to help with the growth of everyone here. This is my second family and there is nothing better than to see the people you care about learn new things and enjoy their job."

Tim, MBS team

"Being a support worker is awesome because you get to witness people grow into someone that they didn't think they could be and help them believe in themselves. And mentor them in how to break their own barriers down and overcome them."

Mambourin Business Solutions (MBS)

What a difference a year without COVID lockdowns has made. Productivity has improved, morale is much better, and we've observed a feeling of overall contentment among the team.

Our Social Enterprise and our Training Centre have seen many changes over the course of the year, but our team continues to thrive, adapt to an ever-changing workforce and is always striving to achieve their very best. We are very proud of their efforts.

Last year we restructured our work hours to better suit the needs of our commercial customers and what a difference this had made. It has allowed us to increase our capacity to complete jobs for a more varied and diverse customer-base, while at the same time allowing us to increase the skillset of the employees we support.



The woodworking services, introduced last year, have grown and we have trained three supported employees in spray painting and minor woodworking repairs. Over the course of the year, this team also manufactured solid timber chairs and tables for use in childcare centres.

In November of 2022, we moved into our new and much larger premises at 103–107 Derrimut Drive. Having this fourth site has allowed us to increase capacity and provide more job opportunities. The team has certainly appreciated the bigger work area and been able to operate in a much more efficient manner. Later this year a lift will be installed to allow greater access to the upstairs office spaces.

We increased our recycling services and as a result were able to offer a further four people supported employment roles. Our customer base in other areas has also increased and we now offer commercial laundry services and have increased our rework and labelling capacity with a wine importer.

We continue to explore open employment opportunities for all our team members, and I am excited to announce that this year we have reached an agreement with a major logistics provider. This will enable us to offer supported employees, SBATs and our SLES participants specialised training in a logistics provider. Initially, this will be in a supported role with a view to moving to open employment. Our ongoing goal is to continue to create more pathways and training opportunities for the people we support.

Our garden teams continue to support our commercial customers in a professional manner, and we have received a number of positive comments about the standard of their work. We are continuing to upgrade our equipment and the team are learning how to use this.

Bradley Miller
Manager Mambourin Business Solutions

Kosta, MBS garden team

"My role at Mambourin is very fulfilling. I can contribute to the local community and provide guidance to all kinds of people."

Jennifer, MBS supported employee

"I'm a quality control officer I like to help my co-workers with their work. I treat everyone equally and not different, I don't like it when people are treated different from everyone else."





64

**supported employees
(including garden team members)**



1

**supported employee transitioned to
open employment**



Our Training Centre

This year's School Leaver Employment Support (SLES) and School Based Apprenticeship and Traineeships (SBATs) cohorts continue to work towards their qualification with all our SLES participants expected to complete their Certificate 1 in Transition Education later this year, and our trainees their Certificate II and III in Supply Chain Operations.

Three of our graduating SLES participants successfully gained roles as supported employees with Mambourin. We were also incredibly proud of the 24 SBAT trainees who graduated with a qualification in Logistics.

Over the course of the past year, we have seen one supported employee transition into fulltime open employment, and six more supported roles were created within our social enterprise, of which three came from our SLES program. We also celebrated 24 SBATs graduating with a qualification in Logistics.



24 SBAT trainees

14 SLES participants

7 completed Certificate I
Transition to Education

3 completed Certificate I
Work Education



Ashleigh, SLES Mentor

"My favourite part about my job is watching participants make progression towards employment goals and personal goals, it gives me a sense of achievement like no other. I'm very proud to be a part of their journey and so thankful to be able to support them in the best way I know how, every step of the way."



Acknowledgements

Mambourin is grateful for support received in the form of donations, grants and funding, partners in the community, volunteers and our members. We extend our thanks to everyone who provides us with support.



Mambourin acknowledges the support of the Victorian and Federal Governments.

Contact us

There are many ways to get involved at Mambourin:

- ✓ receive our newsletter
- ✓ volunteer
- ✓ student placement
- ✓ become a member
- ✓ make a donation.

To find out more get in touch:

hello@mambourin.org

03 9731 9200

Mambourin.org

Our 2022-2023 annual report and financial report are produced in electronic format. We will print individual copies on request – just let us know if you would like one via one of the contact methods above and we will happily send it to you.





Mambourin Enterprises Ltd
ABN 41 725 993 025 | ACN 159 527 036

hello@mambourin.org
03 9731 9200
Mambourin.org

Our locations

Head office and MBS warehouse (D1)

159 Derrimut Drive
Derrimut VIC 3026

Mambourin Business Solutions (MBS) office and warehouse (D3)

103-107 Derrimut Drive
Derrimut VIC 3026

MBS training centre (D2)

2/135 Derrimut Drive
Derrimut VIC 3026

MBS Melton warehouse

1 Collins Road
Melton VIC 3337

Altona

130 Queen Street
Altona VIC 3016

Bacchus Marsh

21-23 Gell Street
Bacchus Marsh VIC 3340

Braybrook

33 Ravenhall Street
Braybrook VIC 3019

Deer Park

836-842 Ballarat Road (corner Miles Street)
Deer Park VIC 3023

Melton

20 McKenzie Street (enter via Smith Street)
Melton VIC 3337

Sunshine

50 Stanford Street
Sunshine VIC 3020

Werribee

11 Walls Rd
Werribee VIC 3030