



Making the
everyday better



Annual Report
2021 - 2022

www.lifely.org.au

Acknowledgement of Country

In the spirit of reconciliation, Lively acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders, past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



Lively participant and her Community Facilitator enjoy the Mildura Riverside.

Contents

Get to know Lively	4
Our History	5
Our Board	6
Our team	10
Governance	10
Message from the Chairperson and Chief Executive Officer	11
Treasurer's Report Year Ended 30 June 2022	12
Program Reports	14
Advocacy	14
Participant Coordination	15
Family and Carer Programs	15
Human Resources	16
Mallee	21
Outside School Hours Care	22
Quality	23
Support Coordination	24
Supported Independent Living	25
Volunteering	26
Contact	27

Get to know Lifely

Mission

To provide inclusive high-quality services for people living with disability in regional Victoria, New South Wales, and South Australia.

Vision

To empower people with a disability, their families, and carers to make choices to enhance their lives.

Commitment to Diversity

Our commitment to inclusion across race, gender, age, religion, identity, and experience drives us forward every day as we strive for the best quality disability and children's services in an environment free from discrimination and harassment

The things that matter: Advocacy. Belonging. Care. Choice. Community. Connection.

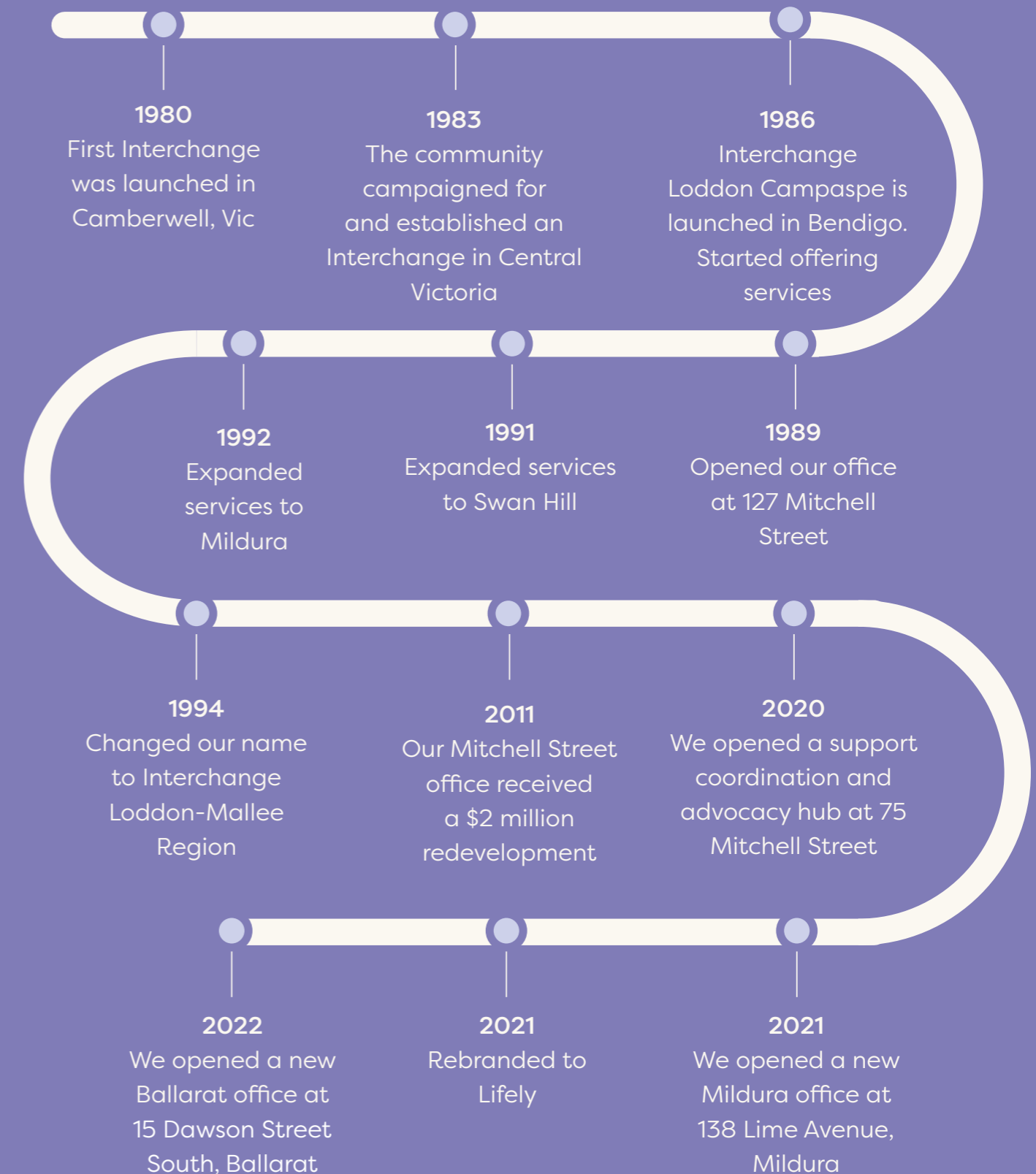
Previously known by our company name Interchange Loddon-Mallee Region, we're a disability service provider with 40 years' experience supporting regional Australians with a disability and their families.

We have deep roots in the country and believe regional people living with disabilities deserve access to the highest quality participant-centred services.

Simply put, we help improve people's everyday lives by providing a wide range of personal, home, social and recreational services for kids and adults with a disability and their families.

Our big vision is an inclusive Australia where people with a disability are supported and empowered to live a life filled with choice, connections and belonging.

Our History



Our Board



Scott MacRae, Chair

Scott is a Business Banking Manager at the National Australia Bank. Previously, Scott worked with Bendigo and Adelaide Bank's joint venture, Community Sector Banking. Scott has held executive and non-executive director roles within various not-for-profit organisations. He has an in-depth knowledge of the not-for-profit sector. Scott has been part of our Board since March 2017



Partha Nag, Treasurer

Partha is the Executive Director of Strategic Business Alliance, providing custom business solutions to professional service companies across Australia and New Zealand. He holds executive and non-executive roles with various private organisations and not-for-profit entities. Currently, Partha is also a carer and has a deep interest in the disability sector.



Tracy Robertson, Vice-Chair

Tracy has worked in the tertiary education sector for more than 20 years. Her roles have included supporting researchers, developing collaborative partnerships, managing projects, negotiating solutions, and interpreting statistical reports to identify trends and opportunities. Tracy joined our Board in 2019.



Josh Pell

Josh is a Project Manager at Bendigo and Adelaide Bank's philanthropic arm, Community Enterprise Foundation™. Josh's 12-year career at the bank has allowed him to be involved in numerous community-focused projects, fundraising and nationwide granting. His speciality skills and experience include community engagement, project innovation, strategic initiatives, stakeholder management and marketing. Josh joined our Board in 2018.



Peter Williams, Secretary

Peter's 30-year career spans various leadership positions across information technology, customer service and business transformation. He has experience in continuous improvement and business process transformation across the government and banking sectors. He is passionate about helping us provide efficient, high-quality, customer-centred services to the community. Peter joined our Board in April 2018.



Ian Watson

Ian is a project manager with more than 25 years of experience in the health, utilities and research sectors. He is passionate about improving health care in the Loddon Mallee Region through better community engagement. His skills include project management, governance, change management and organisational development. Ian joined our Board in 2018.



Richard Baker

Richard is a banking veteran with a career spanning almost 40 years. Richard has held senior management positions with Bendigo and Adelaide Bank and is a non-executive director of Sandhurst Trustees. He specialised in risk management, strategy, governance and finance. He is also actively involved in local community groups and sporting clubs.

Kat Ritchie

Dr Kat Ritchie was born in Malaysia; she did her A-Levels in Singapore before coming to Melbourne for university. As a gymnast, who for years represented her home state of Selangor, Kat continues to be involved in the local gymnastics scene and has always been extremely energetic, bouncy, and vivacious. She brings this energy to everything she does, including being on the Lively board. She is keen on drawing, cooking, and calligraphy. She plays the piano and helps lead the singing at church on Sundays. She has a husband, two children, and an ageing cat. Kat is now a general practitioner living amongst the kangaroos, far from the lights of KL.

Callum Wright

Callum works for Bendigo Community Health Services with executive responsibility for primary health, allied health, refugee settlement and corporate services. He has previous experience in community engagement, philanthropy, banking, finance and strategic projects roles in the corporate sector. Callum is passionate about building stronger communities, the power of local organisations and ensuring that everyone can connect with their community in a meaningful way and live fulfilling lives.



Meetings of Directors

Directors	Board	
	Eligible to attend	Attended
Scott MacRae	9	9
Ian Watson	9	8
Partha Nag	9	8
Peter Williams	9	9
Josh Pell	9	8
Tracey Robertson	9	8
Richard Baker	9	9
Callum Wright	9	8
Kat Ritchie	4	4



Social group participants enjoy a walk and take away lunch in the park.

Our team

Janette Martin
Chief Executive Officer

Eli Geary
Chief Operations Officer

Hope Drury
Practice Leader

Kim Williams
Mallee Area Manager

Cindy Taylor
Human Resources Advisor

Leigh Boscoe
Human Resources Advisor

Brandon Reeves
Participant Coordination Team Leader

Jen Wilson
Plan Management Team Leader

Tanya Christie
Supported Independent Living Team Leader

Alicia Potts
Outside School Hours Care Team Leader

Shannon Reading
Support Coordination Team Leader

Leia Carter
Intake Team Leader

Sally Miller
Intake Team Leader

Belinda Billman
Quality Coordinator

Stephanie Flynn
Business Development and Marketing Coordinator

In memoriam – Steph Eames

With great sadness, we mourned the passing of our colleague Stephanie Eames in March 2022.

Steph was a valued member of our team from 2017 until her passing and exemplified life, love, laughter, and an irrepressible belief in seeing the best in everything.

Steph's passing was a blow to many, especially the participants and families supported closely by her over the years.

Our hearts continue to go out to Steph's fiancé, Josh, parents Rhonda and Brad, siblings Sarah and Ash and their families.

It was a privilege to work alongside Steph.

We miss her greatly.



Governance

Message from the Chairperson and Chief Executive Officer

Again, we are pleased to provide our report for the 2021 – 2022 Financial Year.

It has been a year of finding our way again as we move out of the COVID-19 era.

We have been delighted to be able to offer our usual wide variety of support services again after having had to restrict so many services and activities during lockdown.

Whilst the post-COVID era has brought the return of many of our very enjoyable freedoms, such as dining out in groups and enjoying watching our favourite sporting teams again, it has also brought a significant reduction in the numbers of people seeking employment which has made staffing our return to usual activities very difficult, to say the least.

Much of the operational year has been taken up with reviewing our recruitment strategies and looking at ways we can truly become the employer of choice.

It was very pleasing to be advised that funding for the Outside School Hours Care Pilot Program has been extended to December 2023. We have also received funding from Carers' Support Services for an Advocate position in Mildura.

The opening of our larger office in Mildura and the greater connection with the

Mildura community through forming a Mallee Advisory Group was a highlight.

The approval by the Board of an office presence in Ballarat is very exciting, and we look forward to growing this service in the ensuing financial year.

In many of our operation areas, we have sought to consolidate process, policy and return-to-work strategies, which will provide the basis for embracing the new financial year's opportunities.

In particular, we look forward to expanding our Supported Independent Living Program, entering into the Supported Disability Accommodation market and being part of the consultations for the post-games use of the Commonwealth Games Athletes' Villages.

As always, our thanks go to our outstanding workers, from those who provide direct support to our participants to those who provide the coordination and administration that underpins our direct support.

We also say a huge thank you to our Board of Directors and our community volunteers who actively participate in our various sub-committees. Thanks also to our volunteers who assist with our group activities and camps throughout the year.

Scott MacRae
Chairperson

Janette Martin
CEO

Treasurer's Report Year Ended 30 June 2022

Summary of Financial Performance

The financial year ending June 2022 was challenging, internally and externally. The COVID-19 pandemic continued to impact the delivery of our services throughout the year, and a transition in the finance team provided us with some significant challenges throughout the financial year.

The overall result reflects the withdrawal of government COVID-19 assistance and economic challenges faced in a post-Covid operating environment. Lively has reported a loss of \$337,000 for the year ended June 2022.

Lively has recorded growth over the period, with an increase in revenue of 23 per cent (\$2.2 million) and an increase in expenses of 30 per cent. (\$2.9 million).

The Statement of Financial Position reflects the loss with a decline in overall equity, with Total Assets of \$5.6 million, a reduction from the prior year (\$6.1 million) and net Assets of \$3.5 million, a decline from the prior year (\$3.8 million).

Revenue

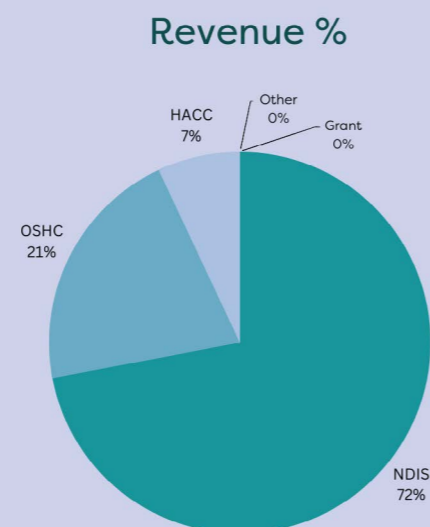
Total revenue for Lively for the 2021 – 2022 financial year was \$11.9 million, representing a 23 per cent growth from the prior year.

Most participants supported by Lively are funded via the NDIS. However, we have other significant sources of funding, including the provision of Outside School Hours Care (Department of Education) and HACC (DHHS).

During 2021-2022, we also provided supported independent living services to participants funded through TAC and DVA.

Revenue per cent

- NDIS 72 per cent
- OSHC 21 per cent
- HACC 7 per cent

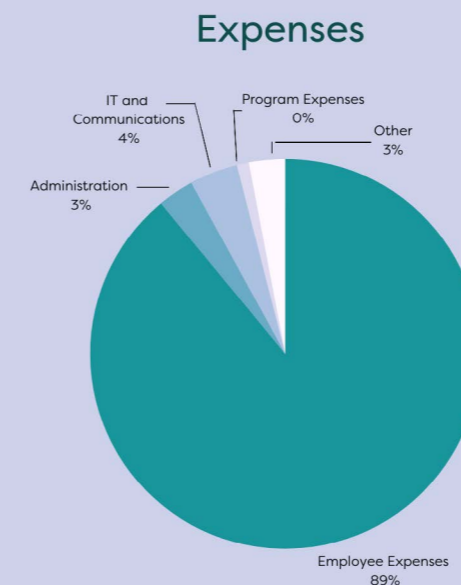


Expenses

Total operating expenditure for the 2021 – 2022 financial year was \$12 million, an increase from the prior year's \$9.7 million. Employee costs account for 89 per cent of the operating expenses, with administration, information technology and communication comprising the other major categories.

- Employee Expenses 89 per cent
- Administration three per cent
- IT and Communication four per cent
- Program Expenses one per cent
- Other – Travel, Occupancy, Postage, printing and Stationery three per cent

Revenue and expenses grew because of an increase in participants and direct support services, plan management and support coordination, accounting for increased workers and wage expenses.



To the Future

The 2022 - 2023 financial year will be a year to consolidate our services and processes. With a stabilised finance team, we will continue implementing process and systems improvements to ensure that we are prepared for organisational growth in the coming years.

I want to thank the team at Lively for their contributions throughout the financial year. Their ongoing commitment to improving people's everyday lives continues to drive this organisation into the future.

Partha Nag
Treasurer

Program Reports

Advocacy

The independent NDIS Advocacy Service has continued to run for 15 hours per week during the 2021-2022 financial year, thanks to the generous support of Bendigo Health's Carer Support Services.

This funding means the advocacy is independent of Lively, acting solely in the interests of the people living with a disability and their families who access the service.

In fact, of the 58 participants who accessed the service over the past year, most were referred to Lively by professionals and had no prior association with Lively.

Many participants were not registered for the NDIS but became participants through advocacy. Some participants exercised their 'choice and control' and chose to use Lively's services.

Many advocacy participants had difficulty engaging with services because of their disabilities and required intensive support to obtain supporting evidence so that an NDIS access request could be submitted. This highlights the essential nature of advocacy in supporting vulnerable people to access a very complex system.

Helping Ben connect with nature-based supports

This is Ben. Ben is passionate about exploring nature and caring for the environment. He finds that it's a great way to relax and rebalance.

A few months ago, Ben approached his Lively support coordinator, Chris, about finding a support worker who enjoyed the same things. So, Chris connected Ben with

Adam from Entity Educational Nature Tourism.

Adam runs a nature-based program. The pair regularly go fishing, camping, and even meditating at some of Central Victoria's most beautiful places.

Recently, they spent time at the Barkers Creek reservoir and took this great selfie.

Participant Coordination

In 2021 - 2022, our participant coordination team continued its essential work helping participants work towards their NDIS goals by matching participants and workers, organising support sessions and coordinating activities in partnership with our participants and families.

Unfortunately, the COVID-19 pandemic and the industry-wide worker shortage severely affected our ability to recruit new participants for one-on-one support. As a result, we prioritised the quality of our care for existing participants and families and closed our intake for one-on-one support for much of 2022.

We were able to capitalise on opportunities for many participants who could not fully use their funds throughout the pandemic. Here are just some of the examples of what we were able to facilitate:

- A young man supported to take a two-night holiday to the beach, which his family reported they once never thought would be possible
- Participants returning to their favourite outings in Melbourne, including AFL games, concerts, conventions, Melbourne Aquarium and Luna Park
- Additional support was added to participants' schedules to maintain or make further progress towards goals that were difficult to achieve during the pandemic

While there were still many barriers, 2022 saw the return of consistent group programs for the first time in over two years. Participants enjoyed re-engaging in community events and building on their social connections.

In the second half of the financial year, we focused on reinvigorating our social groups and will continue to do so in 2023, including a much-anticipated return of group holidays!

We thank our team of dedicated Community Facilitators and Participant Support Coordinators for their tireless work in making everyday life better for our participants.

Family and Carer Support Programs

Did you know there are 2.65 million carers in Australia? In Victoria, it is predicted there will be more than a million carers by 2025.

Carers are defined as people who provide unpaid care and support to someone living with a disability or chronic illness.

During the 2021 - 2022 financial year, Lively provided a range of support programs to suit carers and families from all walks of life, including carer support groups, playgroups, sibling social groups and camps.

Carer support groups

In early 2022, we launched the Mildura Carers' Group, with Bendigo following suit and launching in mid-2022. These groups allow carers to connect in a supportive environment and enjoy morning tea together.

Playgroups

Lifely playgroups continued to gain strength. Bendigo's playgroup now has four families who come together fortnightly for sessions led by trained Lifely community facilitators at The Old Church on the Hill.

The children continue to build rapport, confidence and communication skills as they engage in self-guided play and their parents and carers get well-deserved respite.

Sibling Social Groups

Lifely Sibling Social Groups are designed for children and teens with a sibling or a family member living with a disability to hang out with others going through similar experiences.

The monthly sessions feature activities such as swimming, laser tag, art classes, planetarium visits, picnic lunches, bowling, mini golf, and even visiting tourist attractions in cities nearby.

The groups give siblings a much-needed break, a chance to develop as individuals and make friends with other kids who understand their lives.

Sibling social groups currently run in Bendigo and Mildura, with two new groups to commence in Swan Hill and Castlemaine in the new year.

Camps for families

In May 2022, camps made a comeback! We had our first Sibling Social Group Camp in Swan Hill, with 15 participants from our Mildura and Bendigo regions. This camp was for children and teens living with someone with a disability and created time for them to make friends with others with similar lived experiences and memories that would last a lifetime.

The siblings had a packed weekend as they cruised along the Murray River on a Paddlesteamer, explored the "olden days" at the Pioneer Settlement, and were entertained by the incredible Heartbeat of the Murray light show.

In November 2022, three families attended our first Mildura Family Camp run in Renmark, South Australia.

Families relaxed and enjoyed the park facilities throughout the weekend, such as splashing at the water park, riding the go-karts, playing tennis and swimming and playing in the pools. Lifely support workers gave the families respite by actively supervising the children. At the same time, the parents and carers enjoy kid-free time with dinner at a local restaurant.

Bendigo's Family Camp will take place in Moama in February 2023 after flooding led to the November camp being rescheduled.

Caring for Carers

In June 2022, we ran a series of free interactive self-care workshops for families of young children with a disability, serious illness or undergoing diagnosis, including one session for carers from the Karen refugee community.

The workshops gave families the chance to connect and socialise over a relaxed lunch, followed by a 90-minute workshop based on the Circle of Security parenting model facilitated by Mel Kirby from Your Pathway to Healing.

Meanwhile our team of experienced community facilitators provided fun play-based activities for the kids, including painting, drawing, cooking and story time.

Lifely also partnered Regional Victorians of Colour to run a session of Bendigo's multicultural communities, which featured a traditional Karen meal cooked by Paw Kee from Karen Lady catering and Karen language support.

Each family that attended a workshop received a pamper pack or supermarket voucher to assist with the cost of living.

Caring for Carers workshops were made possible by Lifely's partners, the Interchange Network, Regional Victorians of Colour, and funding from the Victorian Department of Families, Fairness and Housing.

A community facilitator supporting a young family in the Mildura parkland.



Human Resources

Lifely has a fantastic workforce - committed, capable and keen to deliver the best support possible to participants.

We continue to expand and strengthen our workforce by attracting talented, experienced people and providing opportunities to people who have a passion for helping others and want to begin their careers in the disability sector.

Lifely has a diverse team where everyone is valued and encouraged to continue to increase their knowledge and skills with ongoing training opportunities provided by our newly introduced training system, E-Trainu. We've also seen many workers enrol in other relevant courses this year.

We were rapt to have Lauren Aicken join our team as a full-time HR Officer. Lauren is thriving at Lifely by diving into every opportunity provided and adapting well to our culture.

Thank you to all our Ballarat, Swan Hill, Mildura, and Bendigo workers for being so passionate and continuing to make Lifely a great place to work.

Team Snapshot Stats
New recruits: 91
Total Workers: 306
Ballarat workers: 1
Swan Hill workers: 1
Mildura workers: 34
Bendigo workers: 270



Kate Dunne
Support Coordinator

In 2022 we welcomed our first NDIS Support Coordinator in Ballarat, Kate Dunne.

Kate moved to Ballarat three years ago with her partner and dog, Tom Hanks! Previously, Kate lived in Melbourne and grew up in East Gippsland.

Kate also works as a Kinesiologist in Ballarat and is passionate about helping people help themselves.

Previously from a background in fashion, Kate worked in product development for global brands, which provided great experiences like travelling to Hong Kong to liaise with suppliers!

Kate is looking forward to this role and helping educate and assist participants wherever possible.



Clare Dullard
Carer Peer Support Officer

In 2022, we introduced a new program for families and carers led by our carer peer support officer, Clare.

Clare's role is to meet with carers in Bendigo and Heathcote, listen to their needs and connect them with services. She can also support carers interested in work, study, or volunteering.

Clare has worked with us for nearly two years as an NDIS support coordinator and has a professional background in Occupational Therapy.

At home, Clare cares for a child with autism and understands the challenges families and carers can face first-hand.

Clare was recently nominated for the Interchange Network's annual Jean Simpson award by colleagues, who are extremely proud of her dedication to supporting families.



Adult Social Group participants enjoy the rides at the Mildura Agricultural Show

Mallee

The Mallee team has settled into our new offices in Lime Avenue Mildura, allowing us to present a more professional presence under our new branding. We were pleased to host 40 local participants and business professionals, along with representatives of the Board of Directors and Senior Executive, for our official office opening and rebrand launch in May, which was a great success and provided the Mallee team with a wonderful opportunity to network and elaborate on our services.

Our Support Coordination team has had a terrific year, receiving 45 new referrals for the financial year. This has meant our team needs to expand, and we are currently recruiting for another Support Coordinator, bringing our Mallee team of Support Coordinators to four.

Direct Supports have also had a great year, with some extraordinary progress made with participants. Of note is Jack; Direct Support workers have been working closely with his Support Coordinator to support him to live independently. He is now engaging with his health professionals and budgeting and is in the process of applying for rental properties.

Stanley our SIL participant, has remained living independently for a year which is a real milestone for him. It is the longest he has been able to do so. Our support of Stanley has enabled Stanley to regain his independence, and he is making great strides ahead.

We are receiving positive feedback from participants, families and Support Coordinators regarding Lively's person-centred and individualised support that they have not experienced from other organisations.

We are recruiting an Advocate for a role in the Mildura office which will add another facet to the support and care we can provide our participants and families.

Outside School Hours Care

In 2021-2022, Lively continued operating its innovative Outside School Hours Care (OSHC) service at the Bendigo Special Development School and Kalianna School Bendigo as part of the Victoria Government's Demonstration Program pilot.

Children with disabilities often need a more focused, tailored approach to after-school care than their typically developing peers.

Our strengths-based education program is designed to foster their social, creative, and physical skills through art and craft, cooking, games, support with homework and more. We also created the program to support families to balance their work, study and home commitments while providing a safe environment for students to learn and play with their friends after school.

Three years down the track, we're proud to say that our program is still delivering results with more than 130 students and families enrolled in the services.

Feedback on the program continues to be positive, with both schools advocating its benefits to their communities and publicly.

The Victorian Government has announced that the pilot Demonstration Program will continue to be funded until at least December 2023, with more information expected to be announced in the near future.

Highlights for the 2021 -2022 financial year included:

Enrolment of new children and watching them grow as individuals. Making new friendships and building their skills and knowledge in many areas:

- Cooking
- Sustainability
- Resilience
- Problem solving
- Expressing themselves
- Communication
- Creativity

Quality

Lively is committed to continuous service improvement. We encourage constant development to maintain high standards and improve systems and processes.

In 2021-2022, we started work on several quality initiatives and continuous improvement projects that will help ensure our services are compliant, safe, to the highest standard and with our participants, families, and workers' best interests at heart.

Achievements and improvements to processes

- Implementing Teams across all workers so each member has access to policies, procedures, resources and other forms
- Further implementing the internal audit schedule and including this process in any recommendations fed into the continuous improvement plan
- Refining and analysing the incident reporting system to support better, more consistent reporting and analysis of incidents
- Preparing for the NDIS mid-term audit.

New Child Safe Standards

Lively has completed a significant amount of work reviewing its practices ahead of the Victorian Government's commencement of new Child Safe Standards in July 2022. The eleven new standards replaced the previous seven. Fundamental changes include new requirements:

- To involve families and communities in organisations' efforts to keep children and young people safe
- A greater focus on safety for Aboriginal children and young people
- To manage the risk of child abuse in online environments
- For greater clarity on the governance, systems, and processes to keep children and young people safe.

Changes have been made to support greater national consistency, reflecting the National Principles for a Child Safe Organisation developed following the Royal Commission into Institutional Responses to Child Sexual Abuse.

Lively is proud of our track record of working with vulnerable children and young people over the past 40 years, and we continue to employ industry best practices as we transition to the new standards.



OSHC students enjoy a range of excursions and guest presenters, including the Royal Flying Doctor Service.

Support Coordination

Lifely's Support Coordination Team grew enormously in the 2021-2022 financial year with the opening of our Ballarat office and the growth of the Bendigo and Mallee regions.

Our team now has 15 NDIS Support Coordinators and 382 participants. We continue to build networks that benefit our participants and create connections to the community.

Lifely participants and carers can showcase and sell their handmade art and crafts at our offices through a new Lifely Market program. The marketplace promotes disability inclusion by supporting our community members to operate microbusinesses while gaining economic and social skills.

Working within the ever-changing landscape of the NDIS, the Support Coordination team has continued to navigate the system professionally and proactively alongside their participants and achieved some gratifying outcomes.

In September, Stephen O'Connor was delighted to move out of aged care and into a purpose-built home that he shares with another Lifely participant. Stephen's whole world has changed. He can once again interact with other people his age and be part of his community, living on his terms.

Supported Independent Living

Since launching in Bendigo 2020, interest in our Supported Independent Living (SIL) service has found its feet.

Starting with one household just 12 months ago, our SIL team now supports 5 participants in living independently in their own homes. We have had inquiries from many more participants and families flowing in as awareness grows.

Notably, many of the inquiries we received through the year have been from participants and families, who do not currently have SIL services built into their NDIS plans. Instead, these queries have often come from people who are interested in the support but unsure how to navigate the NDIS to request SIL services. Nurturing these leads takes time as the plan review process can be lengthy.

Unsurprisingly, one of the greatest challenges faced by the SIL team this year has been the need to respond to the COVID-19 pandemic. Keeping participants and workers safe has been our priority. We have implemented several best-practice infection control measures and continue to stay current with the latest advice and regulations.

Plan Management

Across Australia, the demand for professional NDIS plan management services has grown significantly. Each year, more NDIS participants elect plan management to use their NDIS funding more flexibly.

Lifely plan management was operational in three geographical areas in the 2021 - 2022 financial year, with workers based in Ballarat, Bendigo and Mildura.

We welcomed 151 new plan management participants during the past 12 months.

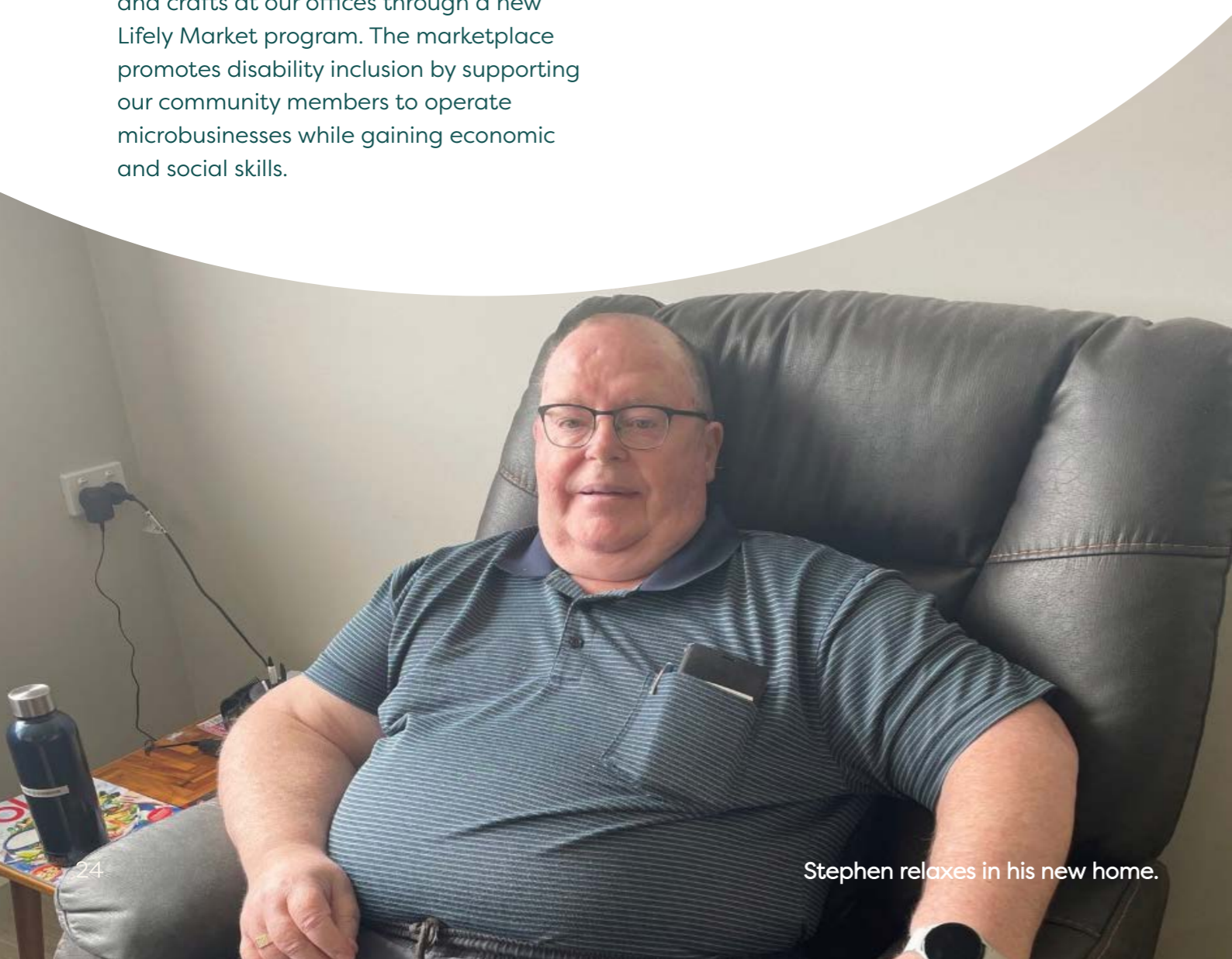
Our services allow these participants to use their choice of providers, comply with NDIS regulations and pricing, and promptly pay their providers.

Our point of difference from other plan management providers is we can register a new participant within an hour if we receive a copy of their NDIS plan and a signed service agreement.

In mid-2022, we introduced the Brevity plan management platform as our primary customer relationship and payment processing tool.

Brevity is fully integrated with the NDIS API and packed with features that allow our team to build a streamlined, technologically advanced plan management practice. It efficiently processes participant invoices to guarantee our mantra of prompt payments to providers.

The other exciting news with Brevity is that it has a real-time app so participants, families and support coordinators can access up-to-date information regarding their NDIS plan at the push of a button.



Stephen relaxes in his new home.

Volunteering

The decline in volunteering during the pandemic was substantial as many volunteers chose to reduce their contact with the public to avoid infection with COVID-19.

Currently Lifely has a small number of volunteers across its programs, but work will start in 2023 to rebuild our connections with volunteers and trial new ways of recruiting, including corporate volunteering.

Basketball for All

Lifely's Mildura Basketball for All group has grown immensely since COVID-19 restrictions eased earlier this year.

With the help of volunteers, the participants train each Wednesday evening at the Mildura Hothouse and develop their skill set. Complete with personalised jerseys for the entire team, coaches and support workers, everyone engages in drills and fun Basketball games each week. The sportsmanship within our team is something to be seen!

Jennifer Sheed, Volunteer

Lifely volunteer, Jennifer Sheed, was recently nominated for the Interchange Network's annual Jean Simpson award.

Jennifer has been involved with Lifely for many years, first as a board member and then as an office-based volunteer and community representative on Lifely's marketing and fundraising sub-committee.

Jennifer's grant writing skills were instrumental in Lifely winning a multimillion-dollar education department grant to run a specialist outside school hours care program at two specialist schools in Bendigo, a \$50,000 state government grant to establish a physical activity pilot in Central Victoria, and a business plan for Mildura Basketball for All, as well as several smaller grants.

Generous locals donate new shoes to a participant in need

Recently, our support coordination team reached out to Central Victoria on social media, asking if anyone could donate a pair of new shoes for a young participant.

The teen lost his mum, and the last few years had been tough for him and his Dad. Sadly, they could not afford new pair of shoes to support his feet, as his NDIS plan did not fund them.

We were overwhelmed by the generous response. One family donated a brand-new pair of sneakers, while a local podiatrist provided a pair of sturdy leather shoes.

The participant and his Dad were overwhelmed with gratitude. And so was our team!



This story has been shared with permission, but names have been withheld for privacy.



Mildura Basketball for All team.

Contact

Office locations

BENDIGO
127 Mitchell Street, Bendigo 3550
Support Coordination and Advocacy Hub
75 Mitchell Street, Bendigo 3550

MILDURA
138 Lime Avenue, Mildura 3500

BALLARAT
15 Dawson Street South, Ballarat 3350

Contact us

Phone: 1300 799 421
Email: info@lifely.org.au

For more information about Lifely please visit our website www.lifely.org.au.



BENDIGO
127 Mitchell Street,
Bendigo 3550
1300 799 421

**Support Coordination
and Advocacy Hub**
75 Mitchell Street,
Bendigo

MILDURA
138 Lime Avenue,
Mildura 3500
1300 799 421

BALLARAT
15 Dawson Street South,
Ballarat 3350
1300 799 421



www.lifely.org.au