



Christie
CENTRE

ANNUAL REPORT

2023-24

Christie Centre Inc. acknowledges all the Traditional Aboriginal tribes along the rivers in the Mallee and District area on whose land we work and live as the first people of this Nation.

We pay respect to all Elders past, present and emerging, and honour their culture. Everyone is welcome at Christie Centre Inc. inclusive of race, religious beliefs, gender and sexuality.



*For 70 years, the Christie Centre has been
a cornerstone of the Mildura Community,*

Artwork by Michael Lang



*evolving and growing to meet the
changing needs of people of all abilities.*

CHAIR'S REPORT

It is my pleasure to present my chairman's report for 2023/2024. The Christie Centre has had another exciting and jam-packed year with many new and exciting opportunities presenting. Our organisation continues to evolve whilst still focusing on our core business and fostering strong community relationships. These relationships are pivotal to our organisation's success.



On behalf of the Christie Centre Board, I am pleased to present the 2023/2024 annual report in our 70th year of operation. The past year has continued to present numerous challenges and opportunities. Our primary focus as always has been on our participants, volunteers, and staff, ensuring the delivery of a service at the highest quality.

The Christie Centre has always been an organisation capable of swiftly responding to change by being nimble and adaptable, 2023/2024 has been no different.

Looking ahead, the Christie Centre will continue to leverage on its strong foundation to grow and establish itself as a leading service provider for people with all levels of impairment in our community.

Despite the challenges we faced, our dedicated team continued to provide unwavering support to participants and their families. Whilst always ensuring that participants and their families remain at the centre of all our activities.

We are excited to see SPARK join our Social Enterprises, additionally the opening of Walker's Place at Growability offers employment opportunities for Christie Centre staff and participants alike.

It would be remiss of me not to take this opportunity to thank staff and volunteers for their contributions to the successful running of the Big Balloon Bash Night Glow. Without this help, the event would not have been the success that it was.

I would like to personally express my gratitude to our numerous community partners and the broader community for their ongoing support. This support is vital to the continued success of the Christie Centre as a place-based service in Mildura and surrounds.

The Christie Centre is fortunate to have a forward-thinking leadership team led by Florence Davidson, who constantly strives to create opportunities for all. The Board extends its heartfelt thanks to each and every staff member for their resilience, flexibility, and ongoing commitment to best practice support during this time of significant change.

Lastly, I would like to thank my fellow Board members for their contributions and support over the past 12 months.

Yours Sincerely,
Ross Humphreys

EXECUTIVE OFFICER'S REPORT

When we ask and support people to be their best we turn a deficit model of what we can not do into a solution focused CAN DO approach.

This is evident in the outcomes achieved this financial year at the Christie Centre.

This year more than ever we learnt what team work meant and we can acknowledge that we have an amazing team of dedicated, collaborative and can do people in our midst.



The past year has been one of significant challenges, particularly in navigating the impact of the National Disability Insurance Scheme (NDIS) price review. Unfortunately, the adjustments in NDIS funding have not kept pace with the rising costs of staff wages and the increased expenses of operating our services. Despite these financial pressures, our team has remained steadfast in their commitment to delivering exceptional support for participants.

As a place-based service that has proudly served the Mildura region for 70 years, our deep-rooted connection to the community sets us apart. This local focus enables us to understand and respond to the unique needs of the individuals and families in our area, ensuring that our services are not only relevant but also deeply integrated into the fabric of the region. Over the decades, we have grown alongside the community, building trusted relationships and fostering a sense of belonging for both participants and staff.

The Big Balloon Bash night glow held in June was a resounding community success, highlighting the Christie Centre's commitment to giving back. People gathered in awe of the illuminated

balloons, creating a festive atmosphere. The event reinforced our dedication to supporting the local community, fostering unity and positive engagement. A great way to celebrate our 70th year.

The extraordinary outcomes achieved by the individuals we serve stand as a testament to their resilience, determination, and the dedication of our staff. In the face of ongoing challenges, our employees have continued to provide innovative, high-quality care that empowers participants to reach their full potential. Their efforts over the past year have been truly commendable, and this report celebrates both the remarkable achievements of our participants and the invaluable contributions of our exceptional team.

Yours Sincerely,
Florence Davidson



Our Strategic Highlights

Financial Year 2023-24

1. BE A VALUED AND PREFERRED PROVIDER

- Partnering organization to the successful **Multiple Employer Agreement** resulting in a move to supported bargaining with FairWork Australia.
- **10% increase** in builders yard and clean up jobs.
- **57** programs of support on offer each week.
- **226** active NDIS participants.
- **10% increase** in the number of support coordination recipients.
- Became a distribution point for Good 360 with over 4 pallets of goods donated to schools and organizations within the district - **estimated at \$65,000.**
- Commenced the Clean Team contract with MRCC at **Powerhouse Place.**



2. PROVIDE EXCELLENCE IN SERVICE AND SUPPORT

- Finalist in the **Learn Local awards** for our introduction to Disability course.
- NDIS, ISO9001, NAID, HACCAP and social traders certification as well as global; **People, Planet First verification** as a social enterprise
- New **Mildura Chocolate Company** factory commenced building on-site at 115 Twelfth street.
- Opening of Walker's Place as a venue training and hire space at **GrowAbility**
- **4260 hours** of volunteering for the community, Second Bite, Hot Air balloon event, Jacaranda Village, Walk Against Violence.

1950's The Foundation

● *WJ Christie Centre* was created after parents of people with a disability decided they wanted a Mildura-based service. The service was originally for 3 days a week with an enrolment of 4 children and 3 adults.

Dulcie Stone was appointed supervisor.

This timeline reflects its journey of innovation, advocacy

1960's Expanding Horizons

● The Christie Centre began to expand its services to cater to adults, establishing vocational training and life skills programs. The centre became a key player in advocating for the rights of people with disabilities, working to ensure they had access to employment and social inclusion in the community.

First chaperone on bus.

Slim Dusty visits centre.

1970's Communication Integration

● Focus shifted towards community integration, emphasizing the importance of inclusion and breaking down barriers between people with disabilities and the broader community.

Development of social and recreational programs to enhance social participation for individuals with disabilities.

Inaugural *Police and Fireman's Day* held.

Mr W.J Christie passed away (1979).

1980's Focus on Independence

- New programs were introduced aimed at fostering independence and providing greater opportunities for participants to engage in meaningful work. Introduction of supported employment initiatives, providing individuals with disabilities the chance to work in local businesses, including Christie Centre-operated enterprises.

Local people with disabilities were able to return to Mildura through the Deinstitutionalized program.

Inaugural *Tri State Games* held in Mildura.

Debutante Ball held (1988).

Magnolia Avenue site opened.

1990's Growth and Advocacy

- The Christie Centre experienced significant growth in services, expanding day programs, supported employment options, and individualized support plans. Increased focus on advocacy, with Christie Centre becoming a regional voice for disability rights, inclusion, and equal opportunities in education and employment.

Annual Awakenings
Trip commenced

Inaugural Spinning
Wheel Fundraiser at
the *Mildura Show*

Aroundagain opened

A Timeline of Service

1954 - 2024

● This decade saw the introduction of innovative programs focused on person-centered care, fostering individual goals and aspirations. Expansion of vocational training programs and the creation of disability enterprises, enabling participants to develop valuable skills while contributing to the local economy.

Name changed to *Christie Centre Inc.*

Magnolia Avenue was renamed *ArtRageUs*.

Mildura Chocolate Company launched.

2000's Innovation and Transition

The introduction of the National Disability Insurance Scheme (NDIS) in 2013 marked a new era for disability services. The Christie

Centre adapted its service model to align with NDIS, focusing on individualized, participant-driven support plans.

The Christie Centre further diversified its offerings with programs in arts, employment and social activities, enhancing the quality of life for participants.

Respite opportunities introduced.

Sunraysia All Abilities Cricket Carnival started in consultation with Cricket Victoria and Mallee Sports Assembly.

Sliding door installed at CC to ensure accessibility for all.

Named *Learning and Development Regional Service of the Year* (2015).

\$1M state of the art *Enhanced Living Accommodation* units opened on Boyden Street.

New packaging collaboration between Mildura Chocolate Company and ArtRageUs artists.

First successful Night Glow community launch at the Mildura Golf Club.

Participants carried the *Flame of Hope* for the Special Olympics Australia.

Aroundagain Document Destruction became NAID certified.

Official NDIS roll out for Mildura (2019)

2010's The NDIS Era Begins

Despite challenges, including rising operational costs and NDIS funding adjustments, the Christie Centre continued to deliver high-quality, person-directed services.

The Centre celebrated its 70th anniversary in 2024, reflecting on decades of service and its strong role as a place-based provider in the Mildura region.



2020 - 2024 Resilience and Achievements

The Centre's achievements were highlighted by extraordinary outcomes for participants and the continued dedication of staff to foster independence, inclusion and empowerment.

COVID-19 came into Australia which involved statewide lockdowns across 2020-2022 and reduced services for Disability Support Services and Social Enterprises.

Sunny Street Singers placed first in their section at *Mildura Eisteddfod* (2022).

Mildura Chocolate Company secured partnership with Bonza for chocolate speckles (2023).

GrowAbility Nursery was flooded and had to move all stock and team to both Aroundagain and Community partner *SuniTAFE* (2023).

Powerhouse Precinct opportunity arose for CC to take on the kiosk branded *Spark* (2023).



2020 - 2024 Resilience and Achievements

Pathways to Employment was introduced to allow a smoother transition for people with a disability to supported employment (2020).

New Multiple Enterprise Agreement structured for Support Services roll out.



3. BUILD ON SUSTAINABILITY

- **165 ton** of document destruction diverted from landfill included in the circular economy being recycled into A grade paper.
- Opened **SPARK** - a Visitor Inspiration Point at Powerhouse Place, employing 14 people part time and providing social procurement opportunities for 17 social enterprises.
- **85 tonnes** of waste diverted from landfill via Aroundagain.
- Improved irrigation at **GrowAbility** reducing amount of water used.
- Commenced the **Can Deposit Scheme** at Aroundagain with **300,000** cans and bottles processed in 6 months. Identified in the Top 5 providers via audit.



Our Strategic Highlights

Financial Year 2023-24

4. COMMUNITY ADVOCACY AND ENGAGEMENT

- Celebrated our **70th year** by hosting the **Night Glow** event at the **Hot Air Balloon bash** with **11,200** people in attendance.
- Continued collaborating with workforce initiatives including industry representatives at various government and training days.
- Participate in the CEO Collaboration group to provide continuous improvement to the NDIS.
- **15%** increase in speaking engagements to service providers and community groups throughout the year.
- Hosted sold out **International Womens Day breakfast**.
- Participated in Changefest, Human Ability National Forum, Social Enterprise World forum and Regional events

**CHRISTIE CENTRE INCORPORATED
OFFICERS' REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

The officers present their report, together with the financial statements, on the association for the year ended 30 June 2024.

Officers

The following persons were officers of the association during the whole of the financial year and up to the date of this report, unless otherwise stated:
Florence Davidson - CEO

Committee members

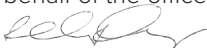
The following persons were committee members of the association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Ross Humphreys - President
Patricia D'Aranjo - Vice President / Treasurer
Simon Rule - Director (resigned during the year)
Jenny Bennett - Secretary
Inga Dalla Santa - Director
Bob Jankowski - Director
Vanessa Hall - Director
Nadienne Lynch - Director
Florence Davidson - Executive Officer

Principal activities

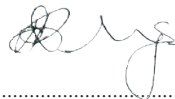
Christie Centre Inc is an NDIS registered disability provider offering individual, group and employment support for individuals with a disability through various services based on individual interest and needs with transition pathways for life long personal development within the Loddon Mallee region (centrally located in Mildura).

On behalf of the officers:



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Ross Humphreys *President*

Dated 9 October 2024



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Patricia D'Aranjo *Treasurer*

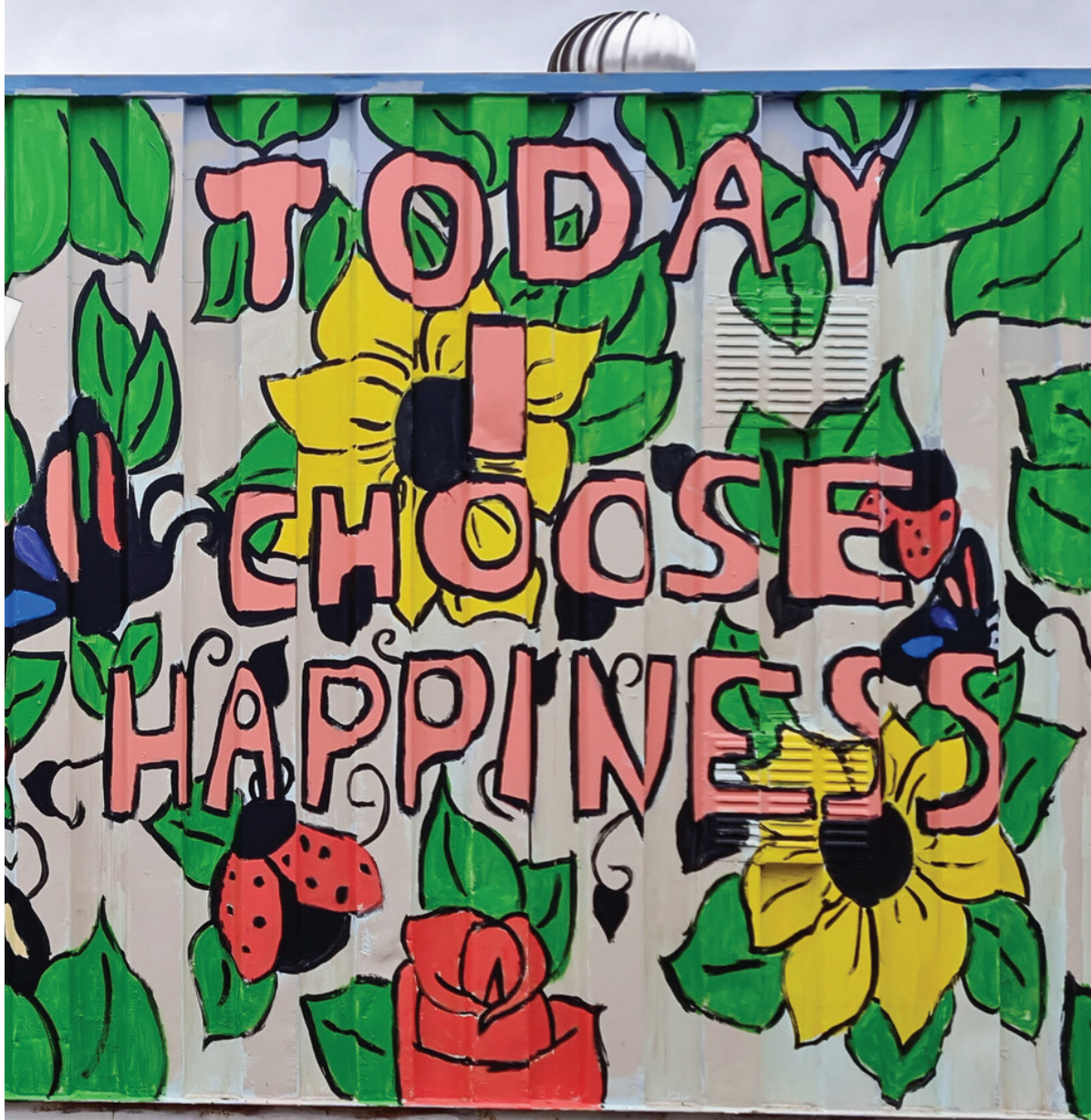
CHRISTIE CENTRE INCORPORATED
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2024

Note	2024 \$	2023 \$
Revenue from operating activities	7,579,322	7,722,176
Revenue from non-operating activities	491,400	196,519
Expenses		
Cost of Sales	(29,117)	(66,999)
Finance Costs	(49,970)	(40,238)
Employee Benefits	(7,262,069)	(6,589,785)
Depreciation and amortisation expense	(216,720)	(209,128)
Occupancy expenses	(203,744)	(243,217)
Other expenses	(682,817)	(597,899)
Surplus/(deficit) for the year	(373,715)	171,429
Other Comprehensive Income/Loss	-	-
Total Comprehensive Income for the year	(373,715)	171,429

The Christie Centre's deficit budget is necessary due to NDIS funding reductions and economic challenges. With lower funding and rising costs, maintaining critical services for people with disabilities is a priority. The temporary deficit allows the organization to continue providing essential support while navigating financial uncertainty and ensuring long-term sustainability.

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.





This mural artwork was a collaborative piece created by the team at ArtRageUs



Christie
CENTRE

ACKNOWLEDGEMENTS

ARE-ABLE - AUSTRALIAN INLAND BOTANIC GARDENS
AUSTRALIAN PREMIUM DRIED FRUITS - BLUE ILLUSION - DEAKIN 27
DUXTON WINERY - GJ GARDNER - GOOD360 - HIP POCKET WORKWEAR AND SAFETY
IAN POTTER FOUNDATION - JADE BENHAM - MDAS - MILDURA AIRPORT
MILDURA BASE PUBLIC HOSPITAL - MILDURA CITY HEART
MILDURA LIVING MAGAZINE - MILDURA RURAL CITY COUNCIL - MURRAY RIVER SALT
OLAM EDIBLE NUTS - SENVIC - SOCIAL TRADERS - SUNITAFE - SUSTAINABILITY VICTORIA
TILLEY'S FURNITURE - TRENTHAM ESTATE - VALUE CARE - WALKER FAMILY - WESTPAC

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