

Support Services

Business Manager's Report

Naturally the services provided to the children, young people and families who are clients of MacKillop Family Services, require structures and support frameworks to operate efficiently and effectively. Our organisation requires administration and guidance to assist us in achieving our goals each year.

The Support Services of the organisation are located at both Footscray and, from the beginning of 2002, the St Vincent's Boys Home site in South Melbourne. Regional administrative staff provide support for daily on-site demands.

The following areas provide the overarching administration of human resources, finances, maintenance, development, fundraising, donor support, heritage services and the policy directions for our organisation.

The Business Unit is responsible for overseeing and managing the organisation's finances, investments, budgets, IT systems, properties, insurance, vehicle fleet – supporting managers and administration across MacKillop Family Services.

Staff in the unit reported each month on over 120 different services and items across the organisation, managed an operating budget of over \$19m, monitored investments of over \$13m, managed the Wide Area Network (WAN) which encompasses over 200 computers, and maintained more than 60 properties and 110 vehicles.

Staff members in the unit are highly skilled and bring many years of experience to their work, enabling them to cope with the daily demands whilst continuing to provide a high level of support to other staff across MacKillop Family Services.

A major achievement for the unit over the past 12 months has been connecting all the residential units across MacKillop Family Services to the WAN. This was a major expenditure and required over six months planning and work to finalise the project. All staff working at MacKillop Family Services now have access to a computer linked to our WAN, resulting in email accessibility and consequent communication across all sites.

Refurbishments across MacKillop Family Services' residential units continued over the past 12 months, resulting in a great improvement in the quality of the homes providing residential care.

A major challenge for the coming year will be pursuing the refurbishment at the South Melbourne site and the subsequent moving of central office from Footscray to South Melbourne. Refurbishment of St Augustine's School, Barwon Regional Office and St Anthony's in Footscray, are also objectives for the coming year.

Staff:

4 Full time and
2 Part time

Graham Boal
Business
Manager

