

# Broadmeadows Disability Services

## TENTH ANNUAL REPORT

2008 – 2009



*A spirited community facilitating partnerships and pathways*

***BDS is an inclusive, responsive service supporting people to  
explore and contribute to their community***

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## From the Chairperson & CEO

This year has been both a very busy and exciting year of consolidating and moving forward with the key areas of our operational plan, concentrating on Leadership and Management, building a more inclusive community spirit with a focus on community connectedness and embracing the concept of a more individualised flexible service delivery.

In the past year there has been a continued shift in service provision with a move towards embedding a more Individualised Approach in supporting individuals. The shift in service provision is aligned with the whole concept of service reorientation a key strategy of the *Victorian State Disability Plan 2002-2012* (State Plan) and the Disability Act and the DHS move to an ISP (Individualised Support Packages) funding model. BDS has and continues to work actively in collaboration with DHS, external agencies, planners, individuals and their families in getting the right supports for individuals to achieve the best outcomes.

Broadmeadows Disability Services (BDS) has and will continue to face a number of challenges with the transfer to the Individualised Support Packages (ISP) funding stream. An Individualised Support package has funding attached to the person rather than the old block funding. This allows the individual to have a flexible service delivery if they choose to. It has been a significant learning curve for a number of individuals and their families in understanding the funding processes and how their supports best work for them. From an organisational perspective there continues to be a focus on systems development for accountability purposes, the redistribution of resources maximising efficiencies in service delivery, and ongoing reviews and assessment of individual programs and creating maximum opportunities for individuals. Despite the complexities, the move to ISP funding truly does provide far greater opportunity and empowerment of individuals to determine how their life will be and what they want to achieve.

During the last 12 months BDS has undergone a major restructure. The key driver for the restructure was the need for the organisation to strategically align itself creating greater capacity both from a strategic development and operational perspective to support our agenda. The key priority was to strengthen the operational capacity of the organisation providing greater support at the front line to staff and individuals enhancing direct service responses and supports and creating a management structure to support the future business of the organisation.

Building and sustaining an experienced and dedicated workforce has been a key priority this year. In early 2009 there was the review and implementation of two Workplace Agreements covering Instructors in the Day Services Program and Community Support Workers in the off site Program areas. The revised Award provides the capacity for one award to cover all off site programs. In all it was a smooth implementation process and the conditions and entitlements have meant greater flexibility and capacity for distribution of staff in the off site program area. Historically this has been difficult in the absence of one Award for all Community Support Workers. Whilst this has been a positive move towards role clarification creating greater clarity and consistency across the workforce, it does present with a number of challenges across the organisation.

The review and redevelopment of policies and procedures continues to ensure compliance with the Quality Framework for Disability Service Providers, relevant legislation and best practice principles. Alignment of current policies with the Industry and Outcome Standards has identified areas for improvement and has also enabled priorities to be set



as we head toward external auditing and accreditation against the standards. It is critical for BDS to have achieved compliance by 2012 in order to continue providing services to our Members and families.

Although it has been internationally a period of financial uncertainty, BDS has ended the year with a slight operating deficit of approximately \$3,000. The Finance sub committee continues to monitor and evaluate budgets and manage investments. The Vehicle sub committee have analysed the use of vehicles and have developed an ongoing strategy for their replacement. BDS has a substantial fleet, providing transport across the four program areas. The transport cost covers replacement, maintenance and fuel. These costs are not adequately covered by transport subsidies across all program areas. An extensive transport review will be undertaken and implemented in the next financial year.

We continue to foster and enhance partnerships within our local community through new opportunities and the Broadmeadows Environment, Enterprise and Employment Project (BEEEP). It has been a very exciting year from a community connectedness perspective. BDS continues to be at the forefront of local community initiatives that provide a range of opportunities for our members.



Allocations of funding from Sustainability Victoria and DHS Neighbourhood Renewal have enabled purchases of equipment and infrastructure for the BEEEP. The installation of water tanks and solar panels will provide examples of sustainable energy strategies which have

far reaching benefits for the environment and community in general. DHS Disability funding has enabled the recruitment of a dedicated project manager to operationalise the activities of the BEEEP and extend existing partnerships leading to pathways for Members and the community. The future opening of the Broadmeadows Community Tool Library will be an exciting event, promoting BDS as an active community contributor. Opportunities to work alongside Council Adult Education (CAE), Community Development and VCAL Students from Kangan Batman and Penola Catholic College will continue in the coming 12 months. The partnerships offer valuable skill sharing and learning opportunities along with developing formal training pathways in the future.

The installation of a ceiling mounted hoist and adjustable change table at Broadmeadows Leisure Centre completes the three access enhancement projects funded under the 2008 Changing Days Initiative. BDS is proud of the valuable contribution that we have made to the local community in partnership with Hume City Council.

Through DHS Minor Works funding, and BDS funds the organisation has undertaken a range of capital upgrades including replacement of furnishings and fittings, bathroom upgrades and modifications and a number of minor works around the BDS facility. These include Courtyard and nursery upgrade.

Once again it was an eventful year in terms of Fundraising. BDS continues to host a range of fundraising activities throughout the year, and both staff and clients have been actively involved. These have included the "Footy Day" "Easter Celebrations" "Australians Biggest Morning Tea" raising funds for the Cancer Council of Australia and "Jeans For Genes" a fundraiser supporting Genetic Research. These events were a great success in the spirit of true partnership with our broader community.

In line with Broadmeadows Disability Services continued commitment to building a responsive

and skilled workforce, this year we have sponsored one long term employee to undertake Certificate Four (IV) in Disability. Further to this we had the opportunity to offer employment to a long time unemployed individual and subsequently have sponsored this individual to undertake a traineeship in Certificate 3 Administration.

Finally In closing we would like to take this opportunity to thank all members, families, carers and staff for their commitment. We would also like to extend our thanks to all Members of the Board for their continued support, commitment and enthusiasm to all at Broadmeadows Disability Services.

## **Client Services Annual Report**

The implementation of the revised structure at BDS resulted in the formation of the Client Services Program Area, encompassing the RASP, ISP, Escapade and Day Services Program areas solidifying the operational aspects of the Organisation under one umbrella. The key driver was to strengthen the operational capacity in the direct services program. This incorporated the appointment of a Client Services Manager, Program Manager and three Program Leader positions.

To date the focus has been on consolidating the program areas concurrent with the identification of key priorities that require further planning and review. The aim is to achieve greater consistency in approach across workforce management, direct service delivery/responses to individuals, systems development and program performance.

There have been significant improvements across the program area. The benefits of a stronger front line support to individuals and their families has provided the capacity for enhanced service responses and monitoring, far greater consistency in approach with regard to workforce management and supports for staff along with an increased capacity for more equitable and cost effective distribution of resources. Initial planning has identified some key pieces of work which we will be progressing enthusiastically in the coming year.

## **Escapade Respite Services**

The program provides a combination of weekend and school holiday respite activities for adults and children with a range of support needs including individuals with intensive support needs requiring 1:1 staff supports. Over 100 individuals have accessed the program in the past financial year.

The key focus of the Escapade program continues to be one of community integration, life skills development and most significantly fun and life experiences for individuals. This financial year Escapade provided 11,206 hours of support to individuals and the program continues of receive a number of referrals, the highest demand being for children.

Programs are carefully planned and developed to ensure maximum opportunities and experiences for individuals based on equity of access, compatibility, and individual preferences and operate on weekends and school holidays.

The most popular activities amongst the children's groups and school holidays have included Karaoke, Roller Blading, Fishing, Bowling, Community Festivals and visits to places of interest including Science Works,



Werribee Open Zoo, the Melbourne Zoo and Adventure Parks.

Adult groups have enjoyed a range of activities including evenings at local hotels and restaurants for Dinner and live bands, Street Markets, day trips to places of interest and a range of sporting activities and events. Disco Mania at Youth Central continues to be ever popular and in many respects has set the scene for the formation of some great friendships and social networks for individuals.



The recent girls camp to Phillip Island was a great success, with individuals visiting and enjoying all the local tourist attractions, including the Penguin Parade, the Nobbies and the local restaurants.

Staffing has been consistent throughout the year with a core group of staff. A key focus has been building an experienced and dedicated workforce which has been complimented by the implementation of the new Collective Agreement providing greater capacity to utilise staff across all three programs.

There has been a consistent approach to staff training and professional development. This year the majority of staff attended First Aid Training Level 2 and Infection Control. The Escape Program Leader attended an Induction Forum at the Preston Civic Centre focused on staff recruitment and retention a key area of focus and continuous improvement over the next year

## RASP

The program has a continued focus on reducing social isolation and increasing Community Connectedness for individuals with ABI. Over the 2008-2009 financial year we have provided a total of 11,667 hours of support to 60 individuals concurrently responding to referrals from DHS and TAC. The majority of the referrals have been from DHS.



The increase in Disability Services Funding in the 2008 Federal Budget has led to an increase in funds allocated by DHS to People with an ABI via growth in the Slow to Recover funding (STR) and My Future My Choice funding (MFMC). The program has had an increase in the number of referrals for individuals who have been allocated packages through these funding streams, and the RASP program continues to prioritise and respond to referrals in accordance with individual's preference and interests and program capacity with successful outcomes for a number of individuals to date.

The program continues to receive referrals from TAC although they have been sporadic this year. We continue to work collaboratively with the TAC to negotiate and achieve positive outcomes for individuals, delivering and supporting individually tailored services.

RASP has continued to provide both recreational and pre-vocational opportunities for individuals, all of which are Community based. The most popular recreation activities have continued to be the evening dinner groups, billiard and bowling. In particular the Connect North Monthly

Dinner where members of all RASP activities are invited to get together at a Restaurant with a different monthly theme and venue continues to be ever popular. Some months up to twenty-five members attend and this is a significant reflection on the true value of social integration and connectedness fostering the development social networks, many which sustainable outside this event.

RASP continues to offer pre-vocational opportunities including the Woodwork Program and Darebin Work Skills Group. The Members from Darebin Lodge (Supported Accommodation Facility) continue to undertake gardening and maintenance works for a range of customers in the Northern region. This is a fine example of individuals having the opportunity to give back to their community and enhance the true meaning of community connectedness and be valued members of the community. More recently the group has been undertaking works in conjunction with Members from the BDS Day Services Program which provides greater opportunity and scope for individuals with ABI to be integrated to the broader BDS community.

One individual who has reduced his hours to study Certificate III in Accounting at Kangan Batman Tafe was provided with the opportunity to be involved in paid work experience for the Marketing Department at HCC, (Hume City Council). This resulted in the individual completing a free training course at HCC in completing Basic Tax Returns and is a now part of a team that voluntarily complete Basic Tax Returns which is a free service for low income earners in the Hume Council Region.

Staffing has been consistent which is predominantly casualised based on the infrastructure of the RASP program. The provisions of the new Enterprise Bargaining Agreement (EBA) implemented in December 2008 makes provision for staff to work across a number of Program area and this in respect is more conducive to worker sustainability and workforce management broadly.

### **Individualised Supports (ISP)** *Formerly Homefirst and Outreach*

The Homefirst and Outreach Programs have undergone a significant restructure over the past year. The Homefirst program is now referred to as ISP and on 1 March 2009 the Outreach Program transitioned across to the Day Services Program forming the Intensive Support Team.

The ISP program has provided approximately 23,000 hours of support to individuals over the past 12 months and has worked actively to enhance the level and consistency of supports to individuals providing mainly personal care and assistance, social and recreational programs, and life skills development in a range of settings. BDS staff continue to demonstrate a strong commitment to person centred approaches assisting individuals to enjoy a quality of life and engage in activities of their choice.

Staffing has been consistent throughout the year and significant effort and focus has been on the reorientation and integration of staff across teams, the retention of a skilled workforce achieving greater consistency in staffing. The majority have participated in First Aid Level 2, CPR and Infection Control training.

The program will continue to face a number of challenges with the transfer to the ISP (individualised Support Package) funding stream. There needs to be very clear communication and information with individuals and their families in fostering a clearer understanding of



how individualised funding works, how the funding is allocated and distributed to meet the needs of individuals.

One individual has had the opportunity to volunteer at St Vincent's Opportunity Shop, supported by BDS staff. This has been a fantastic achievement for this young man who now feels a valued Member of the team at St Vincent's and the broader community.

We have developed and are trialing a pilot model for a self managed package for an individual and his family. This involved establishing a framework for the model, developing protocols between all parties and systems development for financial monitoring purposes. To date this is proving to be a very successful model for this individual which provides greater empowerment for the individual in making life decisions about the things that are important in his life.

## Day Services

The past year in the Day Services Program has been both an exciting and challenging one. The Members as always have been at the forefront and are the strongest driving force for everything that we do and achieve no matter how big or small. There continues to be a strong focus on ensuring Members have maximum opportunities and enjoy a range of life experiences. We have worked steadfastly on the philosophy of flexibility both from a Member and staff perspective.



A key piece of work was completed in relation to the realignment of the team structures in the Day Services Program. This resulted in the formation of 5 Teams and the redistribution of staff to better support the operations of the program along with the implementation of dedicated portfolios at Team Leader level concurrently encouraging greater empowerment and leadership across teams. For Members it provided the capacity for

movement and changes in accordance with their preferences. The project was subject to a thorough consultation process with Members ensuring maximum consideration to their preferences.

On 1 March 2009, in line with the Organisational restructure the individuals previously supported in the Outreach Program transitioned across to the Day Services Program forming the Intensive Support Team, an expansion of the existing arm of the service. This restructure was designed to enhance the organisations ongoing capacity to constructively and positively support individuals with intensive support needs. Careful consideration to the planning, orientation and transition processes have proven successful in ensuring a smooth transition for the individuals and their families. Families have reported feeling confident in the service and have expressed their satisfaction to date.

Members have continued to enjoy a huge range of activities and events this year providing wide and varied experiences and opportunities for individuals. As always there continues to be a very high demand and interest in a range of sporting and recreational activities, with Members been active on various Bowling, Netball, Basketball, and sporting events at local community sporting facilities. Sailability continues to be in high demands with a number of individuals joining the activity this year,



who have some great days and events down at the Jack Roper Reserve and also on Albert Park Lake.

There continues to be a focus on community connectedness and providing maximum opportunities for Members to truly participate in the life of their community and feel empowered and valued to contribute. Events Members participated in include “The Big Issue” Street Soccer Tournament which was organised through Hume City Council to celebrate Refugee Week, the “Walktober” event which was organised by Active Broadmeadows led



by the Hume City Council. The annual activity promotes physical activity, exercise and healthy eating. It was a fantastic event with over 500 people in attendance including local schools. All the food was prepared at BDS by a local community enterprise group run by Broadmeadows Neighbourhood Renewal residence.

Again this year Members participated in the “The Great Chase” organised by Greyhound Racing Victoria. Members enjoyed the opportunity to be guests again this year at their local racing venue “The Meadows”. It was a fantastic opportunity for our Members to be part of the fantastic community spirit that goes with such an event.

Members participated in the Edible Gardens Workshop at BDS. The workshop was one of a number funded by DHS to engage facilitators to run gardening workshops across the State. The workshop was run by an experienced consultant Mr Chris Christensen and was a huge success. The learning’s and experiences of the day will no doubt contribute significantly to the development of our community garden at BDS.

Accessing Melbourne after dark, with our Friday Night Social Group is an ever popular activity. A variety of events and activities were offered throughout the year with live shows and staged musical performances being the most popular. These have included live shows by tribute bands including ABBA, KISS, ACDC, African Dance Bands, Brazilian and Bollywood Dance Shows. Sporting events including The Australian Grand Prix, a One Day Cricket Match and evening footy matches at the MCG have all been popular.

Members have also enjoyed a number of fantastic day trips and big events at BDS, including but not limited to Footy Day Celebrations, Easter and Christmas Celebrations, Fundraising events, and Disco Mania. The highlight being an evening at a live band performance at BDS. Approximately 90% of the members have enjoyed a range of extra activities and experiences outside of their usual hours. This has been made possible by the flexibility and commitment demonstrated by staff in providing extra activities and opportunities for members.

The Members Reference Group (MRG) continues to provide valuable feedback to BDS in regards to our service delivery, programs, activities, policies and procedures. Continued participation in the Northern Client Network Meetings has positively empowered members and provided training opportunities for Members including “Being the Boss”: These opportunities are being further extended to individuals supported in the RASP and ISP programs.

Recruitment and retention of staff and opportunities for professional development continues to be a key focus. This year all staff participated in First Aid Level 2 and CPR refresher training, Food Handling and Infection Control training. Staff participated in a 2 day Advocacy Workshop based on “To Stand Beside, Advocacy for Inclusion” conducted by Valid. Some staff attended the Australasian Society for the Study Of Intellectual Disability (ASSID) conference and key staff participated in the Positive Behaviour Support Initiative a joint venture between BDS and DHS delivered by Mr Gary Radler, a Clinical Psychologist.

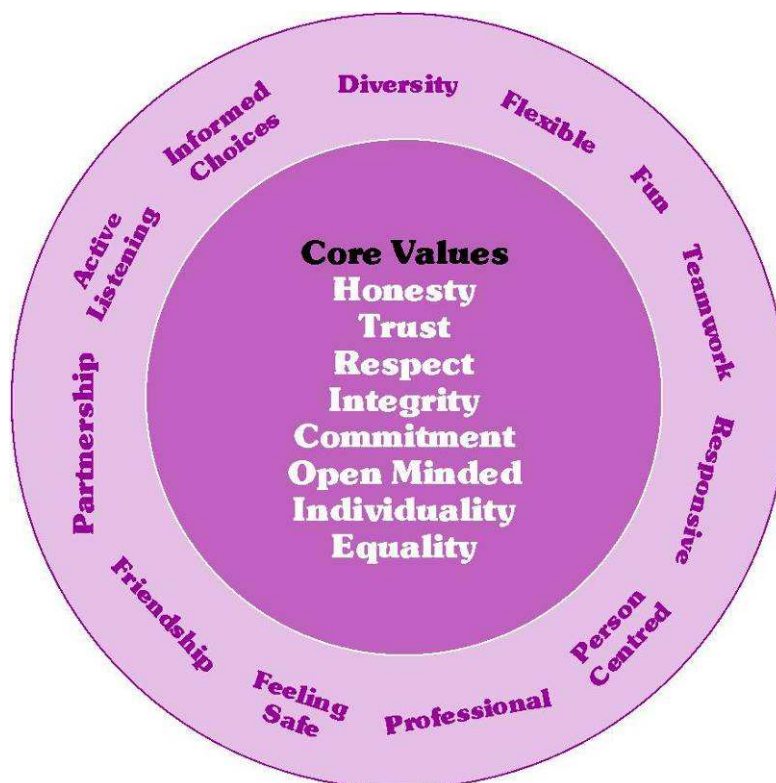
Our “Dream on Productions” Drama Group continues to inspire, with many opportunities coming their way. The group participated in a one day workshop with the Sunbury Inclusive Theatre Company, run by Way out West (WOW) a visual and performing arts program for individuals with disabilities. The group took off to the annual Awakenings Festival once again. This was a 4 day event held at Horsham culminating with an evening at the Awakenings Ball.

The BEEP project (Broadmeadows Employment, Education & Environment Project) has provided a range of opportunities for Members within the Day Services Program. There is an active Tool Library Group and Nursery Group who operate daily with enthusiasm, who to date have undertaken a number of projects on the grounds of BDS, including the installation of an underground pipe System and 6 water tanks with a holding capacity of 46,000 liters of rain water.



In line with our continued focus on community connectedness and opportunities for all, approximately 19 Penola Catholic College Year 12 students participated in Community Service at BDS as part of their Victorian Certificate of Applied Learning (VCAL). Students and Teachers from the college participated in structured group activities alongside our Members in a fun and relaxed atmosphere one morning per week. It was a fantastic partnership that fostered some valuable and meaningful relations and experiences for students and Members alike. It was a fantastic opportunity for all involved and an initiative we are keen to support in coming years.

Three of our Members who are keen artists had the honour of having their Artwork exhibited at the 2008 “Artability” Exhibition in Federation Square, resulting in two individuals having a photo shoot with “the Star” promoting their work and artistic talent, resulting in some fabulous footage in the local paper. One of the Members has subsequently had the opportunity to expand his keen interest and talent in Art attending art classes at “Artability” a few days per week.





*A spirited community.....*

# *A spirited community facilitating partnerships and pathways*

## **RECOGNITION AWARDS:**

<b>10 yrs of Attendance</b>	Kevin Suarez, Glen Wilson, Gunay Colakoglu, Nick Mellilo, Nese Onal
<b>15 yrs of Attendance</b>	Betty Knigge
<b>20 yrs of Attendance</b>	Angelo Rossis , David Talbot
<b>25 yrs of attendance</b>	Angela Carroselli, Tony Azzopardi, Raffeale Lombardo
<b>10 yrs Voluntary Service</b>	Carmela Lombardo

## **BOARD OF DIRECTORS:**

Sue Binger (Chairperson)	Michael Grech	Carmela Lombardo	Rhonda Hunter
George Zamola (Deputy Chairperson)	Bruce McCurry	Phyllis Cremona	

## **INSTRUCTORS:**

Sara Abela	Tracey Barr	Matthew Bonetti	Susie Bountris	Michelle Burke
Tricia Caddy	Bonnita Christoforou	Kevin Clarke	Corinne Darby	Susan Di Martino
MaryAnn Doria	Kevin Ferrari	Dale Hanson	Debbie Happell	Wendy Harvey
Eveline Hoctor	Amanda King	Elaine Latham	Phillip McKenzie	Brad Mendelson
Dale O'Keefe	Laurie Page	Frank Pardo	Gayle Pardo	Michael Perri
Lisa Jane Podesta	Rebecca Poor	Franca Pungitore	Talinga Ranking	Shane Ray
Ian Rowe	John Ruffin	Craig Schell	Cath Shaw	Simon Silwamba
Desiree Smith-Pain	Ondine Stachnowski	Anne Stephen	Mary Stephens	Manee Thepvongsa
Rae Timbs	Georgia Tsolakis	Wanda Waligora	Suzanne Wightley	

## **BUS DRIVERS:**

Anne Brandt	Jerry Le Maistre	Chris Michaelides	Karen Millman	Jenny Oldenhuis
Lyn Rider	John Timbs	John Williams		

## **OUTREACH (HOMEFIRST/RASP/ESCAPADE) SUPPORT WORKERS:**

Wendy Bainger	Christine Baker	Eve Batsanis	Tanya Bird
Monica Blackstock	Julie Chakley	Damian Ciffonelli	Noel Crawley
Celia Dann	Luke Doherty	Mary Doherty	Betty Doody
Mary-ann Doria	Neville Drummond	Jowita Dymek	Thomas Edwards
Janne Elliott	Mouna El -Masri	Er Fedai	Dianne Flight
Josh Ferrara	Carmen Gatoch	John Giagias	Renai Gratton
Sofia Gurciullo	Anne Hammill	Dale Hanson	Noreen Hickey
Paul Ingham	Peter Hume	Urban Johnstone	Anna Lorenti
Patricia Madigan	Heath McCormack	Nadia Morando	Lisa Nguyen
Sharon Neilson	Dale O'Keefe	Anastasia Pangidis	Cheryl Parker
Gayle Pardo	Lily Petreski	Kim Prosser	Carole Rachford
Shane Ray	Rebecca Reale	Emma Ridsdale	Ian Rowe
Ronak Shah	Jessica Shieldes	Michael Sumner	Sharon Swindells
Manee Thepvongsa	Danna Townsend	Karissa Tucker	Chris Turner
Alan Walley	Nilusha Wijetunge	Jade Wilshire	Lara Wilson
Melanie Wong			

## **MANAGEMENT:**

<b>Chief Executive Officer:</b>	Barb van den Vlekkert
<b>Program Development Manager:</b>	Simon McDowell
<b>Client Services Manager:</b>	Geraldine Long
<b>Finance Administrator:</b>	Lyn Chapman
<b>Community Development:</b>	Ben Neil
<b>Coordinator Day Service:</b>	Ann Marie Maundrell & Lisa Jane Podesta
<b>Home First Coordinators:</b>	Sue Whitley & Amanda Beecham
<b>RASP Coordinator:</b>	Amanda Beecham
<b>Escapade Coordinator:</b>	Ann Marie Maundrell & Julie Chakley
<b>Administration support:</b>	Kim Keevers, Rebecca Kendall, Lauren Lowther, Tang Luong & Jane Hinkley