

# 20th Annual General Meeting





“You can’t go back and  
change the beginning, but  
you can start where you are  
and change the ending.”

*C.S. Lewis*

# From the Chairperson

The past year has been a period of change for the Board of Directors of BDS Support Services (BDS). We have seen the resignation of John Boyall in the latter half of 2018, and two of our Board members Chris Lombardo and Carmela Lombardo have advised that they will not be seeking re-election. Carmela gave 21 years' service to our Board and is taking a well-earned rest. We thank John, Chris and Carmela for their support and service to the Board and take the opportunity to wish them all the very best in their future plans.



We are also pleased to advise that we have new volunteers standing for election to the Board at this AGM in Derek Clapton and Claire Young. Derek was co-opted onto the Board in October of 2018 and operated his own financial services company prior to retirement in 2015. Claire has impressive credentials and comes to us from the insurance industry.

This year has seen us move almost entirely to an NDIS funded organisation with almost all of our clients now supported under that scheme.

The recent twelve months has been one of further change. The roll out of NDIS continues to provide our organisation with challenges. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability has commenced, along with the continued roll out of NDIS and the creation of NDIS Quality and Safeguards Commission have already lead to legislative regulation and compliance requirements changes. We believe that these changes will bring substantial benefits to the disability sector and changes for organisations who service the disability sector. This has and we believe will, increase the work load for our staff significantly and once again we are having to review our senior management team to better support this.



The changed funding model of NDIS has forced us to review many of our operations in the past year, most noticeably in respect of transport. We have successfully moved to a transport service delivered by an external taxi service who has been servicing BDS for many years. This has enabled us to rationalise our fleet to better support our clients program needs. We thank you for your support of these necessary changes. After a review of transport requirements, we have added to our fleet, two Kia people movers to replace two of the larger busses.

Capital works and building upgrades have been a key focus this year. New heaters have been installed in the





accessible bathrooms and new exhaust fans fitted in the small bathrooms. The main circuit breaker in Congram street was upgraded due to age. A key project which focused on traffic safety and management was completed in January. This resulted in significant work being carried out which has enhanced traffic flow throughout BDS. Plans are underway to install electric security gates in our

entrances. We are currently waiting for planning approval. We anticipate this will be completed by the end of the year.

IT upgrades have been significant, including a Server Upgrade, computer upgrades and enhanced firewall security. Our IT infrastructure is critical in improving our capacity to be efficient and effective in the NDIS environment.

In January 2019 and September 2019, the Board and CEO conducted planning days to review achievements and set the strategic direction for the organisation. A Board Business Plan will be developed with key goals to be achieved over the next three years.

The Board of Directors along with the CEO and the management team are focusing on key aspects of self-development including growth for the Broadmeadows site and the expansion of our Craigieburn site to support our longevity.

We are excited that the Craigieburn campus will shortly relocate into new premises to better accommodate the new and expanding residential areas to the north of Broadmeadows and is viewed as having the potential for substantial growth.

The members of the Board of Directors would like to acknowledge the support and continued efforts of the CEO, staff and volunteers for their dedication and support over the past twelve months. We take this opportunity to thank all staff for their dedication to work in support of BDS and the clients we serve. As a Board we are extremely grateful to be working with our CEO, Barb.

I would like to thank my fellow members of the Board of Directors and our CEO for their assistance and support throughout the past year.

***Graham Edwards - Chair***



## Emma-Rose Martin

I have been attending BDS since the 29th of January 2019, almost one year now. I really like it here at BDS. The activities I really enjoy are Art, Computers and I love going out to different places. I think the staff here are really nice and pretty cool. My favourite staff are Ben and Harry because they are funny and teach me things.



I have made a lot of friends here, but it is really nice to see people that I used to see at my old Day Placements. My new friends here are nice as well and they look after me. I find everyone friendly and social and everybody respects me. I have learnt at BDS through the Personal Development program that I have to respect people as well and treat people how I like to be treated.

I would like to be more challenged at BDS and learn a lot more skills that will help me find a job eventually. Agnes will help me get into the programs I want to try; she listens to me too.

### ***Reflections from Emma-Rose's mum Kathleen***

*"Emma-Rose began BDS at the start of this year. She has had a hard two years of high school. I was not expecting much and was hoping that she just coped at BDS, but to my surprise she has just flourished if not blossomed".*

*"She loves every aspect of BDS and she smiles - actual real joy smiles. She looks forward to going and talks about her day when she gets home. BDS has been a blessing if not a life saver for Emma-Rose. Her depression is minimal these days and she no longer sees a therapist."*





## From the CEO



Last year we reported that 50% of our participants had moved across to the National Disability Insurance Scheme (NDIS). By the end of this financial year we only have six participants funded under DHHS. We also have a small amount of funding from Department of Health for funding for the Continuity of Support Program (COS), for eight of our current participants aged over 65

Last financial year we reported that 24% of funding was NDIS and 70% was DHHS compared to the current year's funding breakdown of 72% NDIS and 21% DHHS. This change has implications from a cash flow perspective and required us to have systems in place to ensure a quick turnaround in payment for services provided.

This year there has been a large number of first year NDIS plans and reviews resulting in a significant demand and increased workload. Each review requires progress reports, individual updates, revised quotes and funding justifications to support allocations. We continue to actively engage with families, their representatives, Local Area Coordinators and the NDIS.

We have experienced an increased demand for our Social and Recreational Escapade groups and Individual Supports (ISP) program area. Through the NDIS a number of individuals and children have been allocated funding for individual support services at

## Carmen Liang

My name is Carmen Liang. I am a community support worker in BDS Support Service (BDS). I have worked with BDS since 2016. I came across as a student completing my Certificate IV in Disability through RMIT and I loved my time at BDS and I was fortunate to get the job.

During the last few years, I have worked across all the different support areas such as Day services, Individual Support, Individual Support (High intensity) and Respite in BDS. At the Day Services I am part of team one.

I do love the clients and staff at BDS. I have built great relationships with staff, clients, management and the families. I love working hard and spending time with clients. I am proud to say that over the time at BDS I have learnt to understand the client's wants and needs, make sure they spend value time at BDS, with other staff and clients, and get the best out of their day.

I have grown professionally and personally.



## Jej Je Medio-Mota



Jej Je participates in the Children's Escapade recreational program on Saturdays and during school holidays. He has been attending for the last 6 years starting when he was only 10 years old.

Jej Je is a friendly and happy individual and his mother Lydia reports that he has been able to improve his social interaction skills with others by attending the group programs with his peers. He has developed a level of empathy and caring for others due to the diverse range of children he has met over the years.

Lydia values the new experiences and opportunities that Jej Je is exposed to during his community access programs. She reports that he has had the opportunity to experience a diverse range of activities all around Melbourne and is able to enjoy these with his friends. When he is picked up he says 'where am I going next week?' He just loves it!

weekends and holiday periods. These include both new and existing individuals we support. These supports are all individually tailored and can range from recreational to social activities to personal care supports in a variety of settings.

There has been a significant increase in the number of children receiving supports before and after school. All of the children have individually tailored 1:1 supports. These can include personal care in the family home, support to participate in physical activities including swimming, social and recreational experiences in the community.

On 1 July 2019 the NDIS Quality and Safeguarding Commission (QSC) will come into effect in Victoria. This will replace the existing state based Disability Services Commissioner. The QSC will have the additional responsibility for the registration and regulation of NDIS Service Providers. We will be working on key pieces of work in preparation for compliance under the new framework.

We have developed a Child Safety Action Plan to meet our legislative requirements under the Child Safety Act. Significant pieces of work have been completed including the development and implementation of a Child Safety Policy and Statement of Practice outlining our intent and processes for meeting the legislation.



Staff training Workshops have been rolled out across the Organisation on all the Legislative requirements. In January an initial staff training workshop on the DHHS Policy “Zero Tolerance for Abuse” was conducted with all staff. Additional training has been conducted on the NDIS Quality and Safeguards Commission and Code of Conduct, the NDIS Worker Orientation Module, Child Safety Legislation and Restrictive Practices. We have registered for the NDS e-learning training for the Community Support Worker Modules, which we will roll out 2020.



As a result of the transport review in January 2019, Participants transitioned to an external taxi company who now provide this service to individuals. This has been a positive move and proven to be a reliable and sustainable mode of transport for our participants. I would like to take this opportunity to express my thanks to the BDS Bus drivers for their years of dedicated service.

In February 2019 we underwent a recertification Audit and subsequently have been recertified as an organisation. Further to this under the NDIS Quality and Safeguard Framework we are required to undergo another audit in March 2020.

We have been fortunate to receive some additional funds through our community partners. This year the Commonwealth Bank, Dallas donated \$500 to BDS further to the \$10,000 grant we received from them last financial year. We thank them for their ongoing support.

Our participants continue to benefit from our longstanding partnership with Greyhound Racing Victoria. In October 2018 the greyhound allocated to BDS (Go Commando) was the winner of the Regional Final resulting in a \$10,000.00 donation. Photos and story were posted on the GRV website and local MP Frank McGuire presented the winner's cheque. We received a further cheque for \$2000 for participation in the Grand Final series. This money was utilised for projects to enhance BDS environment. We thank Greyhound Racing Victoria for their continued support.



I would like to thank our Participants, carers and families for their continued support and our staff and volunteers for their commitment and passion and the way they have embraced the many changes faced during the year.

***Barb van den Vlekkert - CEO***



## 35 Years



Tony Azzopardi



Angela Caroselli

## 30 Years



David Talbot

## 25 Years



Betty Knigge



Carmela Lombardo



Phillip McKenzie

## 20 Years



Glen Wilson

2019 Achievement Awards

# 2019 Achievement Awards

## 15 Years



Hannah Bailey



Susie Bountris



Luke Courts



Rana Farache



Nicole Jugovic



Bill Kerby



Aaron Kurrle



Simon McDowell



Hayley McGann



Dale O'Keefe



Jacqueline Pennicott



Paul Rolstone

## 15 Years



Craig Schell



James Senn



Craig Vistarini

## 10 Years



Bonita Borg



Tim Dalglish



Shaylee Hegarty



Austin Lazarus



Lachlan Leavold



Sora Matsuoka



Shaun Pettiford



Steve Shamou

**belong | develop | succeed**



## Marie Camilleri



Hello my name is Marie Camilleri and I've been working with BDS now for 3 years. My role at BDS has included Day Services at both Broadmeadows & Craigieburn sites, Individual Support (ISP) & Escapade weekend groups.

Before working with BDS, I mainly worked in retail whilst studying my Diploma in Community Services. I have always had a strong interest within the disability community as it is very close to home having personal experience with both of my parents living with a disability from childhood. Being heavily involved in the community from a child, I just knew it would be a career choice I'd long for.

I was absolutely thrilled to be given an opportunity from BDS to join their extremely talented and supportive team working with a diverse group of people with disabilities. I enjoy walking in the door and seeing their smiling faces and warm greetings that every client has to offer. It's truly rewarding. I enjoy seeing their excitement in wanting to tell me about their weekends, outings and other parts of their lives they want to share with me.

The outings in Day Services that BDS has to offer across all locations are both educational and adventurous and promote self-awareness and independence. I'm thankful to be a part of not only a fantastic organisation but a great team of support workers within it.

This year I've had the opportunity to venture into ISP. This has been great meeting the families and getting a greater understanding of our clients' home lives and an appreciation of each person's individual needs. It is especially rewarding when you arrive at a client's home having them waiting excitedly at the front door eager to go out and enjoy a fun activity of their choice.

I'm excited for the years ahead and feel blessed to be a part of it.



## Tony Azzopardi



Hi my name is Tony and I have been attending the Day Services for 35 years. Since the transition to the NDIS I have been able to start receiving individual support on weekends. I was able to choose my support worker at BDS and have been visiting places around Melbourne on a regular basis.

I discuss my activity choices with my support worker and we plan my next outing together. I have seen The Lion King at the movies, visited different places for lunch and bowling.

I plan to attend the footy next year to watch my team, North Melbourne when they play at home and I am going to catch the train to the city too.

I have fun on the weekend with my worker. I get bored at home so it is great to get out of the house.

## Tiquana-Lee Birkensteigh

“I love my programs at Craigieburn; one of my favourites is my Swimming Program. I also have heaps of fun at the Community Lunch on Tuesday. I like being able to help people. I really like spending time with my friends, talking and telling jokes. I am really happy.”

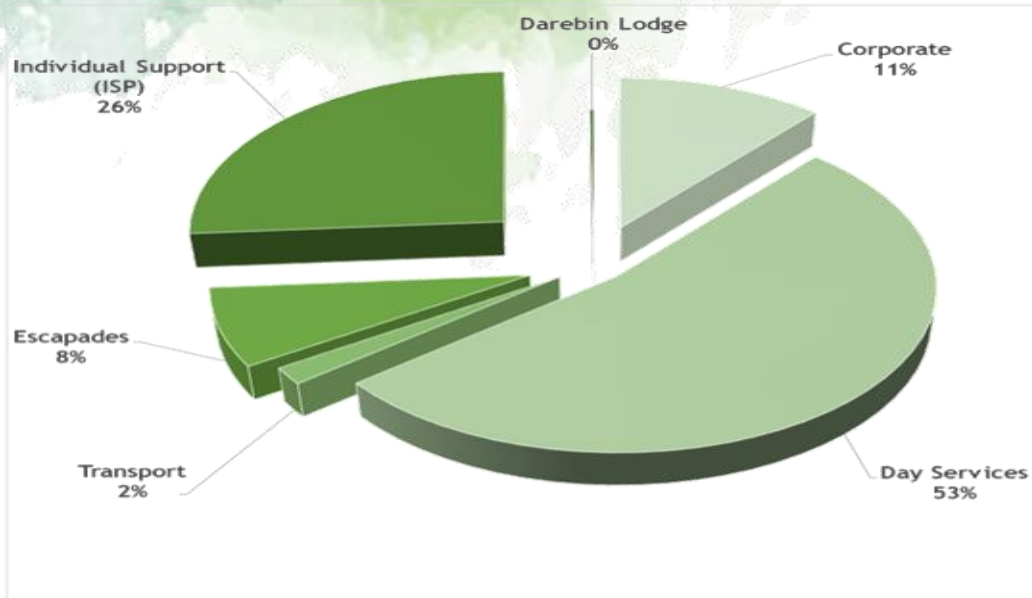
Tiquana joined the Craigieburn team in 2018. Tiquana and her family were excited for this new chapter and the opportunities that it would bring. One of these opportunities was for Tiquana to become a volunteer, for two wonderful and different external organisations.

Tiquana volunteers for The Salvation Army Craigieburn, where alongside her peers and other volunteers, is responsible for providing a Community Lunch each Tuesday for the local community. Tiquana also volunteers for the Newbury Child and Community Centre and with the support of staff runs the Toy Library every Thursday morning.

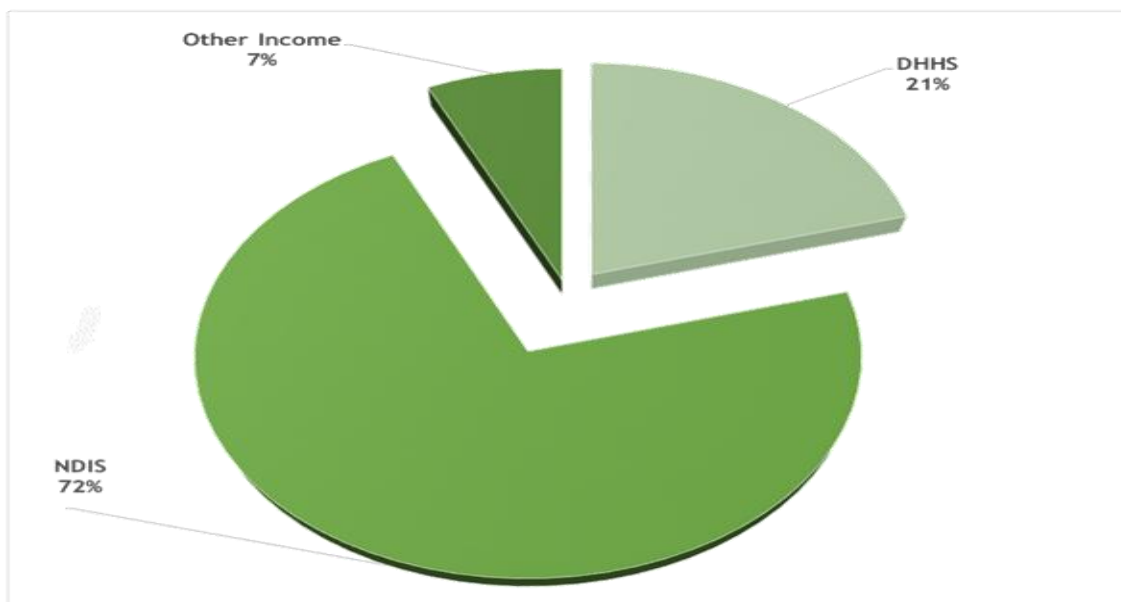
Tiquana's confidence has grown rapidly during her time with the Craigieburn team and she continues to have fun and form new friendships through her role as a volunteer.



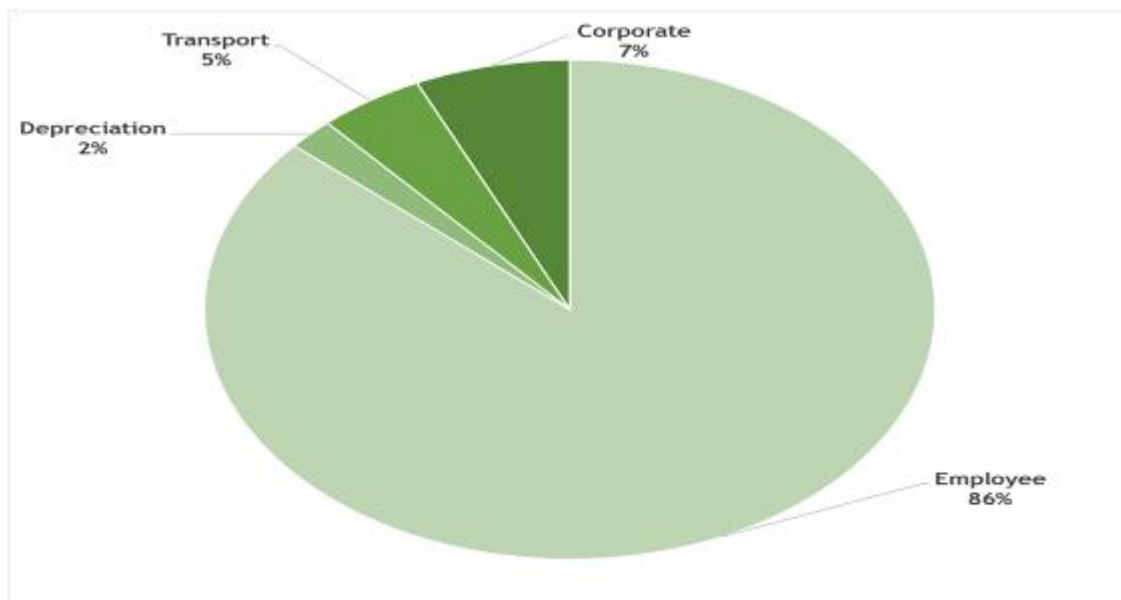
Revenue 2019



Revenue Comparison 2019



Expenditure 2019





# Board of Management

Graham Edwards - Chair

Margaret Ruff - Deputy Chair

Carmela Lombardo - Secretary

John Boyall

Chris Lombardo

George Martens

Derek Clapton

## Our Team

Tanya Ascenzo

Jackie Albrecht

Kate Allingham

Benjamin Ardley

Elishia Bartolo

Eva Batsanis

Tanya Bird

Monica Blackstock

Susie Bountris

Amanda Bricknell

Georgia Cabecas

Marie Camilleri

David Cassar

Lyn Chapman

Damian Cifonelli

Tammie Cooper

Harry Dass

Fiona Davis-Ziebell

Teo Digal

Russell Emmins

Ninfa (Rose) Flores

Brianna Garbutt

Carmen Gatoc

Chelsea Gee

Cindy Gee

Renai Grattan

Anne Hammill

Tanicka Hammond

Dale Hanson

Noel Hawking

Noreen Hickey

Casey Houston

Melanie Irving

Jowita Jackowski

Warwick Jones

Fatmata Kamara

Kim Keevers

Rebecca Kendall

Maree Leach

Agnes Kyriakou

Elaine Latham

Jorge Leiva

Carmen Liang

Natalie Lobosco

Geraldine Long

Jodie Long

Suzie Mansell

Stephanie Maundrell

Simon McDowell

Phillip McKenzie

Kaitlin Merkel

Courtney Micallef

Chris Michaelides

Rita Moses

Crystal Needham

Michael Nicholls

Sharon Nilsson

Dale O'Keefe

Cameron Osborne

Lutfiye Ozalkim

Laurie Page

Frank Pardo

Jacinta Patten

Michael Perri

Kim Prosser

Amanda Psaila

Shane Ray

Lyn Rider

Ian Rowe

Smiley Saluja

Samuel Santosh

April Schang

Craig Schell

Shaveta Sharma

Simon Silwamba

Mary Skopelianos

Gavan Squires

Dolores Stiffles

Sharon Swindells

Cathie Turhan

Barb van den Vlekkert

Tom Van Der Zee

Alan Walley

Shakilah Wesonga

John Williams

Lara Wilson

Jane Withington

Debbie Young

Kelly Zarb

**belong | develop | succeed**

