



**2014 - 2015**

# **16th Annual Report** **"Healthy Together"**

**B  
DS**



“The people we support have control over how, where and what supports are provided. We strive to understand what the people we support and their families value, in delivering quality services. We act with integrity, and are committed to providing personally tailored supports.”







This year has been a year of strengthening the Board of Management to provide strong governance and resilience in this period of significant change in the industry with the imminent application of the National Disability Insurance Scheme (NDIS). Following on from last year, we have actively recruited Directors to enhance the business expertise and acumen within the Board. Implementation of portfolios within the Board will increase our capacity to support the CEO in business management and maximise the input of all Directors.

In late 2014, the CEO and Chairperson participated in governance training focussed on the not-for-profit sector conducted by Leadership Victoria. This was invaluable training which provided a solid foundation for reviewing our existing governance framework. Further to this, we were successful in our application to Leadership Victoria in having a business mentor allocated for a 12 month period to work with us in governance processes and matters. Cheryl Kidston, our mentor has provided stimulus for debate, instrumental insight and knowledge to the Board and we look forward to working with her into the New Year.

We have been reviewing the current organisational constitution to align to the amendments of the Corporations Act. The new constitution aims to ensure BDS can operate effectively into the future and will be presented to all Members for endorsement at the AGM to be held on Saturday 24 October 2015.

In January 2015 the Directors and CEO met for our annual planning day with the NDIS a high

Elias Ibrahim is a member of the children's Escapade program here at BDS he has been attending for almost 13 years starting when he was just six years old. He has attended many weekend outings, the school holiday programs and weekend camps throughout these years.



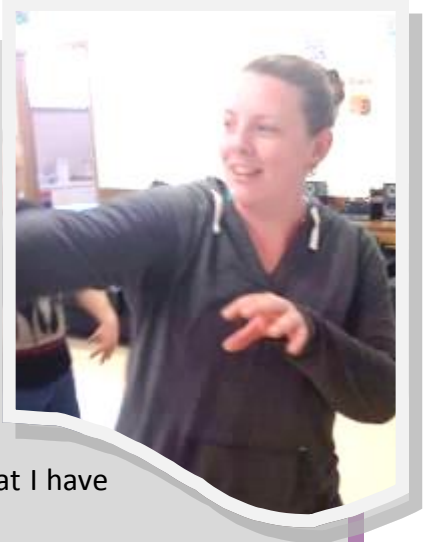
Elias' mother, Bernadette reports that Elias always looks forward to coming to Escapade and that one of his favourite memories was visiting the train museum. Elias has built many friendships with others at BDS and is excited when they all arrive for the outings. Bernadette values the break that Escapade gives to the family however mostly it has given Elias an opportunity to be out in the community with friends to build his social skills and to visit and experience a diverse range of activities on a regular basis.

Hello my name is Amanda Psaila. I am fairly new to BDS, only starting in January 2015. After being at my last administration employment position for 6 years I was looking for more of a challenge and something more rewarding.

Since starting within the day service program I have had the opportunity to work with some amazing staff in programs such as swimming, art and drama. Seeing the member's faces when they have finished their art projects, getting to splash around the pool or dressing up and free dancing is a wonderful feeling knowing that I have helped in some way.

Joining the Escapade team later in the year allowed me to work with both the adults and children at BDS. I have been able to gain a lot of knowledge and skills from all the staff I work with to implement new and fresh ideas to programs and activities.

I remember my very first day at BDS I was so overwhelmed and humbled by how all the staff and members welcomed me and made me feel a part of the BDS family. I knew from that day that I had found my dream job.



priority on the agenda. Exploration of opportunities and management of possible business risks including a self-assessment and gap analysis utilising the National Disability Services (NDS) Readiness Tool have informed the key strategies in our NDIS Readiness Plan. This plan provides a foundation for the preparatory work completed to date such as IT development, financial modelling, critical data analysis and the commencement of a workforce strategy to guide the organisation into the future ensuring we are prepared for the challenges of the impending rollout.

In support of our families, we facilitated four NDIS information forums in Broadmeadows and Craigieburn, with plans to conduct more in the near future. We will continue to work with our families and carers over the next 12 months to ensure they are well informed and educated in preparation for the changes NDIS will bring. As a result of the information forums, we have been approached by a small group of parents who intend to establish a family network supported by BDS. We will provide more details as this network develops over the coming months and we would encourage you all to participate wherever possible.



BDS is a workplace committed to promoting improved health and wellbeing to our staff and customers. Through the "Healthier Together Hume" initiative promoted by Hume City Council, Dianella Community Health, Sunbury Community Health Centre and the State Government of Victoria, a number of events were scheduled. In consultation with the OH&S Committee we

developed a calendar of events including healthy breakfasts for staff, a Beyond Blue Mental Health Awareness information session and engaged a



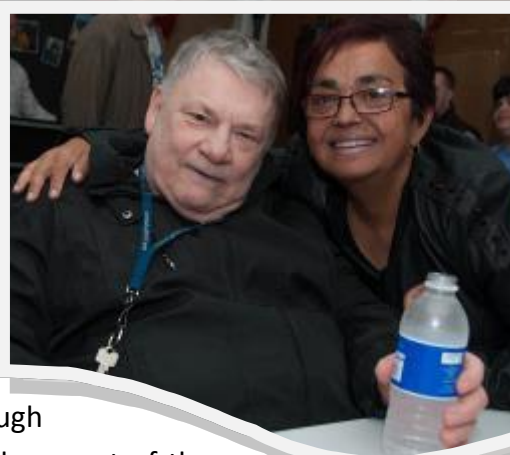
nutritionist to facilitate an information session on healthy eating. Additionally, we held two pedometer challenges which had a great response and provided the motivation for many staff and customers to increase levels of regular exercise.

Our workforce will also undergo major changes over the next year and beyond as we

set the foundation for NDIS. We have developed an in-house leadership and management training package for front & middle line management, to commence in July 2015. The training will provide our front line managers with a suite of new skills and complement existing capacities such as project, risk and performance management to enable them to meet the challenges of their roles. We anticipate that the training will be completed by December 2015.

Our Quality journey continues with successful outcomes from our external Audit against the revised DHSS service standards and DSS governance standards conducted by Health and Disability Auditing Australia (HDAA). BDS was granted certification effective 24 October 2014.

Successful application for Communities for Children funding from Lantara Uniting Care enabled BDS to pilot a new business arm operating out of Meadows Primary School. The funding allocated enabled the capacity to employ two project officers with expertise in early childhood learning to facilitate an action learning research project titled "Speak Up, Connect & Learn". The project documented an approach which champions "Explanatory Talk" when working with children from three years old through to the early years in school. Despite positive outcomes and support of the Meadows Primary School, at the end of the 6 month project no further funds were made available resulting in the project being discontinued.



We continue to explore options to facilitate a second operational site at Craigieburn. The foundations have been set over the last two years through the CEO's active involvement in the governance committee of Connections at Craigieburn, through the implementation of



programs within the local Craigieburn area and through the leasing of space at the Connections at Craigieburn site. The physical presence we have established is beginning to open doors to volunteering and social enterprise opportunities for the people we support – exciting times lie ahead.

Over the next 12 months we will further focus on workforce strategy, interface of our IT and finance systems, program review and development in



readiness for the March 2018 NDIS implementation in our region. This will ensure we are responsive to the needs of our customers and an organisation of choice for employees. The Board, CEO and staff will work closely to ensure we have strategies in place to meet these challenges.

We would like to thank all staff and volunteers for their dedicated efforts and collaboration over the last twelve months and acknowledge the members of the Board for their support, vision and enthusiasm. We look forward to continuing to work together as we turn our challenges and trials into our achievements and successes.



Hello my name is Noreen Hickey and I began working at BDS nearly 8 years ago in the Escapade program, working on Saturdays with children. I have worked in the disability field for 38 years in various capacities and roles. During the week I work with adults so chose to apply at BDS in order to once again work with children and I was successful.

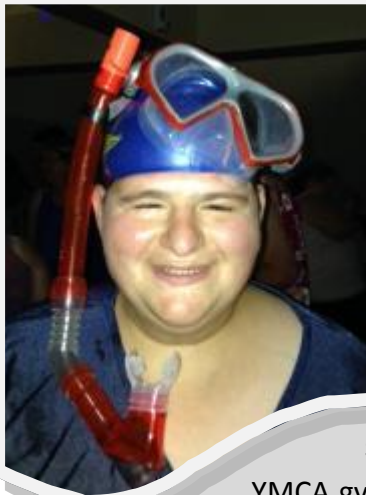
I have worked with a few coordinators over the years however the past 2 years have been particularly rewarding because Jodie has been “hands on”. This, in my opinion, has proved a revelation as she sees what, where and how we go about the day and the often positive...sometimes negative outcomes that occur.

I would like to share one story... we have gone to many, many indoor play centres over the past few winters. One recently comes to mind which is called Inflatable World; it is like being in a giant warehouse that is full of jumping castles with different games and obstacle courses. It came time to leave and a member was in the middle... I climbed in, went over



and through the obstacles to assist him out, we then attempted to go out the way I came in when a small child said hey lady you are going the wrong way so I assisted him to go the right way out when I heard another older child say I think that nana got lost.

I was also very fortunate this year to attend a performance of The Lion King along with Michelle and four members, it was an Autism awareness show where the children could jump up and down, rock, yell out and just simply be themselves it was as truly memorable experience that will always stay with me .



My name is Ali Hassoun. This is my first year at BDS after finishing at Coburg SDS last year. Having a few friends start at BDS with me made it a little easier. I have been here nearly 9 months now and am enjoying all my programs.

I love my Bundoora farm group on Mondays where I learn about growing vegetables in the community garden plot, feed the animals and learn about farm life. I also like trying out different sport programs including tennis, bushwalking, chair dancing and the YMCA gym, These all help me stay fit and healthy. My favourite activity is the "ichoose" program and using the word search apps. Music and massage every Thursday means I also have a day where I get to relax and enjoy a massage.

I like being part of team 2 and love having Susie as my key worker. I am looking forward to the future here at BDS and am also hoping to be part of the TAFE program next year, this will help me build on my work skills and goals.

My health is important to me and I am very proud that I have lost 25 Kgs since I started at BDS. I go swimming every week and staff help me to make healthy food choices. I feel happy here at BDS!!!

Hi, my name is Nicholas Gould and I have been coming to BDS for about a year. BDS is my work and its really, really fun. I come to BDS each morning by a cab and look forward to seeing all my new friends I have met.

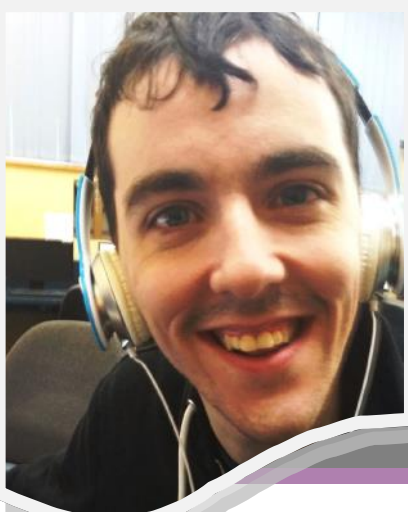
My most favourite thing at BDS is computers, I love to look at information on actors and movies. I also do cooking/bowling and special outings with my staff.



I can tell you all you need to know about the Simpsons, Neighbours and Modern Family. I am also good with famous people, movie titles and who acts in them.

My staff help me to manage my Diabetes and I think I have done a great job at educating the staff who didn't really understand much about Diabetes

I think BDS is the best place and all the staff are fun and I like joking around with them.



30 Years



Frank Faba

25 Years



Mary Bretherton

25 Years



Phillip Falsone

25 Years



Eveline Hctor

20 Years



Robert Pingel

15 Years



Andrew Elkhawand

15 Years



Sam Garcia

15 Years



Benny Jamou

15 Years



Louise Mallon

15 Years



Sam Sapuppo



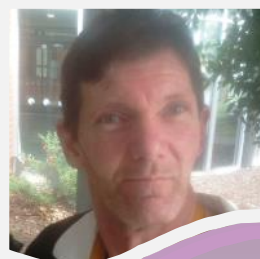
2015 Achievement Awards - 10 Years



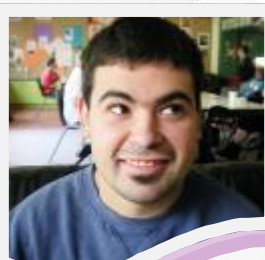
Michael Ballinger



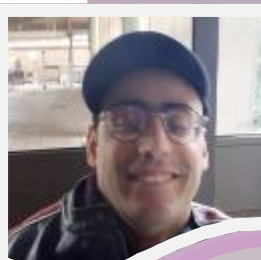
David Borg



Wayne Drysdale



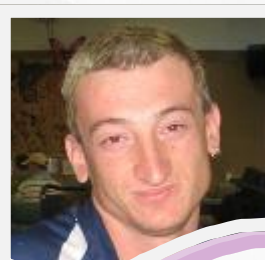
Matthew Fabrizio



Mark Fedeles



Renai Grattan



Stephen Haller



Rhonda Hunter



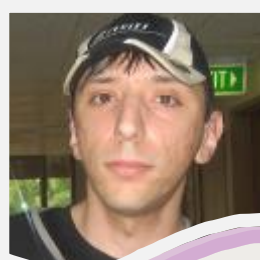
Kim Keevers



Jessica Pennicott



Lyn Rider



Paul Stancati



Sharon Swindells



Nathan Tran



George Zamola



This year Community Connectedness, the expansion of our strong local community partnerships and the attainment of value based community opportunities and experiences for the people we support has been our focus. Concurrently with our commitment to continuous improvement and quality outcomes, we continue to focus on strengthening and aligning the operational arm of our business.

This year we have focused on expanding opportunities for community connectedness creating meaningful and valued opportunities in the local community. Through our strong community partnerships, the people we support have benefitted from increased access to local placed based learning opportunities including sport and fitness activities at Broadmeadows and Craigieburn Leisure centres, Sewing and Computers at Dallas Neighbourhood House and Mature Persons programs at Campbellfield Neighbourhood House.

Our links with the Connections at Craigieburn consortium continue to strengthen. The Craigieburn Team established last year has been consistently operating from Craigieburn a few days each week resulting in the group actively accessing a range of local facilities including the Craigieburn leisure centre, library, sport and recreational facilities. Expansion of our services to Craigieburn is imminent and over the past 12 months a marketing and communication strategy has been developed which will guide the infrastructure and timing for the development of the new service. Throughout the initial mapping process it is evident that the project offers a range of diverse and exciting opportunities for our members including opportunities for Volunteering, Education, Work Skills Development and Pre Vocational training for our Members.

Capacity building, service development, the alignment and distribution of workforce, resource efficiency, building infrastructure and systems development have been high on the agenda. This year we have seen an increase in demand for our Day Program services and we have worked steadfastly with DHHS, schools, families, planners and individuals in responding to individual needs and developing a range of individually tailored supports and positive outcomes for individuals.

Our Individual Support Program (ISP) continues to offer a range of tailored supports and lifestyle options to people across a range of residential settings. We continue to work collaboratively with families, individuals, DHHS and planning agencies in the region supporting individuals to actively direct and engage in lifestyle planning that are individually tailored, flexible and cost effective.

The Escapade respite program continues to be highly popular and sought after by families. Demand for service is consistently high with an





increase in referrals this year particularly for younger children. The regular review and realignment of existing groups, programs and episodes of respite has assisted in building greater capacity for service access. In conjunction with our regular activities and school holiday programs we have been able to offer a short stay holiday for a group of

children to Echuca this year. We had the very exciting opportunity for a group of young adults to attend filming of the auditions for "X Factor" in June.

In September 2014 we were successful in receiving a grant for the "Growing Ideas Awards" through the "Healthier Together Hume" initiative promoted by Hume City Council, Dianella Community Health and Sunbury Community Health Centre supported by the State Government of Victoria. We were allocated the funding for our project "From seeds to Table" to build and develop four additional vegetable beds on site at Camp Rd to compliment our existing edible garden. The project enabled us to extend our existing garden beds for growing vegetables to support our local Food Bank with donations for local community members.

Commencing with a hugely successful launch day to establishing wicking (self-watering) garden beds in November and subsequent working bees, the project has contributed significantly to the Food Bank since inception. The project culminated with a grand Autumn Harvest Festival at BDS celebrating the achievements of all. The theme of the festival was healthy food approaches, all self-catered for including home made pizzas in our pizza oven, homemade relish and fruit and vegetable platters in our beautiful tranquil garden with a live Spanish guitar duet providing entertainment. All this could not have been achieved without the dedication from committed staff and the people we support, community partners and volunteers including Bunnings, Community and Urban Gardeners, local Environmental Champions and Sustainability experts. The mutual benefits, community connectedness and partnerships developed along the way cannot be understated. We will continue all that we have achieved to date well into the future.



Once again we acknowledge our ongoing partnership with Bunnings Broadmeadows and thank them for their continued support and commitment to BDS. The partnership is growing from strength to strength each year, offering donations, volunteering gardening services, running Art and Craft workshops as well as participating and in events, celebrations and festivities throughout the year. The fortnightly "Sausage Sizzle"



continues to be an amazing success and the highlight of the week for many of our Members who have developed a strong sense of pride and commitment.

We continue our commitment to fundraising for special events including the Biggest Morning Tea for the Cancer Council, Jeans for Genes supporting genetic research, Daffodil Day and Pink Ribbon day for cancer. Once again International Disability Day was a big celebration with members participating in a range of community activities and celebrations, facilitating a community BBQ at the Craigieburn Hub, Disco Mania, and sailing at Jack Roper Reserve open to community members.

This year as part of a joint initiative with Hume City Council we facilitated an open air movie night for families showcasing the movie "Frozen" at the Craigieburn Leisure Centre. This was a whole of community event and the response from families was overwhelming with over 200 tickets issued. In conjunction with Hume City Council we continue to support "Disco Mania" every month at the Broadmeadows Leisure Centre. This is a hugely popular monthly event in

the local community and proven to be a great social outlet for those who attend.

Our involvement with Sailability North continues to flourish with a strong commitment from our Volunteers, the people we support and the local community. Amendments to marine safety regulations by Transport Safety Victoria (TSV) and subsequent responses to these amendments by

Yachting Victoria present a challenge for the continuation of sailing activities on the lake at Jack Roper reserve. Initial conversations with the President and committee of Docklands Yacht Club have commenced to explore options for affiliation of Sailability North. The affiliation with Docklands will ensure sailing operations at Jack Roper reserve into the future while addressing the additional compliance and governance requirements imposed by TSV and Yachting Victoria.

We continue our commitment to building and sustaining a skilled workforce which is a critical element in providing positive outcomes for our customers. Staff have participated in mandatory and preferred training during the year including First Aid Level 2 and CPR Refresher, Medication Administration, Emergency Evacuation procedures and on-line Food Safety training. In service workshops including Incident Reporting, Risk Management, Individualised Planning and Quality Standards have complimented mandatory professional development. Client specific training has also been a focus with allied health professionals engaged to deliver specialist training in individual customer Care Plans.



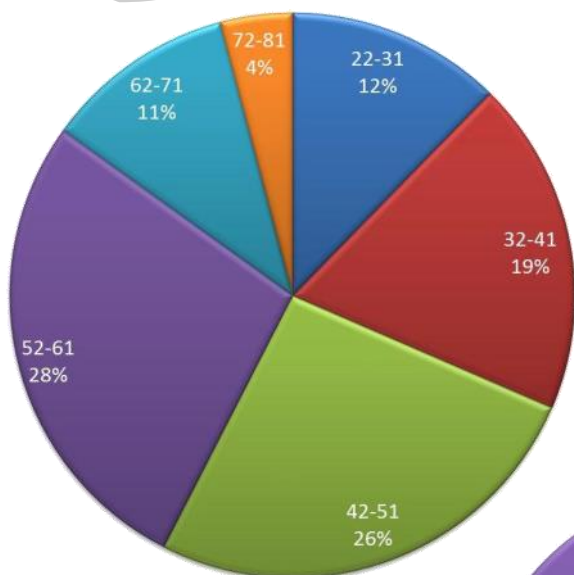
Hi my name Rose Zerevski. I have been at BDS for over 2 years now and I really like it a lot. I love all my programs at BDS and I get to do lots of different things.

My favourite program is Colour Me Happy Art on Mondays where I learn how to draw, create and paint pictures of my choice which is very relaxing for me. I also enjoy writing stories. I love my Bushwalking program on Tuesdays, I really enjoy the long walks and every week we go somewhere different which is usually a park or a walking trek. I

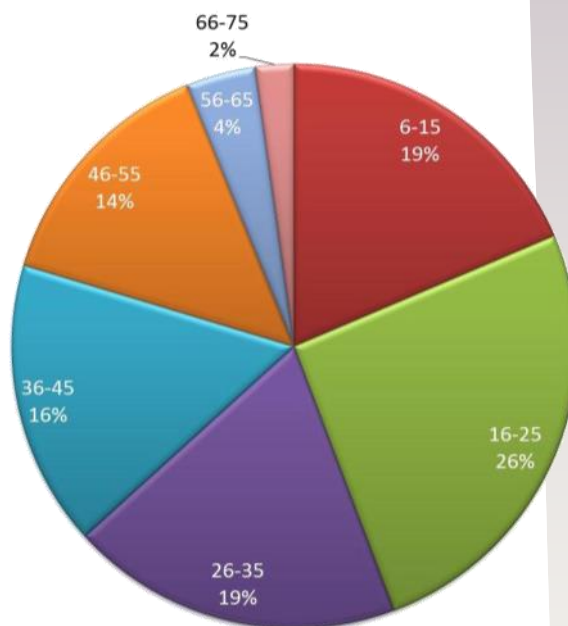


am happy and busy everyday at BDS and I also get to do cooking, Sewing classes at Dallas Neighbourhood House and Chair Dancing at the Broadmeadows Leisure centre.

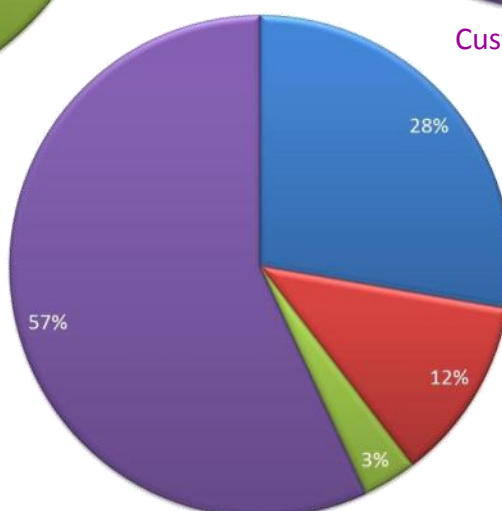
I have many friends at BDS and I really like my key worker Michelle and look forward to coming to BDS every day. In my free time I love to watch TV and my favourite show is South Park and I also enjoy shopping for clothes and I jewellery.



Employee Age Data



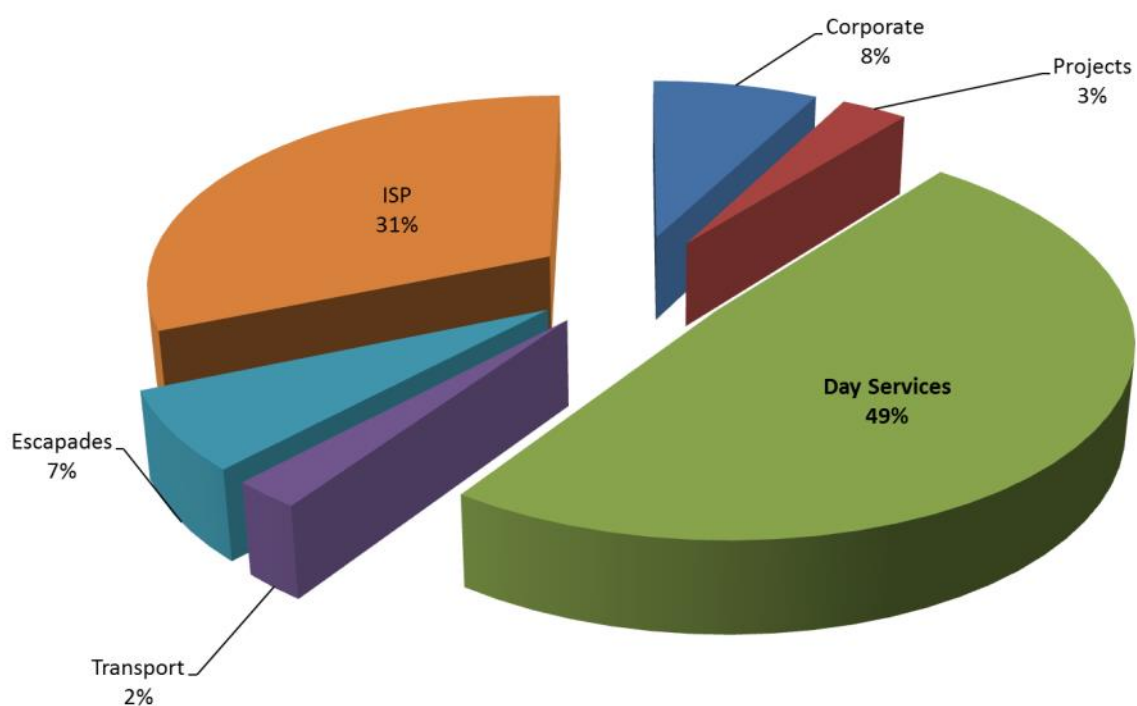
Customer Age Data



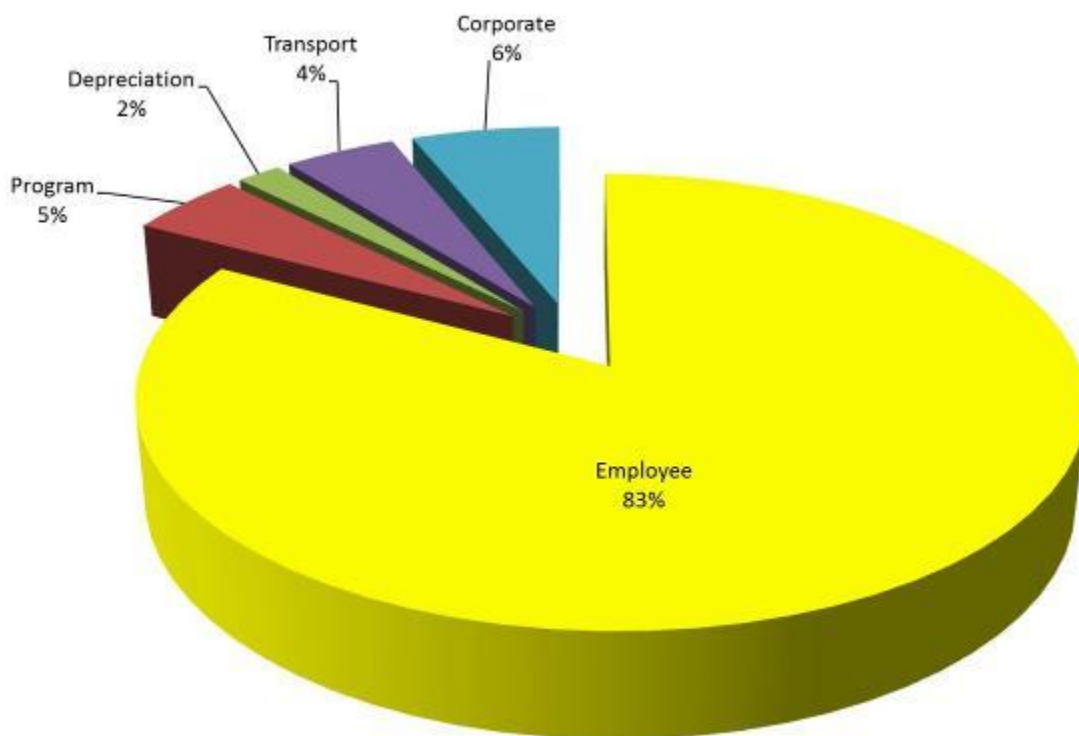
Customer Communication Methods

- Little or no Effective Communication
- Other Non-Spoken Communication (Effective)
- Sign Language (Effective)
- Spoken Language (Effective)

## 2014-15 Finance Snapshot



Total Income for the financial year ending 30th June 2015 - \$4,684,787



Total Expenditure for the financial year ending 30th June 2015 - \$4,656,895



# Member Reference Group (MRG)

Tony Azzopardi  
Mary Bretherton  
Jwyei Luong

Lawrence Hakim  
Russell Liston  
Laurelle Clarke

Louise Mallon  
Darren Walker

## Board of Management

Sue Binger  
John Boyall  
Rhonda Hunter  
Carmela Lombardo

Phil Marendaz  
Vincent Maripa  
Geoff Porter  
Michael Perta

Margaret Ruff  
Belinda Toohey  
George Zamola

## Team Members

Eve Batsanis  
Tanya Bird  
Monica Blackstock  
Susie Bountris  
Georgia Cabecas  
Marino Caiazzo  
Robert Caiazzo  
Lyn Chapman,  
Damian Cifonelli  
Tammie Cooper  
Karen Culic  
Harry Dass  
Jen Deurwaarder  
Teo Digal  
Russell Emmins  
Er Fedai  
Brianna Garbutt  
Carmen Gatoc  
Chelsea Gee  
Michael Gould  
Renai Grattan  
Robert Greco  
Anne Hammill  
Dale Hanson  
Deborah Happel  
Noel Hawking  
Noreen Hickey  
Eveline Hctor  
Stacy House

Casey Houston  
Melanie Irving  
Jowita Jackowski  
Rebecca John  
Warwick Jones  
Kamaljeet Kaur  
Kim Keevers  
Rebecca Kendall  
Amanda King  
Agnes Kyriakou  
Elaine Latham  
Jorge Leiva  
Geraldine Long  
Jodie Long  
Kaitlyn Lowe  
Brian Lynch  
Trent Mahon  
Talinga Makira  
Kim Maloney  
Stephanie Maundrell  
Simon McDowell  
Phillip McKenzie  
Chris Michaelides  
Nadia Morando  
Sharon Nilsson  
Dale O'Keefe  
Lutfiye Ozalkim  
Laurie Page  
Anastasia Pangidis

Frank Pardo  
Michael Perri  
Kim Prosser  
Amanda Psaila  
Shane Ray  
Lyn Rider  
Adrian Ritchie  
Mary Ritchie  
Ian Rowe  
John Ruffin  
Jessie Sacco  
Smiley Saluja  
Craig Schell  
Shaveta Sharma  
Simon Silwamba  
Mary Skopelianos  
Wayne Slattery  
Gavan Squires  
Dolores Stiffles  
Sharon Swindells  
Rae Timbs  
Barb van den Vlekkert  
Alan Walley  
John Williams  
Lara Wilson  
Michelle Wood  
Debbie Young  
Kelly Zarb

*The Pessimist complains about the wind,  
The Optimist expects it to change;  
The Realist adjusts his sails.*

- William A. Ward



**B  
DS**