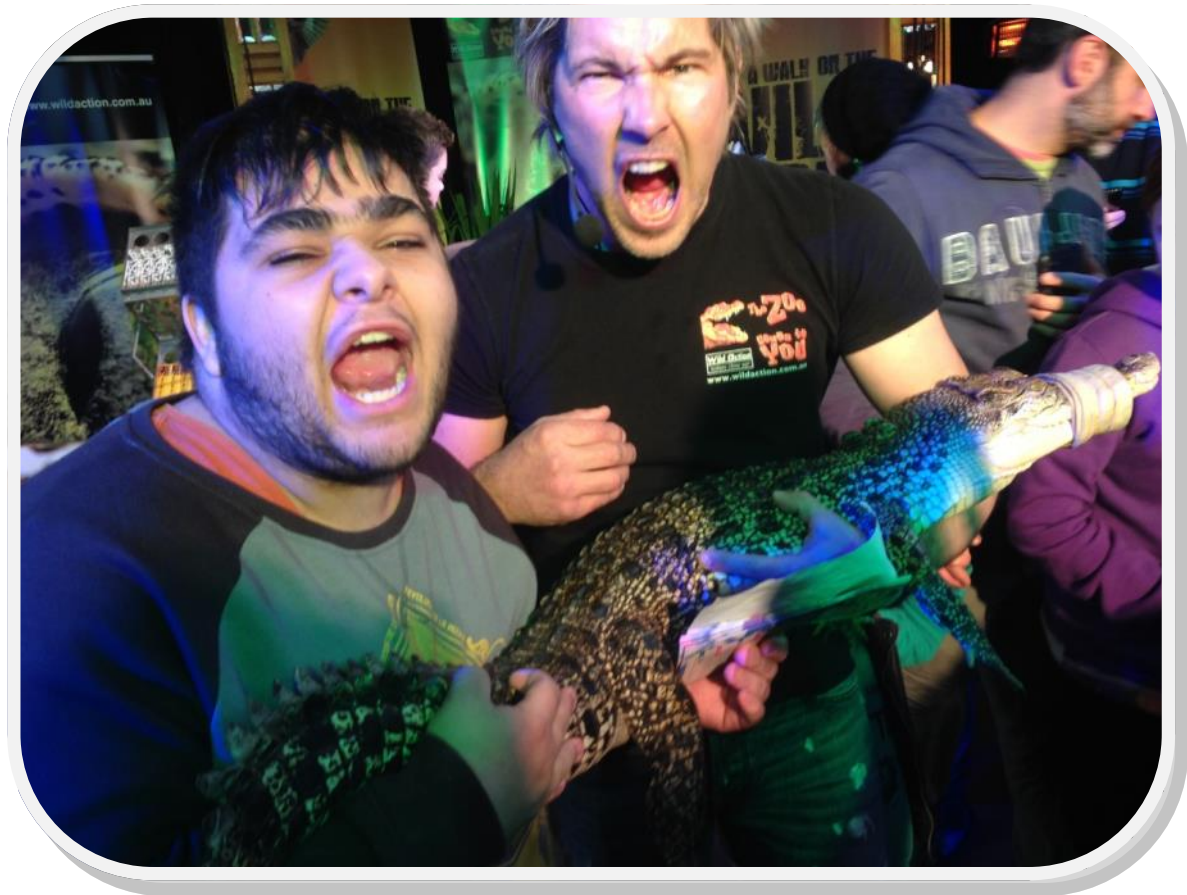




2016 Annual Report





“Never fear your challenges;
Challenge your fears”.

- Rick Warren

From the Chairperson and CEO

This year has been a year of positioning the Board of Management to ensure that BDS is NDIS (National Disability Insurance Scheme) ready. The NDIS represents a significant shift that will revolutionise the disability marketplace, giving people with a disability the opportunity to be service users with real choice. NDIS will give dignity and assurance, a valued place within the community and the funding to buy equipment and services people need to lead meaningful and valued lives. There will be numerous new players coming into the market including large national organisations that will enter this arena for the first time under NDIS. Now more than ever BDS must be ready for what these changes bring.



Sue Binger
Chairperson

Although we are located in the Hume/Moreland area where rollout is not scheduled until March 2018, 20% of our customers reside in North Eastern Metropolitan areas (NEMA), which commenced implementation on July 1st 2016. Some of our customers have already commenced the planning process to move across to NDIS. Organisationally we are reviewing our current electronic information and business management systems and with the support of consultants from the Virtual IT Department, we will be evaluating several options to meet our emerging business needs.

We have also undertaken a structural review of the Management Team and later this year, there will be some changes to ensure the senior management levels have commitment, stability and longevity moving forward in this ever changing landscape.

Last financial year we reviewed our Constitution, which was subsequently endorsed at our last AGM. The main changes to the constitution ensure that we align with the amendments of the Corporations Act and provide continuity of Board tenure. This will be the first AGM where members will be elected for three, two and one year



Hello my name is Josie and I have been with BDS for 10 years this year. I live independently in my own home and I am supported by staff at BDS throughout the week. Staff support me on a weekly basis to do my grocery shopping, banking and assist with meal preparation however my favourite part is when they take me out to rock n roll shows of Elvis Presley especially Mark Andrew. When I go to the shows I like to have a dance and take photos and videos on my camera to show everyone.

I enjoy using my tablet at home to look on the internet for up and coming Elvis impersonator shows, watching the midday movies and going on YouTube to watch Elvis video clips.

I plan a calendar each month of the days and activities I will be doing next. This gives me the choice of which days I need a support worker and what shows I will go to.

Hi my name is Tammie Cooper and I have worked at BDS for over 5 years now. I was out of the disability services field for a while before I started working at BDS. I work in the Individual Support Program (ISP) and the Escapade program. It has been great to be able to work across the different service areas at BDS as it has enabled me to grow my skills and knowledge with both adults and children.

ISP is the main area I work in and supporting individuals to maintain and increase their independent skills to ensure they are able to live independently within their own homes is something I value within my role as a community support worker.

I enjoy my job very much and BDS is a great place to work. Being a community support worker is very rewarding, when we are out on programs it is great to see each individual enjoying their day, participating in the community and building their independence skills.



periods. We have also reviewed and updated the Governance Manual and established five committees sponsored by Board members. These include Promotion and Marketing, Strategic Planning, Client Services, Finance, Board Development and Legal Compliance.

We were fortunate to have Ms Cheryl Kidston from Leadership Victoria continue her role of business mentor for a further 6 months to provide support and feedback to the Directors of the Board. We thank her for her time and commitment.

Over the past year BDS has taken a strategic approach in reviewing the name of the organisation. After a wide range of consultation BDS will be renamed BDS Support Services where people Belong, Develop and Succeed. In the New Year we will be implementing this name change and developing new promotional materials.

BDS Program Development Manager has taken a lead role in the redevelopment of our website www.bds.org.au. We encourage you to visit this site.



Barb van den Vlekkert
Chief Executive Officer

We have completed a number of maintenance upgrades to facilities, including an alarm system upgrade, and fire system upgrade, repairs to buildings and removal of several trees. Further to this, more recently we have engaged a traffic management consultant to audit our traffic flow onsite and provide recommendations to enable us to better manage our site. The Board has approved significant maintenance and capital improvements to be completed in the coming year. This includes a major kitchen upgrade and some major maintenance to the Congram Street building.

We are pleased that we have consolidated our second site at Craigieburn and look forward to further growth in this area. We have moved to a new site at Hothlyn Drive, which is also within the Connections @ Craigieburn consortium. We have developed some

strong partnerships within the local community, which has created some great opportunities for both groups and individuals from our Craigieburn site. The Camp Road site has also experienced a growth in Day Services, and some additional non-recurrent funding in ISP and Escapade has resulted in great outcomes for our families.

Our Quality journey continues with the recent completion of the maintenance assessment of the Human Services Standards (HSS) and the National Standards for Disability Services (NSDS). The purpose of this assessment was to evaluate the ongoing implementation, including effectiveness of our service delivery system and was conducted by Health and Disability Auditing Australia (HDAA). The outcome of the audit was that we have maintained certification to HSS and achieved certification to the revised National Standards for Disability Services (NSDS) which is valid to April 2019.

This year George Zamola, a long standing Board member and chair decided to finish his tenure on the Board. His contributions to the Board, both as a member and chair, have been invaluable. We wish him well in his future endeavours.

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.



Hi, my name is Chris Wilson-Lieutier and I have been a member here at BDS and participating in the Day Service for six years now!

Recently I have had the opportunity to be a part of a new and exciting program in Craigieburn. I am at our Craigieburn site four days a week, volunteering at many different places within the Craigieburn community.

I really enjoy my Monday morning, volunteering at the Newbury Community Centre where we are in charge of running the Toy Library. I also enjoy volunteering each Tuesday at The Salvation Army Community lunch. I really love helping prepare lunch for the people that attend and working along side the other volunteers from the community, who I now call my friends.

This year I started as a student in the TAFE program, we are currently studying Certificate 1 in Work Education. This has also really helped me in my work placements because I have the opportunity to put into practice the theory I learn in class.

I have become very close to my peers within the Craigieburn program and we really do work very well together as a team. This year has been lots of hard work but lots of fun too. I look forward to continuing to learn new skills and being a valued member of the Craigieburn community.



Out and About

It has been a busy and exciting year with NDIS preparation being high on our agenda. However, from an operational perspective we have remained focused on enhancing the range of opportunities and experiences for the people we support, building strong local partnerships and fostering every opportunity our highly valued networks provide.

We continue to build upon a strong presence in our local community resulting in a range of value based community opportunities for the people we support. This enables the people we support to benefit from a range of learning opportunities right on their doorstep. These include a strong network with Dallas Neighbourhood House with individuals participating in ART Craze, Computer training and cultural celebrations throughout the year. Additionally, we engaged specialist trainers through Dallas Neighbourhood House this year to facilitate Art and Computer Education classes.

Our partnership with Hume City Council has led to the establishment of sustainable and positive volunteering opportunities. Our ISP program supports individuals who volunteer on a weekly basis in the café at Broadmeadows Leisure Centre. Not only does this enable involvement in a range of hospitality tasks to develop vocational skills, people also thoroughly enjoy the social aspect and feel part of their community which fosters achievement and belonging.

People have accessed a range of leisure and recreational activities at both Craigieburn and Broadmeadows Leisure centres through the year. Chair Dancing has become very popular in past year with multiple groups attending to maintain body motion and to experience the freedom of dance and music. We have successfully embraced and supported volunteer opportunities at major events promoted by our local council including celebrations for National Day of People with Disability and other cultural events.

In support of the local community BDS continues its commitment to a Healthier Together Hume. A group of dedicated young gardeners at BDS continue to grow and cultivate fresh garden produce every week to support our local foodbank with donations for the community. In partnership with Hume City Council, we continue to run Disco Mania on a monthly basis at the Broadmeadows Leisure Centre. This is a great example of how such a strong partnership can reap positive outcomes for the community with minimal financial investment.

The mutual benefits of our community connectedness and partnerships developed along the way cannot be understated. Our partnership with Bunning's continues to strengthen and we thank them for their support over the years. Our fortnightly sausage sizzle is a source of pride for people who participate and continues to be ever popular with the public. The volunteer support provided from



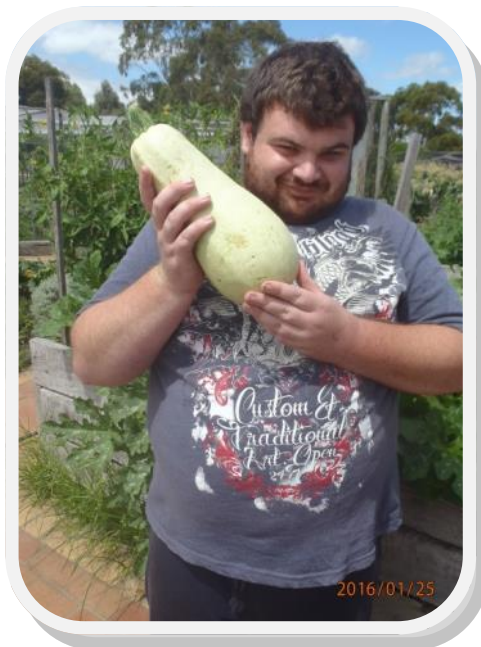
Geraldine Long

Client Services Manager



Bunning's staff to our garden, along with donations and assistance with working bees is not only a huge support to BDS but also very positive example of community partnerships.

A group of young men are actively involved in the Bundoora Farm Program. Some 18 months ago an opportunity arose for the group to lease one of the raised community garden beds located in the Cooper's Settlement Urban Farm and Heritage Village. The group are very committed and go there every Monday without fail. They mainly focus on the cultivation and maintenance of the garden beds, building their skills in planting, weeding and mulching. In addition, people interact with the farm animals and learn about animal care by getting involved in feeding and caring for the animals. The group are very committed and will continue this rewarding work into the future.



We have built a strong presence in Craigieburn with the establishment of our Craigieburn Team which was established some 15 months ago. The key focus and intent of this Team is to provide opportunities for individuals to develop prevocational and work skills, participate in volunteer work, and engage in work experience building sustainable community Partnerships along the journey.

My name is Brendon Agpasa from BDS, I'm nearly 20 years old. I commenced here at BDS in January 2015, after finishing school at Coburg SDS in December 2014.

I really like my programs at BDS and am well able to make choices for myself. I participate in the Bundoora Farm program, Bushwalking, iChoose IPAD program, Drama, as well as computer training.

I have also been involved in a range of other programs including Art Craze at the Dallas Neighbourhood House and going to the library. My favourite activities include computer, art, music, dance, books and magazines. I love attending Disco Mania on Friday nights where I get to display all my favourite dance moves and play my guitar.



I also really enjoy BDS activity days such as footy day, our Christmas party, Easter activities and end of term disco. I enjoy chatting to all those around me at BDS about my favourite TV and radio programs including Pay TV and streaming services



2016 Recognition Awards - 20 Years



Lisa
Mills



Frank
Pardo



Trevor
Urch



Gerard
Waddington

2016 Recognition Awards - 15 Years



Bethany
Andrew



Stefania
Ascenzo



Dwayne
Crain



Sergio
DeFazio



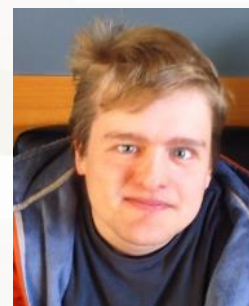
Jonathan
Dickinson



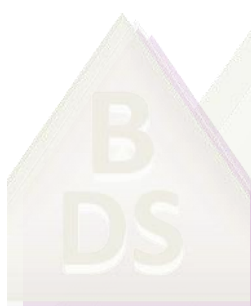
Julian
Dickinson



Peter
Dimitropoulos



Julian
Fleckner



Quentin
Horton



Spyro
Kappelides



Rebecca
Kendall



Adrian
Lombardo

2016 Recognition Awards - 15 Years



Scott
MacFie



Alfie
Meilak



Elizabeth
Muscat



Ernie
O'Dwyer



Matthew
Rovito



Michael
Royals



Peter
Talbot



Don
Turner



Jodie
Williams



John
Williams



Paul
Zamola

2016 Recognition Awards - 10 Years

Josie Barillaro

Maram El-Ali

Mark Marino

Michaela Schang

Eve Batsanis

Carmen Gatoc

Brendan Picken

Xavier Tierney

Georgia Cabecas

Ali Hassoun

Nicole Portelli

Barb van den Vlekkert

Joseph Catalano

Michael Hulm

Kim Prosser

Dinh Van Nguyen

Damian Cifonelli

Merna Lebdeh

Ian Rowe

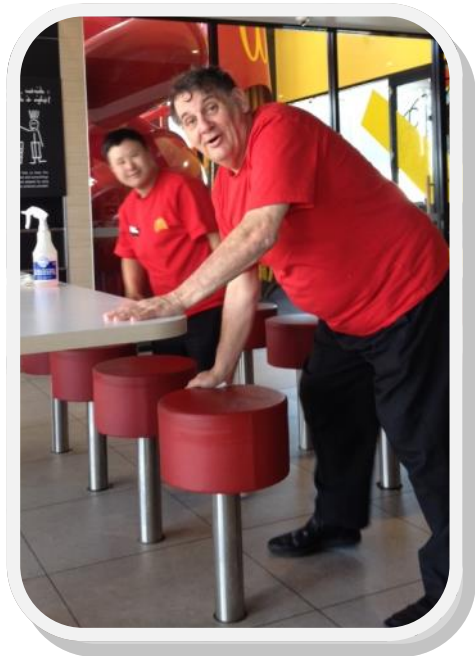
Sarah Veli

Khaled El-Ali

Jywei Luong

Chris Sawa

Lara Wilson



The community response has been exceptional with opportunities surpassing initial expectations. Individuals are participating in a range of exciting opportunities including volunteer work at the Newbury Toy Library, McDonald's Craigieburn and the Salvation Army where people assist with preparing food for the weekly community lunch and work in the Thrift Shop. In May 2016, the group volunteered with the Salvation Army on Red Shield Appeal day as donation collectors.

From a broader community perspective, our group is now well established in Craigieburn. We participated in the community event for the planting of the children's vegetable patch at Connections @Craigieburn in May and further contributed to the day with a sausage sizzle for those who attended. In June 2016, the local Hume Leader newspaper visited the weekly Salvation Army Community Lunch where we volunteer, resulting in a small publication

in the local newspaper with some great footage.

This year our referrals from new customers have seen an increased demand for Day Program and Children's respite services. A high proportion of these new referrals are from people with high physical support needs who also require more complex service planning and responses. We continue to work in close liaison with DHHS, people and their families, case managers, planners and other Allied Health Professionals to ensure the best outcomes for the people we support.



The Escapade respite program continued to be in very high demand throughout the last year and challenged our capacity to meet growing demand. We have seen a significant increase in referrals for young male children with Autism Spectrum Disorder and have been working closely with local schools, families, planners and DHHS in responding to requests for services.

Much work has been undertaken by our Program Leader in realigning groups, prioritising access and tapping into "Fee for Service" options to increase our capacity and remain financially viable. School holiday activities, camps and special events are ever popular and we have seen a significant reduction in service cancellations which is a very positive achievement. This outcome can be attributed to the wide range of activities offered, ensuring new experiences and outings which provide stimulation and excitement. This year a group of children were supported to attend a special autism-friendly production of The Lion King musical at the Regent Theatre Melbourne.



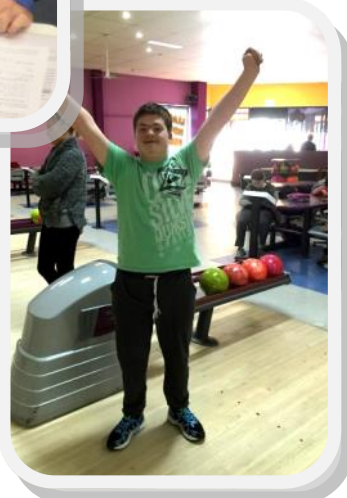
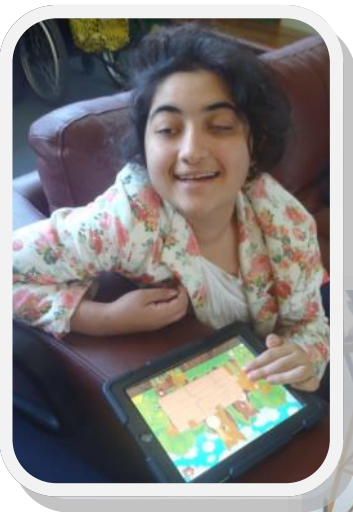
Our Individual Support program (ISP) continues to increase capacity to deliver a range of individually tailored supports and lifestyle options to individuals. This year a high proportion of ISP reviews were conducted by external planners. From a workforce perspective, our focus on a more casualised workforce has provided greater flexibility in rostering and responding to individual requests for support from our customers. The

outcomes for individuals have been increasingly positive with greater flexibility, increased lifestyle choices and attaining improved equilibrium in achieving the right supports provided by the right people. We expect that the demand for individual services and community based support will grow substantially over the next few years as NDIS packages are allocated to our existing customers and new customers seek support options in the emerging competitive marketplace.

We were very fortunate this year to be provided a small grant through the RACV to support a travel training program. The grant has been utilised to support a small number of people to be travel trained individually for specific routes within their local area to increase independence.

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 research.

Staff professional development and skills training remain a key focus for the organisation in keeping with our commitment to building and sustaining a skilled and competent workforce. This year staff participated in mandatory and preferred training including First Aid Level 2, CPR Refresher, Emergency Evacuation procedures and Infection Control. In moving towards more sustainable and cost effective training modules for the future, this year the First Aid Level 2 and Infection Control were conducted on line. The First Aid training included a combination of on line and face to face training. In service workshops and professional development included Risk Management, Quality Standards and NDIS Awareness and Readiness. Staff also participated in a range of client Specific training including specialised feeding techniques, Manual Handling and Individual Care Plans.



Reflections of BDS - Rhonda Hunter



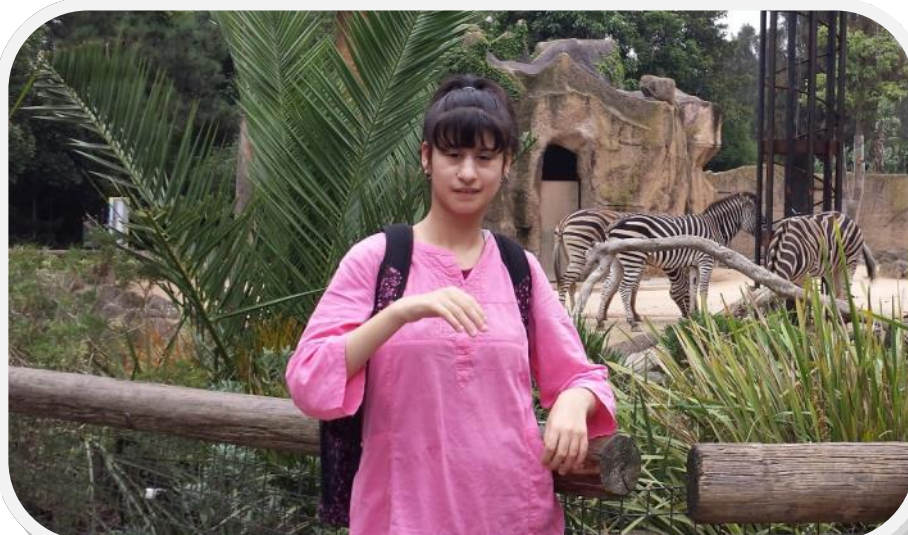
Late in 2002 I was asked to join the Board of Directors of Broadmeadows Disability Services (BDS) by Michael Grech. I had just retired from 30+ years working in Special Education and mainly in the Broadmeadows area. Thus I had quite a lot of experience in the provision of educational services to special needs children. I had little knowledge of support services for adults as provided by BDS.

Joining the Board required some rapid expansion of my knowledge of Adult Services. Over the 13 years as a Board member I have been proud to have played a small role in the expansion of facilities, services and care to our wonderful Members. We are here and exist to recognise, promote and provide programs, care and direction to our members. It is particularly satisfying when I meet some of my former students whom BDS has supported to become mature, happy and well rounded confident adults.

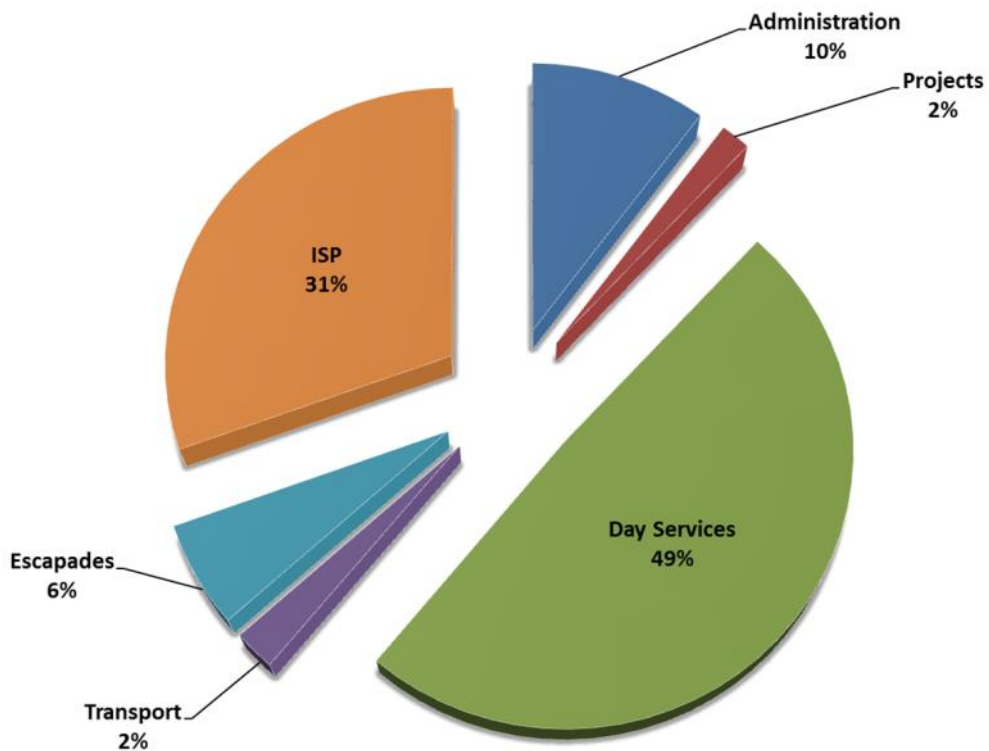
I believe that the BDS Board is a well balanced, diverse and functional body. We are cohesive and progressive and I recognise the outstanding leadership abilities of the CEO Barb van den Vlekkert who is ably supported by her dedicated staff. As we progress towards the National Disability Insurance Scheme (NDIS) it is with extreme confidence that I know that BDS will once again continue as a leader in the disability field. With our new name and logo BDS will progress, expand and continue to provide interesting, challenging and enjoyable programs and services. I know that BDS will continue being the caring and person focused organisation which it is today.

I look forward to hearing about BDS progress and achievements in the near future.

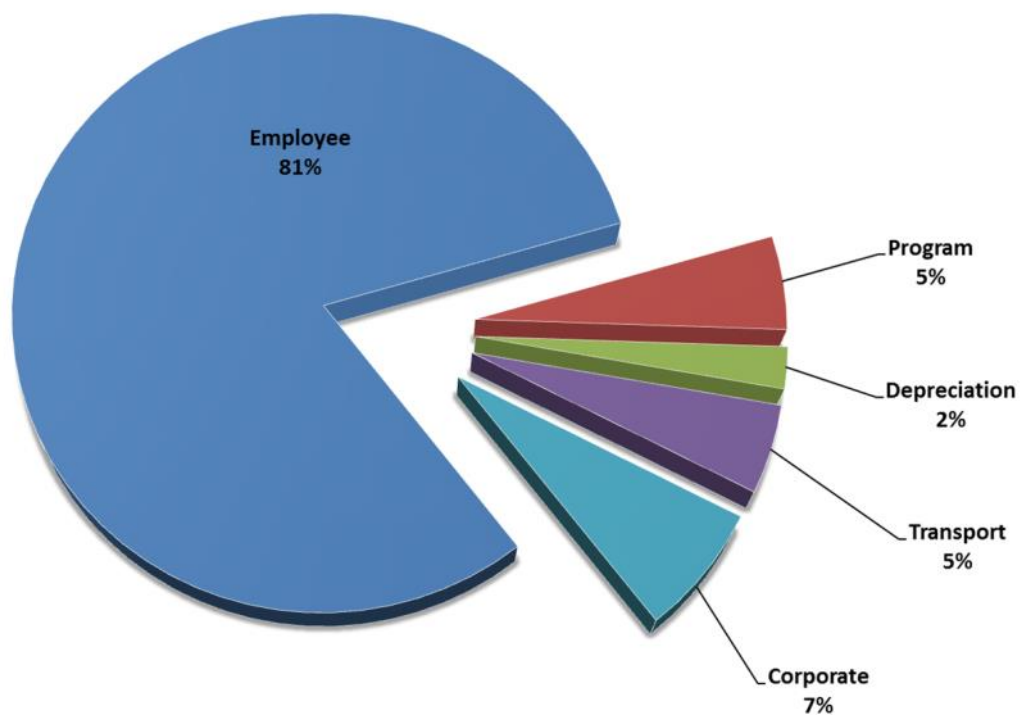
Thank you to the Chairperson of the Board, BDS Board, CEO and members for allowing me to participate in such a vibrant, successful, exciting and professional organisation.



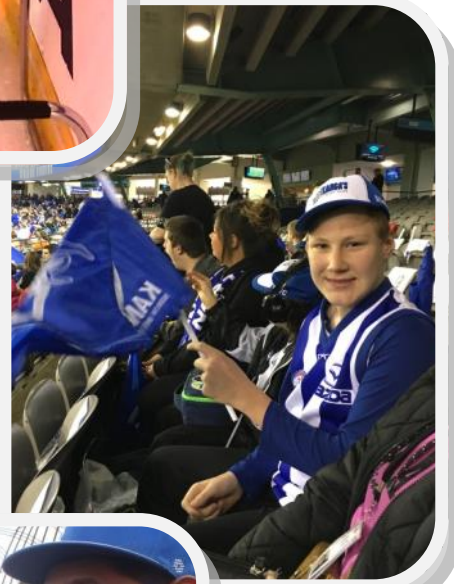
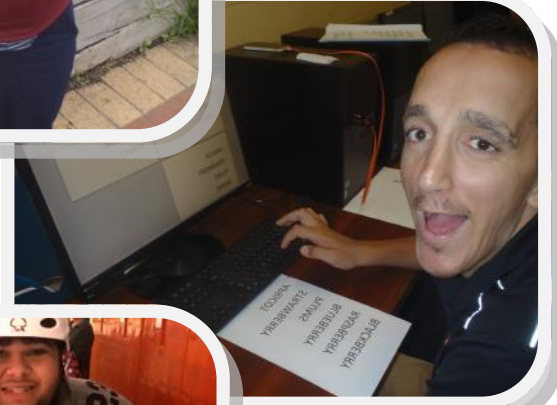
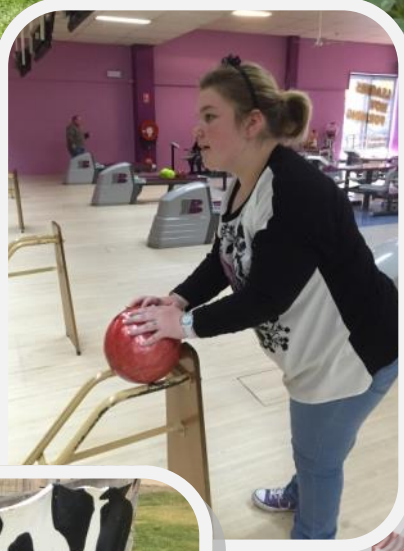
2015-16 Financial Details



2015-16 Income



2015-16 Expenditure



2016 Board of Management - Directors

George Zamola - Chairperson

Suzanne Binger - Deputy

Rhonda Hunter - Public Officer

John Boyall - Director

Carmela Lombardo - Director

Phil Marendaz - Director

Michael Perta - Director

Geoff Porter - Director

Margaret Ruff - Director

Belinda Toohey - Director

Our Team 2016 - Right People & Right Supports

Eve Batsanis

Noel Hawking

Simon McDowell

Shaveta Sharma

Tanya Bird

Noreen Hickey

Phillip McKenzie

Simon Silwamba

Monica Blackstock

Eveline Hctor

Chris Michaelides

Mary Skopelianos

Susie Bountris

Casey Houston

Nadia Morando

Gavan Squires

Georgia Cabecas

Melanie Irving

Sandeep Nahal

Dolores Stiffles

Marino Caiazzo

Jowita Jackowski

Sharon Nilsson

Sharon Swindells

Lyn Chapman

Warwick Jones

Dale O'Keefe

Rae Timbs

Damian Cifonelli

Kamaljeet Kaur

Lutfiye Ozalkim

Barb van den Vlekkert

Tammie Cooper

Kim Keevers

Laurie Page

Alan Walley

Harbhajan Dass

Rebecca Kendall

Frank Pardo

John Williams

Teo Digal

Amanda King

Michael Perri

Lara Wilson

Russell Emmins

Agnes Kyriakou

Kim Prosser

Jane Withington

Er Fedai

Elaine Latham

Amanda Psaila

Michelle Wood

Brianna Garbutt

Jorge Leiva

Shane Ray

Debbie Young

Carmen Gatoc

Carmen Liang

Lyn Rider

Kelly Zarb

Chelsea Gee

Natalie Lobosco

Adrian Ritchie

Michael Gould

Geraldine Long

Ian Rowe

Renai Grattan

Jodie Long

Jessie Sacco

Anne Hammill

Brian Lynch

Smiley Saluja

Dale Hanson

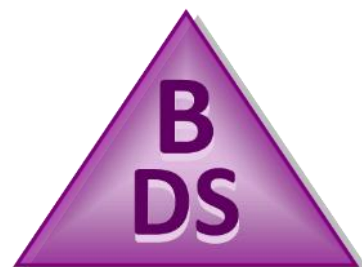
Trent Mahon

April Schang

Debbie Happel

Stephanie Maundrell

Craig Schell





“Sometimes heading in a new direction
can be scary until you realize you are
headed toward a new and exciting
destination”

Susan Gale

**B
DS**