

Annual Report 2017



18th Annual Report

**B
DS**



From the Chairperson and CEO

This year we continued on our journey to ensure that we were NDIS (National Disability Insurance Scheme) ready. In our last years' AGM report we advised that 20 percent of the people we support resided in the North Eastern Metropolitan areas (NEMA) and would be eligible for NDIS come July 1st 2016. We now have a number of those people receiving services via individual Service Agreements under NDIS. The remaining reside in the Hume/Moreland area, where rollout is scheduled for March 2018. As an organisation we have been fortunate to have this two tiered roll out into NDIS as it has provided us the opportunity to learn and fine tune our business processes, ensuring we are well prepared when all of our customers are funded under NDIS.



Sue Binger

Chairperson

There have been some significant business challenges along the way. We have experienced significant lag time between the planning process, the approval and implementation of the NDIS plans which has resulted in additional administration processes and lengthy delays in receiving payment for services provided. This has improved over time through providing feedback to, and support from NDIA. This is a landscape of substantial change that requires patience and collaboration to ensure optimum outcomes for the people we support.

Last financial year we established six committees sponsored by Board members. These include Promotion and Marketing; Strategic Planning; Client Services; Finance; Board Development and Legal Compliance.

We have progressed with the implementation of our new Client Management system (CMS) "SupportAbility". There are still key pieces of work underway for us to utilise all functionality of the system which will enhance information management and improve billing efficiency and accuracy. Alongside this implementation, we have continued to support our existing systems for those people who continue to be funded through DHHS, until all have transitioned to NDIS. The Finance committee has continued to work with the CEO and Financial Administrator to ensure that as an organisation we are financially viable for the changes ahead.



Barb van den Vlekkert

Chief Executive Officer

We have implemented changes to our Senior Management Team, employing a General Manager from within the organisation and appointing an Operations Manager who is new to the organisation. This will ensure the Senior Management Team has the necessary skill set, commitment, stability and longevity moving forward in this ever changing landscape as we prepare for NDIS.

The Promotion and Marketing Committee have been working on the rebranding and marketing of our new name BDS Support Services (Belong, Support, and Succeed). The new name was identified through feedback from consultation with the people we support and families last year. The Board has engaged The Information Access Group to assist us in implementing our



My name is Anastasia Chatzikostandinou and I am 21 years old. I have been at BDS since February 2017. After I left Glenroy Special School I attended Life Skills at Latrobe for a while. I have “sooooo” much fun at BDS and have made some great friends that like the same things as me. We have a great time doing different things together.

At BDS I am part of the Beauty Therapy program every Monday and I also do cooking, drama, Art and Computers as well as Volunteering with the children at the Early Learning Centre and doing the sausage sizzle at Bunnings. This year is the first year I will be at BDS for the footy day and I can’t wait to have fun with my friends and dance with them at the day time disco.

My favourite activity at BDS is cooking. I have learnt a lot since I have been in the cooking program. I help my mum at home to chop and grate ingredients. Sometimes I try to cook the meal I have learnt at BDS for my family. It doesn’t always come out the same but we eat it anyway.

This year I am hoping BDS can take a group of ladies to Oaks Day so we can dress up and have a nice day out.

rebranding strategy and develop new promotional materials. Work has commenced in the redevelopment of our website www.bds.org.au to expand our capacity to engage with families and customers in the digital space. We are excited to be launching our new name at this year’s AGM.

The Board and CEO met in January for the annual planning day to review achievements and set the strategic direction for the organisation. The strategic areas identified include Leadership and Governance, Financial management, Client Services (customers/staff/stakeholders) and Marketing. A Board Operations Plan has been developed with key goals to be achieved over the next 12 months. The Senior Management Team has also developed a plan to support the achievement of the strategic priorities identified by the Board.

The Client Services Committee has worked with the senior staff to facilitate NDIS forums for families throughout the year. These forums have been popular and have covered a number of topics to support people to be ready when they commence their move to NDIS funding. We will continue to run these forums leading up to the March 2018 rollout of the scheme in Hume/Moreland area.

We have completed a number of capital improvements and maintenance upgrades of the facilities, including a major kitchen upgrade and some major maintenance to the Congram Street building. We have installed CCTV monitoring across the entire site to improve security and also completed internal and external painting of all our buildings, extensive foliage removal and subsequent replacement of fencing along the west boundary and general repairs to buildings. Earlier this year we engaged a traffic management consultant to audit our traffic flow onsite and provide recommendations to enable us to better manage traffic and pedestrian movement on our site. We are well underway in developing a plan to address these recommendations through our builder and Local Government Engineer.

This year Michael Perta and Geoff Porter decided to finish their tenure on the Board. We thank them for their valuable contributions to the organisation. We wish them well in their future endeavours. We are currently reviewing our process for attracting new Board members to fill these vacancies. We are also reviewing our new Board member orientation process as part of our ongoing governance development.

Our Quality journey continues with recertification Audit against HSS (Human Service Standards) and Surveillance Audit against the NSDS (National Standards Disability Service) due early July. The audit will include documentation reviews, interviews with managers, customers and families. We are confident that we are well prepared and look forward to this process and any feedback that will be given to us as an organisation for improvement.

We are now well established at our second site at Hothlyn Drive Craigieburn as part of the Connections @ Craigieburn consortium. We continue to develop strong partnerships within the local community which have created some great opportunities for both groups and individuals for our Craigieburn Team. With the rollout of NDIS we have experienced some growth in our community based respite service (Escapade) both for individuals and in group activities. We expect that this will be an area that will continue to grow as NDIS is rolled out. As a Board we have endorsed the expansion of services at Craigieburn and work is underway to commence this expansion in early 2018. We are also working on a long term strategy to identify resources required for significant growth expected in response to NDIS funding allocations.

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 in this environment of significant change that provides many opportunities for us as an organisation and individual moving forward.



Hello my name is Casey Houston and I have been employed by BDS for almost 3 years now. Prior to working at BDS, I supported children and teens with autism spectrum disorder in a school setting for 8 years.

While at BDS I have worked mainly in the Escapade Program, but have also done some work in Day Service and supported people in the Individual Support Program (ISP). I have supported groups at the Disco and also on camps. It has been excellent working across a variety of programs offered by BDS as it has enabled me to extend on my knowledge and experience working with adults and children with various disabilities.

Since starting in the Escapade program, I have worked alongside some incredible support staff taking groups of children to places such as The Royal Melbourne Show, Puffing Billy, play centres, magic shows and on a Rosebud Camp. I have taken adults to places such as restaurants, movies, markets, to watch the fireworks at Docklands and to have a dance at the Disco. Watching the members enjoy themselves and socialise with each other while building their independence skills is a very rewarding feeling that makes me value my position at BDS as a Community Support Worker.

Our Year in Review

Preparation and readiness for the National Disability Insurance Scheme (NDIS) has been at the forefront of our agenda since our last Annual Report in 2016. The implementation of the scheme represents the most significant social agenda reform for many years and challenges us all to reflect upon how we plan and deliver services into the future to sustain financial viability while maintaining a clear focus on continual service improvement, innovation and flexibility aimed at providing positive outcomes for the people we support.

With the progressive roll out of the NDIS across all Victorian regions, we have refocused our approach to service provision and broadened our horizons to take advantage of many evolving opportunities. The key areas of focus have been strengthening the operational capacity of the organisation at the service delivery level, workforce reform, the review and realignment of business practices and systems development to monitor and measure individual outcomes.

We have been fortunate to be involved in the roll out of the NDIS for a number of people who reside in the North East Metropolitan Area (NEMA). Approximately 12% of existing customers successfully transitioned to the NDIS with only one individual choosing to transition to an alternate service. We project that 25% of people will have transitioned to NDIS by the end of September 2017 and 45% by the end of 2017.

Our involvement in NEMA has provided us the opportunity to trial our business systems and service planning and delivery practices for the imminent roll out of the scheme in the Hume Moreland Region scheduled for March 2018. We've had the benefit of first-hand experience working through the process as an organisation with the people we support, families, the National Disability Insurance Agency (NDIA), and various Planning and Support Coordination Agencies. We have also experienced growth under NDIS with 5 new people residing in the NEMA now in receipt of supports through BDS.

We continue to offer a range of support options with a strong focus on community connections, individual needs, flexibility, increasing independence skills and achieving positive outcomes. These include a strong network with Hume City Council, Dallas Neighbourhood House, Broadmeadows Leisure Centre and Bunning's. This year a group had the opportunity to participate in a "Smile Workshop" at Dallas Neighbourhood House. This workshop was facilitated by La Trobe University students volunteering their time to educate people on health related issues and supporting people to implement a range of strategies and life choices to improve their overall health and well-being.

People continue to access and explore a range of leisure and recreational activities in their local community. With swimming at the Broadmeadows Leisure Centre, basketball, chair dancing, tennis, lawn bowls, gym and physical fitness classes all on offer activities



Geraldine Long

Client Services Manager



focussed on improving health continue to be very popular. All these activities are place based in our local community and are founded upon our well established and positive local connections.

Every Friday we conduct a Personal Development group at our Camp Road site. This is an Educational Activity Program focused on building capacity for individual empowerment and aims to enhance understanding of rights and responsibilities, self-advocacy skills, individual service and support planning and personal growth. We have been working very closely with the advocacy organisation VALID who have been facilitating workshops on a regular basis on all of these topics.

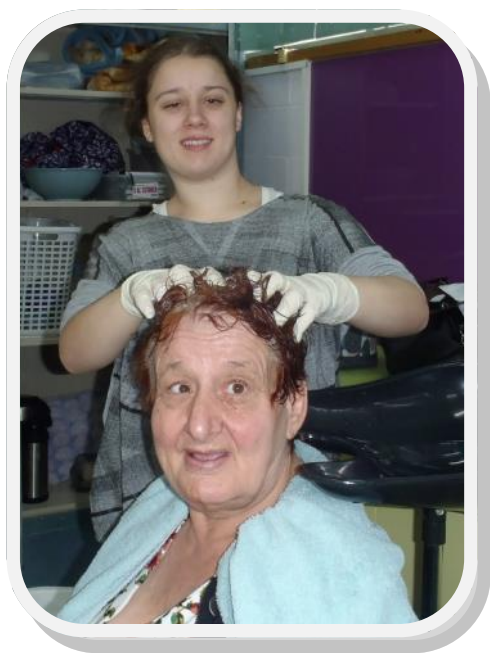
Our strong presence and connections in Craigieburn continue to build momentum and increase our reach in this rapidly expanding region. The past twelve months have seen a significant increase in volunteering opportunities and community connectedness. The Craigieburn Team have an active and hectic schedule volunteering in a range of settings including the Newbury Toy Library, Arcare Nursing Home, McDonald's Craigieburn and the Salvation Army. The Hothlyn Drive Toy Library in Craigieburn was officially opened by the mayor of Hume City Council in June and was a key community event supported by our Craigieburn Team who now Volunteer at the Toy Library one day per week.

We have focused on further increasing opportunities for community volunteering. In partnership with Hume City Council, a group attend The Lynda Blundell Centre in Dallas on a weekly basis and volunteer their time helping the elderly with lunches and setting up activities for the day. Activities range from Art classes and dance classes to accessing the local community for bingo and yoga. The success of these partnerships has resulted in other great opportunities including volunteering at the Sunbury Community House assisting a group of community elderly members with lunch and activities. Both of these programs have been very successful and are proving very popular with participants.

Our dedicated team of Support Workers have assisted people who have participated at The Early Childhood Intervention Centre in Broadmeadows on a weekly basis volunteering their time helping young children with their social interactions and helping with activity preparations. Our continued active involvement in community

events promoted by our local council includes celebrations for National Day of People with Disabilities and cultural events and fundraising opportunities. Our affiliation with Sailability North remains strong with the people we support volunteering their services on a weekly basis providing opportunities for community members and participants of other disability support organisations to experience the joy of sailing.

People have supported the maintenance of the community garden at the Bundoora Farm, the growth and supply of fresh produce from our edible garden on site at BDS to Dallas Neighbourhood House Food Bank. We continue to build on our parsley growing enterprise with "Larder Fresh" a family run business in Preston. Our garden crew work on site actively every week with great pride in cultivating and producing their parsley crops used in the production of falafels. This partnership was first established 5 years



Recognition Awards - 30 Years



Wayne
Crawley



Atay
Deniz

Recognition Awards - 25 Years



Linda
Bernardi



Mark
Cremona



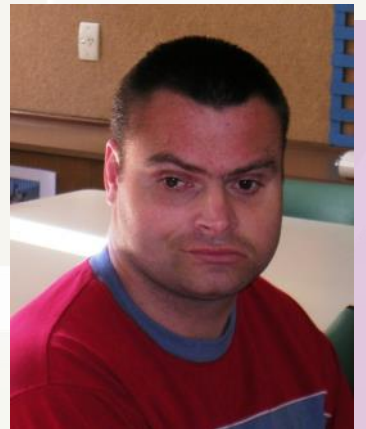
Ivan
Kos



Terrie
McKie



Simon
Rivoli



Mark
Vierter

Recognition Awards - 20 Years



Leanne
Coppock



John
Danbury



Yvonne
Dekkers



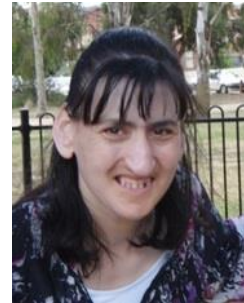
Justine
Grattan



Lynette
Grech



Deanne
Kelly



Rita
Soldatos

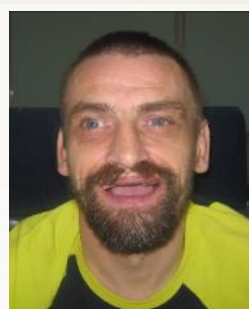


Dwayne
Wittingslow

Recognition Awards - 15 Years



Monica
Blackstock



Mark
Grundy



Elias
Ibrahim



Darren
Walker



Alan
Walley



Dominic
Mayhew

Recognition Awards - 10 Years

Khaled Ayad
Sheridan Campbell
Frank Fogliaro

Anne Hammill
Michelle Lawrence
Geraldine Long

Mark Maciula
Julian Wolny
Shane Ray



ago and continues to go from strength to strength. This year the business funded extra garden beds on site to further expand on our capacity to grow produce.

We value our strong partnership with Bunning's. We continue to run the fortnightly sausage sizzle at Bunning's Broadmeadows. This is a long established and highly valued partnership truly embracing the spirit of local community connectedness. The group runs the BBQ every fortnight with confidence and energy and a great sense of pride in their work, enjoying the social interaction with the community along the way. They have been instrumental in supporting us with enhancing our grounds and garden capacity on site, volunteering their services and donating garden supplies and

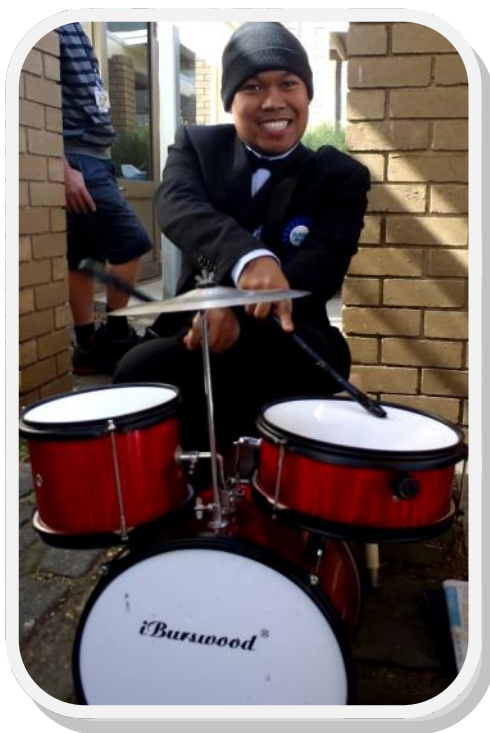
also conducting workshops on site supporting individuals to build upon their gardening skills. We thank Bunning's for their ongoing commitment and support.

The benefits of these partnerships cannot be understated. This has been particularly evident over the past year where we have seen individuals grow and achieve in ability and confidence way beyond all expectations. These contributions have really instilled a sense of pride, personal achievement and community connectedness. We thank our Partners for their continued support and ongoing commitment and look forward to great opportunities ahead for all involved into the future.

We continue to experience growth in referrals from new customers for Day Programs and children's respite services with a noticeable increased demand from the Craigieburn area. A high proportion of these referrals are for children with Autism Spectrum Disorders and families who are struggling to cope in the existing service system. We continue to work in close liaison with the Department of Health and Human Services (DHHS), families, people seeking support, case managers, other Allied Health Professionals and more recently NDIS support coordinators to deliver the best outcomes we can achieve for individuals.

The demand for our services for young children is ever increasing and more specifically since the inception of the NDIS. Rollout of NDIS in North Eastern Melbourne Region has enabled growth within the Escapade program and Individual Support Program (ISP) with five new individuals commencing at BDS. These are young children who had not been in receipt of services prior to being allocated NDIS funding. Much work has been undertaken in planning and facilitating flexible and innovative service responses with very successful outcomes. We have significantly increased our weekend and weekday evening supports to families.

We have experienced an increase in people accessing supports from their DHHS Individual Support Package (ISP) funding. These people include five children have been receiving services through our Escapade Program for many years had been using other agencies for their individual supports and have now transitioned to BDS. Their families continue to increase their supports requests and the feedback has been very positive with families



Beau and Tyler are two brothers who receive support in the Escapade and individual support programs which became possible due to the rollout of NDIS and funding being allocated. Beau and Tyler's mother Laura reports that since commencing services at BDS it has allowed for them to participate in activities that were previously not possible due to the challenge of taking the two boys out on her own.

Beau and Tyler were quite isolated and would stay at home and play computer games, now they are excited to go out and make friends and participate in new opportunities. One experience that the boys have really enjoyed was Beau and Tyler became regular visitors to the local community football club. Beau and Tyler had tried community sport organisations before with



limited success. Utilising the networks of a support worker has enabled them to feel a part of a club and look forward to going each week to watch their favourite players and help out around the club.

Laura reports that both Beau and Tyler's confidence with accessing the community and their social skills have increased. This has encouraged them to not be so dependent on her and they are maturing and growing their independence skills.



praising the skill and experience of the staff and increased feelings of confidence in the care provided to their children.

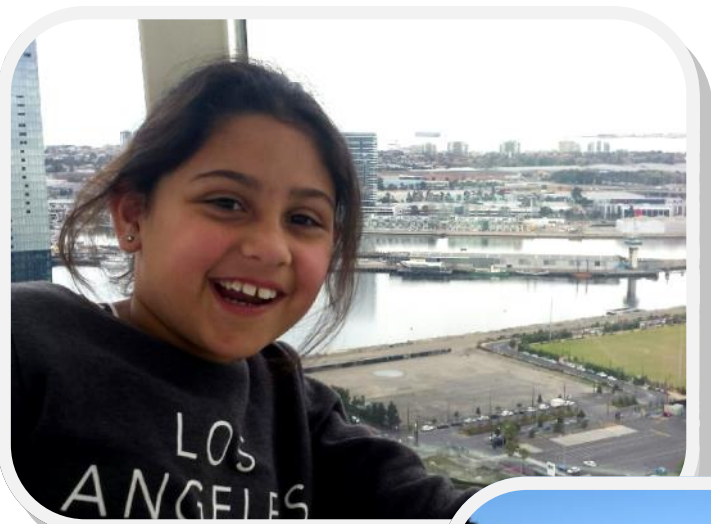
An allocation of additional respite funding through DHHS during the year enabled us to provide individually tailored supports for families. This included two camps, one for adults and one for children. Both were held at a purpose built holiday house in Rosebud Victoria for two nights and were a great experience for all who attended. In the September school holidays we provided additional support to twenty five families over one week with longer days. This provided an opportunity for children to attend activities that were not previously accessible due to time constraints and further to this we provided crisis response supports to five families over an extended period of weeks.

Another highlight this year was the receipt of tickets from Variety Children's Charity for 10 children to attend an AFL football match at Etihad stadium. Funding was utilised from the additional respite to support the children to this event which was fantastic experience. Variety provided an exciting experience for all attending with football merchandise and kiosk vouchers to use on the day.

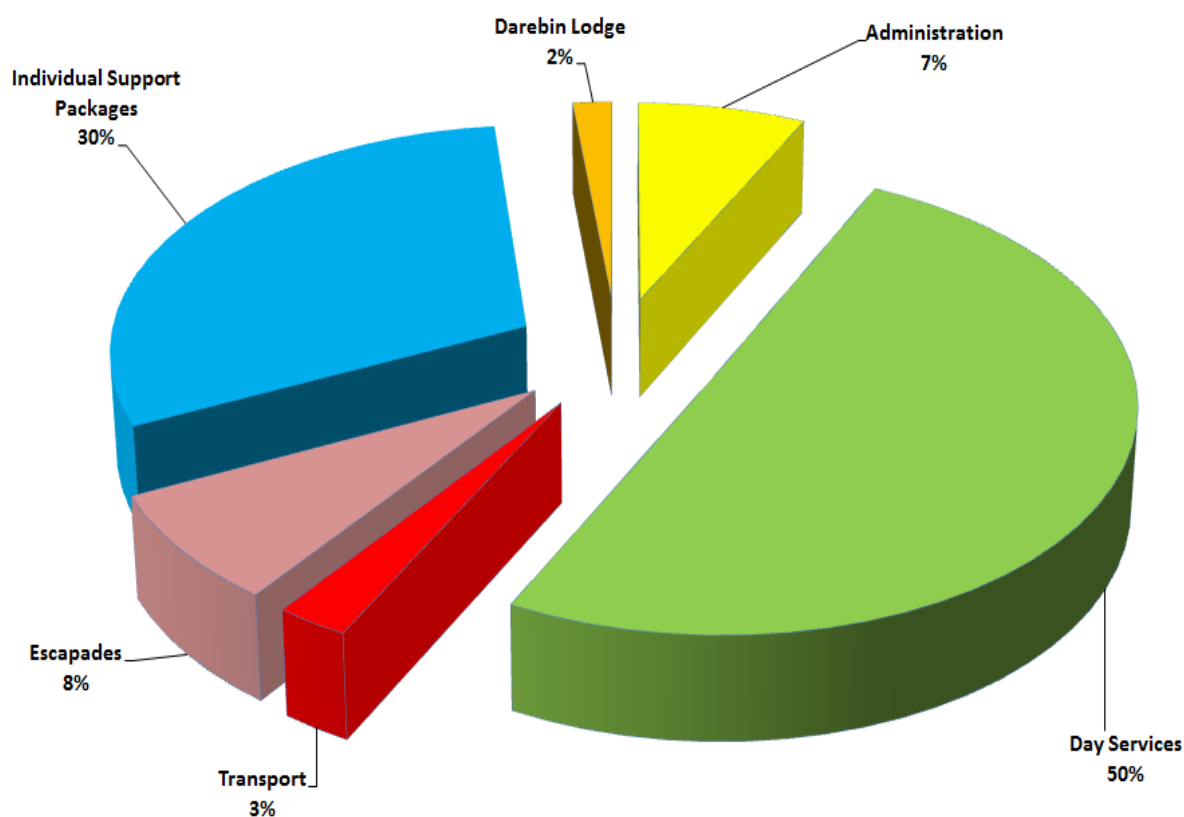
The roll out of the new Client Management System "SupportAbility" across the whole of the organisation has been integral in moving forward and provides the capacity for more sophisticated client record keeping,

workforce and human resource data, financial accountability and improving accounting efficiency. In January this year all direct services support staff attended an internal workshop on “Introduction to SupportAbility” as part of the overall staff training package.

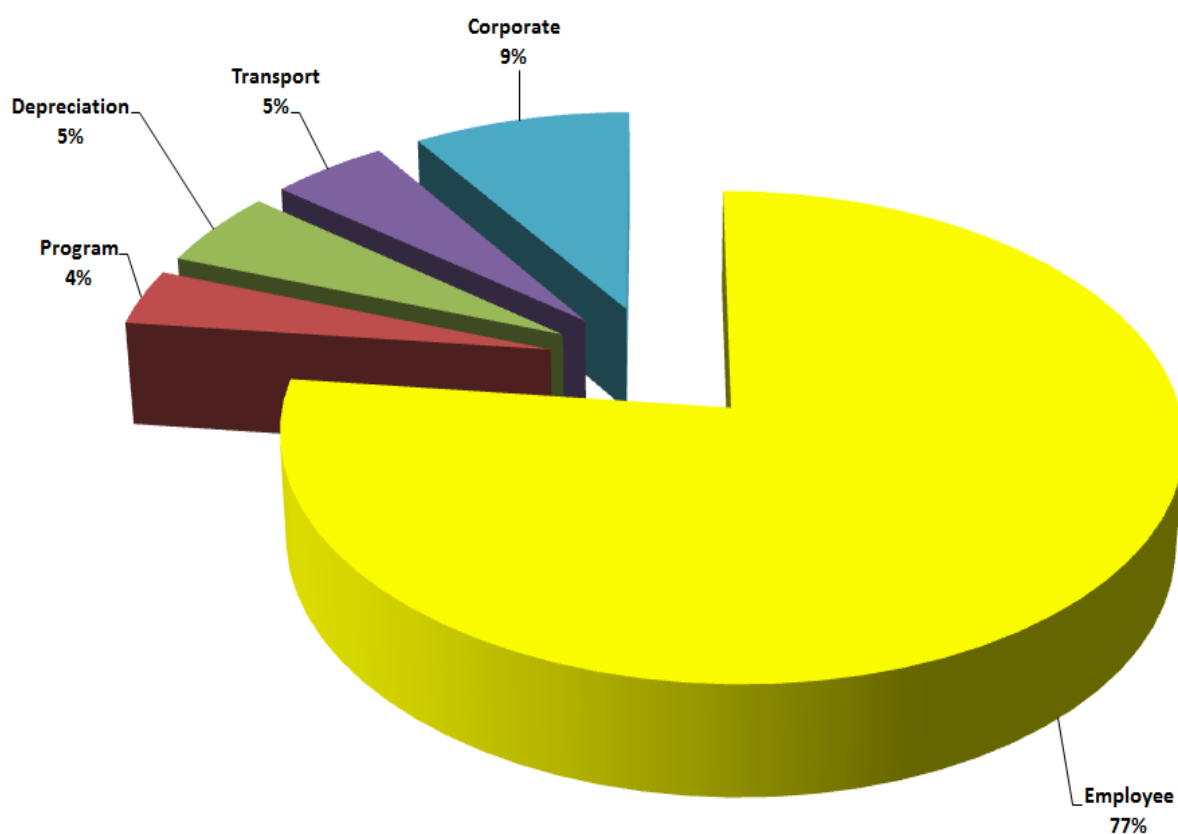
Our commitment to sustaining a skilled, flexible and diverse workforce remains at the forefront of our efforts. Such a workforce is a substantial and valuable investment to meet our future service demands. This year staff participated in mandatory and preferred training including First Aid Level 2, CPR Refresher, Fire safety and Essential Manual Handling. In moving towards more sustainable and cost effective training modules for the future, the First Aid Level 2 included a combination of online and face to face training. In-service workshops included Risk Management, Incident Reporting, Individual Planning, Introduction to SupportAbility and an updated Employee and Volunteer Induction were delivered internally. Staff also participated in a range of client specific training including specialised meal assistance techniques, manual handling practices and implementation of individual care plans.



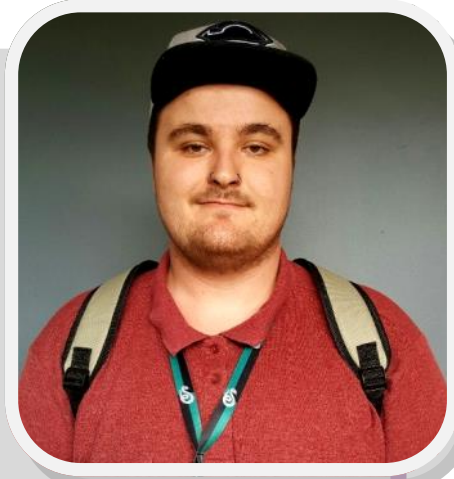
2016-17 Financial Details



2016-17 Income



2016-17 Expenditure



Hey! My name is Hayden Cummins and I am employed as a community support worker at BDS, I started my role just over a year ago with no previous work experience and no idea what I was in for. From my first day at BDS I was welcomed by all staff and participants and not once have I not felt supported and part of a great team. In my early months I was faced with many challenges that I wasn't prepared for but I was always supported to learn and grow as a staff member and person by everyone around me.

In my interview I was told about the many services BDS provides such as Escapades, ISP and the Craigieburn group. I was told about programs such as Community Access, Arts and Crafts, Computer training, Sports, Leisure and Sailing. Over my year at BDS I have been able to experience almost all aspects of what BDS has to offer, I have been given the opportunity to work individually in the community with a particular participant who at the end of every day tells me "I'm hanging to work with you again tomorrow Hayden" even if he has the next day off.

I am privileged to work alongside so many people who allow me to bring out the silliest and best parts of my personality, every morning I get up and I know that I am going to have a good day because I know that no matter what I am doing I am going to have fun with the people I am around regardless of the activity or environment.

It doesn't matter if I am working during the week, an afternoon or on the weekend I am privileged to have such a rewarding and amazing job where every day is a new experience and memory that I can add to my ever growing experience at BDS.

Board of Management

Suzanne Binger - Chairperson

Margaret Ruff—Deputy Chairperson

John Boyall - Director

Graham Edwards - Director

Rhonda Hunter - Director

Carmela Lombardo - Director

Robyn Lyons - Director

Michael Perta - Director

Geoff Porter - Director

George Zamola - Director

Thanks to Our Team

Benjamin Ardley

Elishia Bartolo

Eva Batsanis

Tanya Bird

Monica Blackstock

Susie Bountris

Georgia Cabecas

Marie Camilleri

Lyn Chapman

Damian Cifonelli

Gabriel Cook

Tammie Cooper

Yvonne Cross

Hayden Cummins

Harbhajan Dass

Teofilo Digal

Russell Emmins

Er Fedai

Brianna Garbutt

Carmen Gatoc

Chelsea Gee

Michael Gould

Renai Grattan

Anne Hammill

Dale Hanson

Noel Hawking

Sarah Hayes

Noreen Hickey

Eveline Hctor

Stacy House

Casey Houston

Melanie Irving

Jowita Jackowski

Warwick Jones

Kim Keevers

Rebecca Kendall

Agnes Kyriakou

Elaine Latham

Jorge Leiva

Carmen Liang

Natalie Lobosco

Geraldine Long

Jodie Long

Trent Mahon

Stephanie Maundrell

Simon McDowell

Phillip McKenzie

Chris Michaelides

Rita Moses

Sandeep Nahal

Michael Nicholls

Sharron Nilsson

Dale O'Keefe

Cameron Osborne

Lutfiye Ozalkim

Laurence Page

Frank Pardo

Gayle Pardo

Jacinta Patten

Michael Perri

Kim Prosser

Amanda Psaila

Shane Ray

Lynette Rider

Adrian Ritchie

Ian Rowe

Smiley Saluja

April Schang

Craig Schell

Narinder Sharma

Shaveta Sharma

Simon Silwamba

Mary Skopelianos

Gavan Squires

Dolores Stiffle

Sharon Swindells

Ashlee Taylor

Shinoj Thomas

Cathie Turhan

Barbara van den Vlekkert

Tom Van Der Zee

Alan Walley

Shakilah Wesonga

John Williams

Lara Wilson

Jane Withington

Michelle Wood

Debbie Young

Kelly Zarb

B
DS



**Your wings already exist...
all you have to do is learn to fly**

**B
DS**