

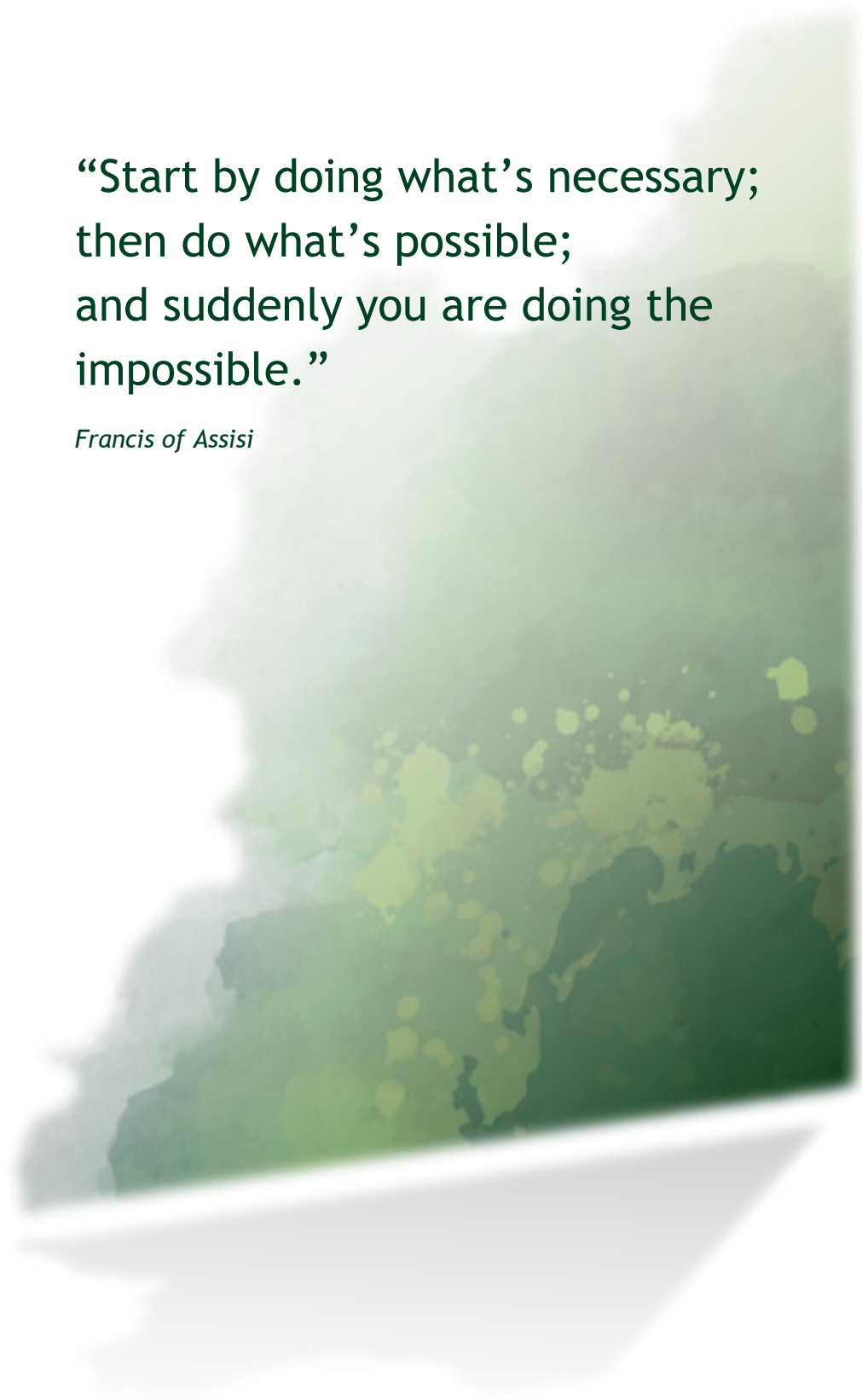


19th Annual General Meeting

belong | develop | succeed

“Start by doing what’s necessary;
then do what’s possible;
and suddenly you are doing the
impossible.”

Francis of Assisi



From the Chairperson

The past year has once again been a year of significant change for our organisation with the continued rollout of the National Disability Insurance scheme, (NDIS). The rollout of NDIS in the Hume\Moreland region commenced in March of 2018.



As an organisation BDS Support Services (Belong, Develop and Succeed.) is now funded under a "service as provided" model. We have faced significant challenges in adapting to a changing financial environment. Like many similar organisations we have been forced to adopt policies and procedures which are necessary for us to survive and continue to provide services to our participants

In line with the change to an NDIS funded organisation and a large number of changes made by NDIS to the way in which funding is made we are reviewing our Management structure to ensure that our management and administrative staff more effectively meet the new requirements.

Last year the Board reviewed our committees to better reflect the requirements of good governance. Our committees have been hard at work, strategically setting the scene for this ever changing landscape.

As the result of the work of our promotion and marketing committee we completed the name change to 'BDS Support Services' and some of their efforts can be seen in the Annual reports new logo. This also included the development of a new website and service user handbook and other marketing material to ensure we are visible in the market place.

Throughout the early part of the year staff and the Board of Director's client services committee along with various external groups have conducted information sessions to support the move to NDIS funding. These proved an extremely popular resource for families.

Capital works improvements have continued this year with extensive work to improve safety for our participants, families, carers and staff with the traffic management plan implementation. This has greatly improved traffic flow and provided safer vehicle parking. The internal and external painting which commenced at the end of last financial year was completed, which greatly improved the aesthetics of the facility both inside and out.

The rollout of our IT upgrade scheduled to commence in June 2018 was delayed and is scheduled to commence in July this year. This upgrade includes the replacement of our server, replacement of management computers (15) and an upgrade to Office 365. Further to this the Board has approved a number of projects to be completed in the coming year including; improved access and security to the premises with the provision of electronic gates, vehicle including bus replacement and general building and grounds maintenance.



Under the umbrella of Board development and performance committee we have recently reviewed our existing information available to new Board members. This has resulted in the development of an extensive induction package for new Board members.

The legal and compliance committee have reviewed our constitution, the main changes are to clearly state the rules which govern BDS and its functioning. These changes will be presented to members for endorsement at the AGM on Saturday the 20th of October, 2018. We have also recently completed the Governance risk audit to ensure we are compliant in all areas of good governance.

Our Craigieburn Office outgrew the Hothlyn Drive site and the Board subsequently approved the leasing of larger premises which will allow for further growth in the Craigieburn area. These are situated within the Salvation Army Citadel complex and have already seen substantial growth with new opportunities and programs. There has been fostered a mutual and rewarding spirit of cooperation between the Salvation Army and Craigieburn staff which has already proven of benefit to both organisations.



The past year has seen the retirement of Sue Binger and Robyn Lyons from their positions as Directors on the Board of Directors. The Board takes the opportunity to acknowledge their invaluable efforts on behalf of our organisation. Sue as a long time member and previous chair and Robyn for her efforts particularly on the Promotion and Marketing

Committee. To both we extend our heartfelt thanks and best wishes for the future.

We would like to welcome George Martens and Chris Lombardo who were voted in at the last AGM.

On a personal note as a member of the Board of Directors I have been fortunate to have had the opportunity to attend on a regular basis at Broadmeadows and on a number of occasions to the Craigieburn site. It has been rewarding to see the enthusiasm for the programs of many of our customers and to witness our dedicated staff and the excellent work that they do.



The Board would like to thank and acknowledge the CEO, Management team and staff for their dedicated efforts and support over the past twelve months. We look forward to continuing to work together successfully in what is going to be another challenging year.



Mariam Chahine

Hi my name is Mariam and I started at BDS in 2017, I then joined the Craigieburn team in August of this year.

I have settled in well at Craigieburn and always look forward to spending time with my friends doing the things I love within my programs.

On Tuesday's I go swimming and enjoy using the Hydrotherapy pool and relaxing in the spa afterwards. I even bought a swimming cap to wear in the water, as I spend Monday being pampered in my Beauty Therapy program and would hate to wet my beautifully straightened hair. I also volunteer with

The Salvation Army, helping to prepare/serve their community lunch each week.

My Mum and staff have told me since transitioning to the Craigieburn team and having the opportunity to do some volunteer work that my confidence has skyrocketed.

I love being a part of the Day Service and look forward to achieving other goals of mine and having lots more fun in the future.

Ben Ardley

Hi there, my name is Ben and I've been at BDS for approximately three years. I have worked in individual support, day services, escapade and at the new and emerging service in Craigieburn.

I really enjoy deployment to a diverse range of areas and being a part of the diverse community at BDS. Most of all I like being given the chance to bring my skills and experience from my background in the performing arts and drama education and applying this in my role as a support worker.

With close guidance from my team leader I have been given the opportunity to be innovative with new program ideas specifically in drama and theatre activities bringing fun and a range of benefits to our members. A lot of our participants have a strong interest in music, art and pop culture and I have integrated these in the activities delivered.

I am inspired by working with a range of different individuals and different abilities in all the different areas BDS provides. I find that working as a good strong team with the other staff allows us to achieve better outcomes and opportunities for our members.



From the CEO



The main work pressure and focus over the past year has been on the roll out of the NDIS across the North East Metropolitan Area (NEMA) Hume Moreland Region and the volume of work associated with that. We were fortunate to be involved initially in the initial roll out for a number of people in NEMA, this gave us first-hand experience on a small scale prior to the imminent roll out of the scheme in the Hume Moreland Region. At the end of the financial year a total of 126 individuals had transitioned to the NDIS which is over 50% of our participants including the full rollout of the NEAMA participants who are coming into their first year reviews.

The transition to the NDIS clearly has been a significant learning curve for all involved specifically for the people

we support and their families. To this end BDS conducted a number of NDIS information forums throughout the year for families and participants providing a range of information on all aspects of the scheme at various stages throughout the year.

We also engaged families and participants in active pre planning processes at an individual level ensuring they were well informed and confident entering the planning phase and aware of supports and services available under the NDIS. This work will continue extensively into the next year. Families were also encouraged to attend the Regional forums “Families as Planning Partners” run by Hume City Council and VALID. These were specifically beneficial in that they had a global Regional focus with the benefits of shared experiences and knowledge being imparted amongst participants.



A key piece of work this year was the rollout of the new client management system - SupportAbility across the organisation. This is a sophisticated client management system with a range of functionalities integral to future operations under the NDIS.

From January this year all NDIS invoicing was exported and processed directly from SupportAbility. This continues to allow us to monitor individual funding allocations and stream line the invoicing process across the organisation. By the end of this financial year significant work was underway to transition support staff from paper based timesheets to utilise SupportAbility for payroll. Our participant information has also been rolled out onto SupportAbility which has allowed us to manage all our participant data requirements in the one place.

As part of a broader planning agenda into the future this year we undertook a preliminary review of our Transport. The main focus was on the daily transport provided by BDS to and from the service. As a result, we have engaged a local taxi company to provide that service reducing the reliance on BDS vehicles. This will be further reviewed in the new financial year.

Recertification Audit against HSS and Surveillance Audit against the NSDS were completed by HDAA on July 3rd and 4th. The audit included documentation reviews, interviews with managers, customers and families. At the end of the audit we were compliant with all required standards.

In February a new mandatory Department of Health and Human Services Client Incident Management System (CIMS) was launched. This web based application was made available to NFP at no cost to improve capacity for responding to incidents, monitoring outcomes and external reporting requirements.

The Department of Health and Human Services Disability Worker Exclusion Scheme (DWES) was also rolled out to not for profit organisations. This pre-employment scheme ensures that all existing staff and future recruits to BDS are checked to ensure that have not been involved in any proven serious misconduct.



We would like to thank all the staff and volunteers for their commitment and passion over the last twelve months and in particular for their resilience and acceptance of the many changes that have occurred along the way as we navigate an NDIS world.



Evir Jajo

My name is Evir Jajo and I am 19 years old. I have been at BDS since March 2018. After I left Broadmeadows Special School I transitioned to BDS. At first I was worried about attending BDS in a new environment and not knowing any of the staff. When I started I realised there were a lot of people that I knew from school. Since then I have made some great new friends that share my interests and my humour. We have a great time doing different things together. Everybody is so nice to me.

I attend BDS four days a week. On Tuesdays I am part of the Art program. The staff are very creative and come up with some great ideas. We have just finished making a fairy garden that is very pretty. On Wednesdays I am part of the Movie Making program. I love inviting Agnes to be the special guest star and then we cut her out of our short movies. It makes me laugh.

Every Thursday I participate in the iChoose program where I surf the net and try to learn new communication skills. Every Friday I am part of the Pin busters group where we travel to and from Keon park bowling alley via public transport. I have learnt new skills in this program, I now know how to use the MYKI card. This year is the first year I was at BDS for the footy day and the end of term discos. I love the atmosphere and love having fun with my friends.

Attending BDS has given me the opportunity to meet new people and try new things. In a few weeks we are going to the Great Chase. I can't wait to experience the dog races. BDS is really good my brother Elvil might come here too when he is old enough!

35 Years



Marcel Coillaud



Donna Davey



Colin Draper



Russell Liston

30 Years



Leah Pollauszach

25 Years



Sue Binger



Nick Makris



Christian Williams

2018 Achievement Awards

2018 Achievement Awards

20 Years



Laurie Page

15 Years



Tanya Bird



Mark Chesher



Francesca Fogliaro



Jallal Jawad



Elaine Latham



Michael Lim



Michael Perri

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10 Years



Rory Andersen



Robert Balbo



Lyn Chapman



Daryl Currie



Abraham Daher



Ibrahim Elmir



Chris Gauci



Lawrence Hakim



Dale Hanson



Josh Harvie



Noreen Hickey



Jowita Jackowski



Jenny Kalenjuk



Sharron Nilsson



Andrew Pollock



Travis Way

Amanda Bricknell

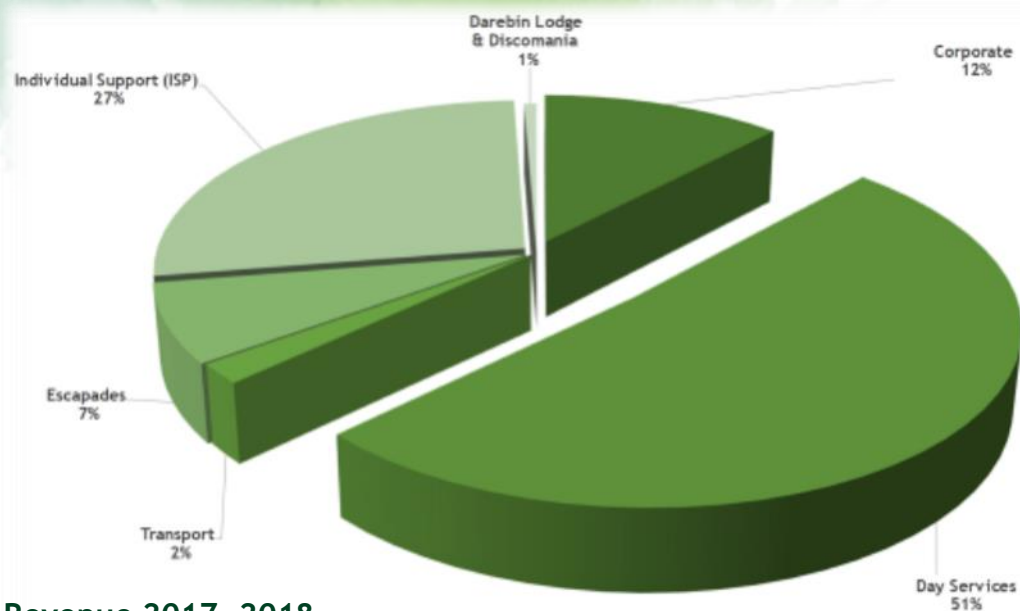
Hello my name is Amanda Bricknell and I have recently started working in the Day Service at BDS as well as Escapade. I first started my career in disability in 2013 at Broadmeadows Special Development School working across the junior and senior campus. I was first told about the Escapade program through a work colleague. She would come to work after the weekend talking about the school holiday programs and weekend activities. This made me interested in the program and I was also excited about working with adults as well as children.

I have been with BDS since the start of this year. I no longer work at Broadmeadows Special Development School I am now at BDS working across different programs. I have enjoyed the flexibility working across both the Day Service and the Escapade program. I am loving getting up and coming to work. I find every day is different and I love the flexibility.

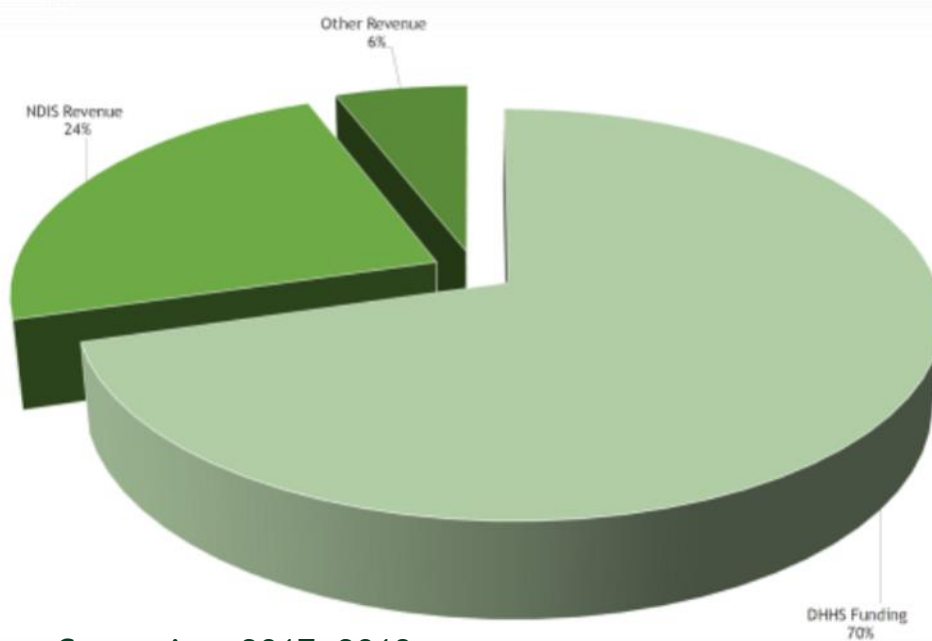
BDS have a great balance of staff who support each other, I have learnt so much from my peers and I feel I am very well supported by my supervisors. It's lovely to work with people who have the best interests of our clients at heart and working together as a team to achieve goals and build on skill levels, I feel together as a team we ensure we deliver the best we possibly can!



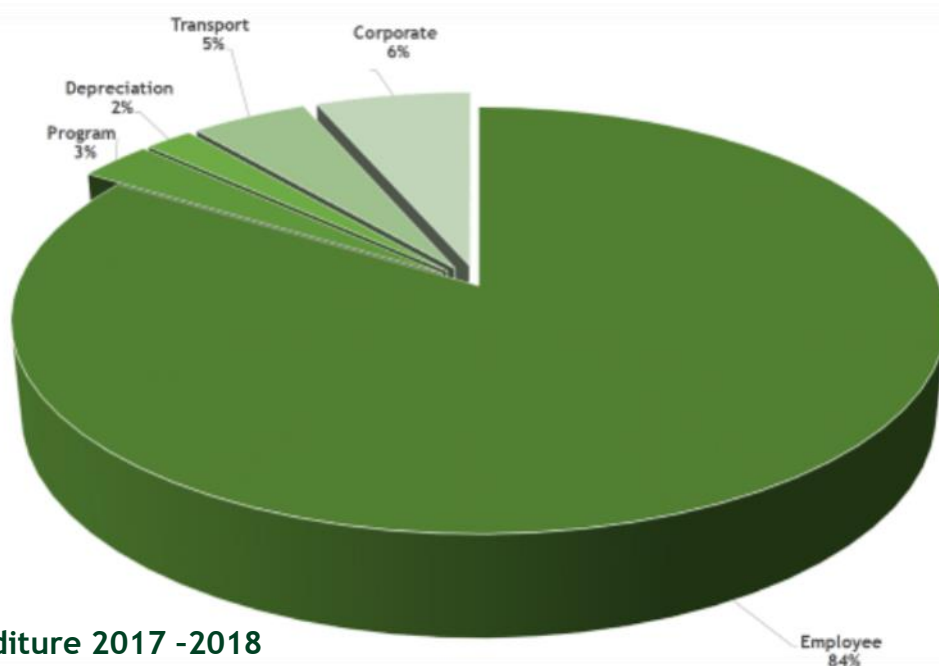




Revenue 2017 -2018



Revenue Comparison 2017 -2018



Expenditure 2017 -2018

Board of Management

Graham Edwards - Chairperson

Margaret Ruff - Deputy Chair

Carmela Lombardo - Secretary

John Boyall

Robyn Lyons

Chris Lombardo

George Martens

Barb van den Vlekkert - CEO

Our Team

Jackie Albrecht

Kate Allingham

Benjamin Ardley

Elishia Bartolo

Eva Batsanis

Tanya Bird

Monica Blackstock

Susie Bountris

Amanda Bricknell

Georgia Cabecas

Marie Camilleri

Lyn Chapman

Damian Cifonelli

Gabriel Cook

Tammie Cooper

Hayden Cummins

Harry Dass

Fiona Davis-Ziebell

Teo Digal

Russell Emmins

Brianna Garbutt

Carmen Gatoc

Chelsea Gee

Renai Grattan

Anne Hammill

Dale Hanson

Noel Hawking

Noreen Hickey

Casey Houston

Melanie Irving

Jowita Jackowski

Warwick Jones

Fatmata Kamara

Kim Keevers

Rebecca Kendall

Agnes Kyriakou

Elaine Latham

Jorge Leiva

Carmen Liang

Natalie Lobosco

Geraldine Long

Jodie Long

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

Adrian Ritchie

Ian Rowe

Smiley Saluja

Craig Schell

Shaveta Sharma

Simon Silwamba

Mary Skopelianos

Gavan Squires

Dolores Stiffle

Sharon Swindells

Shinoj Thomas

Cathie Turhan

Barb van den Vlekkert

Tom Van Der Zee

Alan Walley

Shakilah Wesonga

John Williams

Lara Wilson

Jane Withington

Debbie Young

Kelly Zarb

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