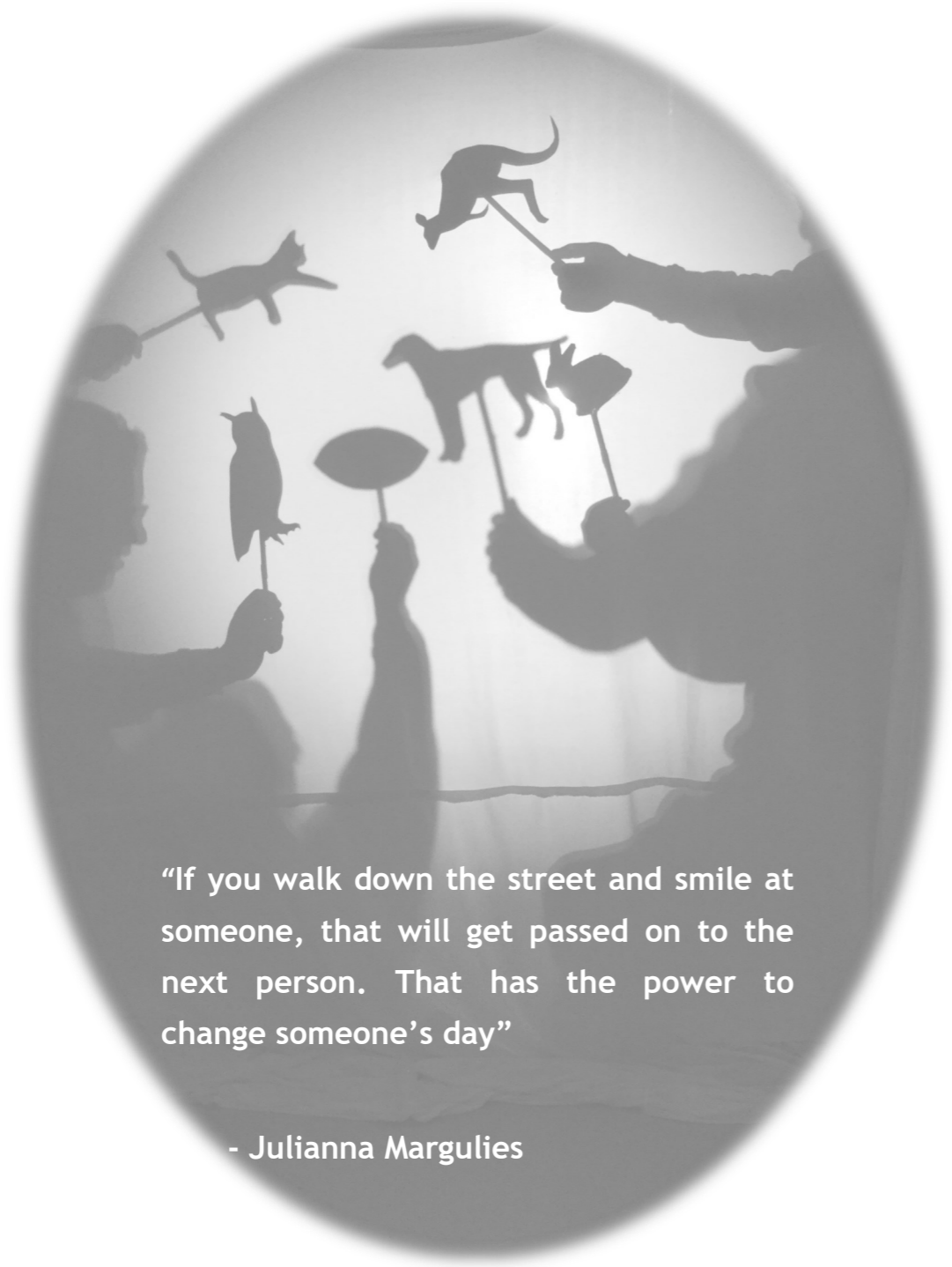




22nd Annual General Meeting





“If you walk down the street and smile at someone, that will get passed on to the next person. That has the power to change someone’s day”

- Julianna Margulies

Board of Management

Graham Edwards - Chair
Margaret Ruff - Deputy Chair
Lisa Hunter - Secretary
Claire Young

Connie Vaiano
George Martens
Derek Clapton
Muhammad Murtaza

Our Team

Kate Allingham	Cindy Gee	Simon McDowell	Sharon Swindells
Dolores Amazona	Anne Hammill	Phillip McKenzie	Cathie Turhan
Benjamin Ardley	Dale Hanson	Courtney Micallef	Jodie Valkenburg
Tanya Ascenzo	Noreen Hickey	Crystal Needham	Barb van den Vlekkert
Elishia Bartolo	Casey Houston	Michael Nicholls	Heidi Vincent
Eva Batsanis	Melanie Irving	Sharon Nilsson	Alan Walley
Tanya Bird	Jowita Jackowski	Dale O’keefe	Janine White
Monica Blackstock	Kaitlin Johnston	Lutfiye Ozalkim	Kayla Wilson
Susie Bountris	Warwick Jones	Laurence Page	Lara Wilson
Amanda Bricknell	Fatmata Kamara	Francesco Pardo	Debbie Young
Georgia Cabecas	Kim Keevers	Michael Perri	Kelly Zarb
Marie Camilleri	Rebecca Kendall	Kim Prosser	
Lyn Chapman	Manisha Khadgi	Manpreet Randhawa	
Renee Clarke	Melina Kritikos	Mollie Ratcliffe	
Tammie Cooper	Agnes Kyriakou	Shane Ray	
Hayden Cummins	Elaine Latham	Ian Rowe	
Harbhajan Dass	Maree Leach	Santhosh Samuel	
Fiona Davis-Ziebell	Jorge Leiva	April Schang	
Teofilo Digal	Carmen Liang	Craig Schell	
Rose Flores	Natalie Lobosco	Simon Silwamba	
Brianna Garbutt	Geraldine Long	Mary Skopelianos	
Carmen Gatoc	Stephanie Maundrell	Sanjeev Sood	
Chelsea Gee	Bonnie McDonald	Dolores Stiffle	

belong | develop | succeed

From the Chairperson



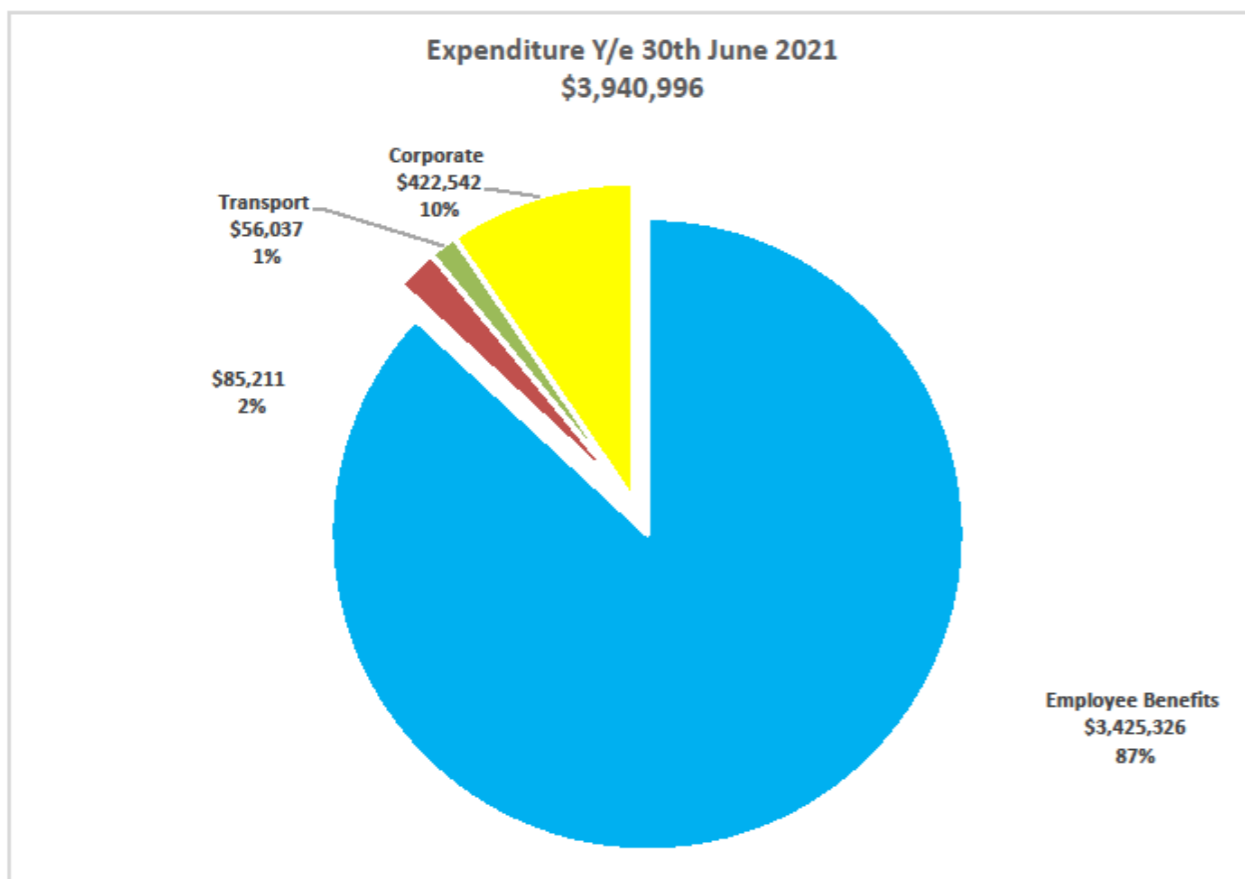
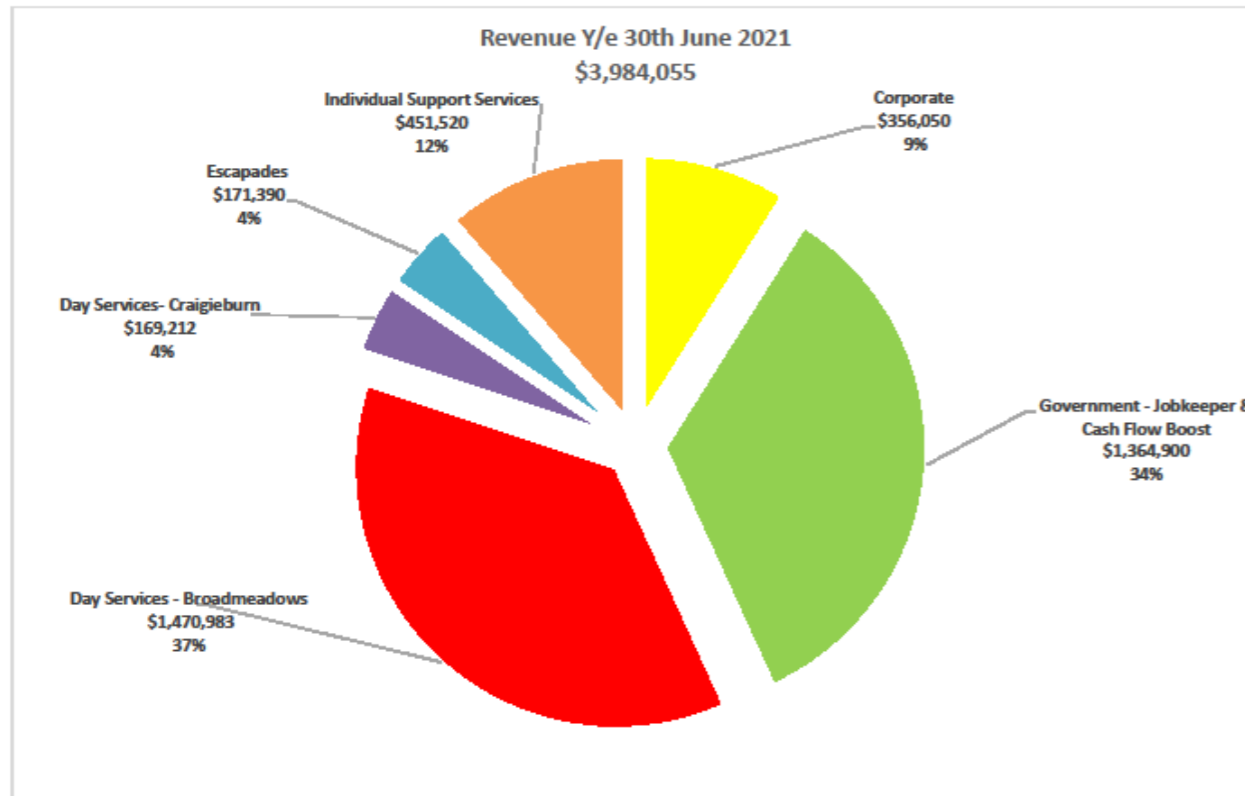
This year and indeed for the past fifteen months, have been ruled by compliance requirements of COVID pandemic rules. This has impacted our clients, carers, community, staff, management team, the Board and of course our organisation. BDS has seen significant business challenges throughout this past year and our expectation is that this will be the case for some time to come

Once again our Annual General Meeting will have to proceed via a 'Zoom' meeting, we are all hopeful that severe COVID restrictions will soon be a thing of the past.

During the past year the Board and Management team have continued the operation of our Broadmeadows and Craigieburn facilities within the many regulatory changes brought about by the current pandemic restrictions. COVID plans have been made, adjusted and fine tuned as the complex COVID requirements dictated.

In the past twelve months we instituted a review of the management structure, that will reduce some of the workload that has impacted the Senior Management Team over the past eighteen months. The implementations of the findings of the review were delayed by the COVID pandemic and are just now reaching a conclusion. A new General Manager has been employed and will commence work in the next few months with remaining positions to be filled as soon as possible. The review identified some 32 recommendations. These have been adopted by the Board and will be implemented over the coming year. Our last Management structural review was reported in the 2016 AGM report.

The Board approved the replacement of two vehicles in our fleet. Approval was granted for the purchase of a Toyota wheel chair hoist fitted bus as a replacement for a life expired vehicle and a further Kia people mover to replace a bus.



Alysar Mohammad



Alysar 4 years at BDS Support Services.

My name is Alysar Mohammad and I have been attending BDS since 2018. I came straight from Broadmeadows Special School. I was a little nervous but I like it here at BDS.

At first, I missed my school, my teachers and my friends but it wasn't long before I made new friends and got used to doing different things. I was even lucky to know some of the staff here and some of my old school mates.

I love the activities I do at BDS. I love Felicia our music Therapist, I love getting my hair and nails done, I love going out, using the iPad and above all I LOVE singing and dressing up. My favourite ever activity is Song and Dance. We were lucky to have a professional singing and dancing teacher come in and work with us. She can't come during Covid but I see her dancing in the zoom classes

I have made some great friends at BDS and I have learnt lots of new things. My family say that I am happier and calmer at home. I cannot wait until we can go out some more after Covid finishes and visit lots of different cool places.

Maintenance programs have continued throughout the year with upgrades to the Security Cameras and fire alarm systems both of which were completed throughout the year. Approval for the installation of electronic security gates throughout the complex had been approved in the previous year but completion of this upgrade has also been delayed by COVID.

Legislative and regulatory requirements are an inevitable part of operating 'Not for Profit' organisation and this year has seen a significant increase in the hours spent in compliance of these changes.

Quality accreditation has been achieved after much hard work by our staff ably assisted by Board Member Margaret Ruff.

As reported in last year's report BDS is now totally funded by NDIS (National Disability Insurance Scheme). The administrative workload has increased under NDIS. The adopted new structure moving forward will take some pressure off the senior management team.

We would like to thank all staff and volunteers for their dedicated efforts and ongoing support throughout the past twelve months and acknowledge the members of the Board for their support, vision and enthusiasm. We look forward to continuing our work for what we are sure is going to be another challenging year ahead.

On a personal note may I offer my sincere thanks to the staff, CEO and our Board members who have supported me over the past year. We are indeed fortunate to have such a fine group of people striving to take BDS forward into another year.

Thank you

Graham Edwards - Chair

Cory Mahon



Cory 2 years at BDS Support Services.

Hi, my name is Cory and I joined the Craigieburn team in February 2020 (just before COVID!!).

I have enjoyed getting to know everyone and have now made best friends, Mariam, Louise,

Tony and Aaron, who I like to spend my time with and look forward to seeing each week.

The staff at Craigieburn listen and help me but also know me well enough to know when I need my space.

I love to go out, using public transport like buses and trains. I also enjoy art and craft, numbers and my literacy program. My favourite thing to do is make jokes and scare the staff, it really makes me laugh. The staff always tell me that I'm a great helper, and this is something that makes me proud.

COVID has been very frustrating and I hated it when I couldn't come to BDS. When I'm home I love hanging out with my Nanna and Pa, play computer games, and play with my yugioh cards, I have hundreds of them. I follow the Lions and the Bulldogs in AFL.

I look forward to making many memories with my team at Craigieburn in the future.

From the CEO



What a tumultuous year 2020/2021 has been. For the first quarter, we were still in the lockdown that commenced in March 2020. September 2020 saw the gradual return of some of our services. With the heavy restrictions and guidelines in place, we were limited in our capacity. With robust planning we supported a number of individuals both in the home and onsite.

January 2021 saw the return of a large number of our participants, as by then restrictions had eased. Over the next three months, the management team worked tirelessly to increase the capacity of individuals receiving supports.

The following months were a roller coaster, leading us up to our fifth lockdown. Snap lockdowns ensued leading up to the end of the financial year. I thank the Federal Government for the assistance with JobKeeper, which enabled us as an organisation to keep our staff on during this difficult time. Also thanks to Hume City Council and Craigieburn Junction Management for their support.

Staff, participants and families have been very patient during this very difficult time. I thank them all for their patience. We have done the very best we can to provide a service, whilst also keeping everyone safe.

During the lockdown periods, we have remained in the main onsite. There have been many new activities created, Zoom episodes of discos, exercise, bingo, education activities, gardening and many other fun things. I thank the staff for their creativity and the participants for embracing new activities. I also thank Leanne Cacoyiannis from Hume City Council for providing some excellent online programs that many participants have thoroughly enjoyed being part of.

We have certainly had to be on our toes over the last 12 months. The way we do business has changed significantly and some things will forever remain. Temperature taking, QR codes, Tier sites, masks, bubbles and social isolating has become the norm. I cannot see these things changing in a hurry.

This financial year we had the opportunity whilst staff were in lockdown to complete a substantive amount of training modules online, as well as our mandatory training.

As reported last year, on 1 July 2019 the NDIS Quality and Safeguarding Commission (QSC) came into effect in Victoria. It replaced the existing State

Michael Nicholls



Mick 4 years at BDS Support Services

Hi my name is Michael (Mick) Nicholls I'm 66 years young, I've been working in disability for nearly 20 years and have worked at 2 other disability services, I have lots of life experience and skills.

I have been working at BDS now for a few years and recently was given a permanent contract which is fantastic.

I love working here at BDS the staff are all supportive and friendly which you don't experience in many companies, the coordinators and management are friendly approachable and supportive all my experiences here have been so positive. We have a vast difference in clients, so some days it is challenging but always enjoyable you never know what your day will turn into. It's very rewarding working with the guys and seeing some of them learning new skills and fulfilling their dreams, the atmosphere is always relaxed and inviting I love my job.



Based Disability Services Commissioner. During this financial year, BDS has introduced the Worker Screening Check as part of the required compliance and staff and volunteers have completed the NDIS Workers Orientation module. In early October 2020 we commenced Stage 2 Assessment with HDDA. A small number of non-conformities were identified in the process. All have since been addressed. We have since been re-registered for a further 3 years - 29/07/21 to 29/07/24. Our next audit is scheduled for September 2023.

Our recently completed independent organisational review has resulted in 32 recommendations. The first recommendation of a structure review has commenced and we are well on the way to recruiting to the new positions. An operational plan will be developed to identify who will take carriage of the identified recommendations. We will be holding some Zoom forums in early November to present the recommendations to our participants, families and carers. We had hoped to present these recommendations at the AGM, but once again, this year we have had to scale back the AGM to a Zoom meeting for financial members. I hope you can make the time to hear what our future direction is.

In January 2021, after a long affiliation with BDS (17 years) Simon McDowell hung up his boots to move onto a new role. During his tenure, he held a number of positions, his most recent role as General Manager. We take this opportunity to thank Simon for his years of service and commitment to all at BDS and wish him a great and prosperous future.

We are keen to continue our awards ceremony that recognises years of service or years of attendance. Recognition starts at 10 years, then progresses in 5 year increments. This is the second year we have not been able to do this. Once we are able to have face-to-face celebrations we will arrange a gathering for this to take place to cover the last 2 financial years. It may take a while to get your well-deserved award, but please be patient we haven't forgotten, we are just waiting for it to be safe to do so.

I would like to thank all the staff and volunteers for their commitment and passion over the last 12 months and also for the way they have embraced the many changes required for us to manage in this COVID pandemic. And a big thank you to our participants, carers and families for their continued support, for without them we would not be here.

Stay safe, I look forward to the next 12 months and what it holds.

Barb van den Vlekkert - CEO