

# 23rd Annual General Meeting





“Kindness in words creates confidence.  
Kindness in thinking creates  
profoundness.  
Kindness in giving creates love”

By Lao Tzu





## Board of Management

Graham Edwards - Chair

Margaret Ruff - Deputy Chair

Lisa Hunter - Secretary

Claire Young

Connie Vaiano—Secretary

Jasmine Sesso

Muhammad Murtaza

## Our Team

Kate Allingham

Anne Hammill

Sharon Nilsson

Debbie Young

Dolores Amazona

Dale Hanson

Laurence Page

Kelly Zarb

Benjamin Ardley

Noreen Hickey

Francesco Pardo

Tanya Ascenzo

Casey Houston

Michael Perri

Elishia Bartolo

Melanie Irving

Kim Prosser

Eva Batsanis

Jowita Jackowski

Manpreet Randhawa

Tanya Bird

Kaitlin Johnston

Mollie Ratcliffe

Monica Blackstock

Warwick Jones

Shane Ray

Susie Bountris

Fatmata Kamara

Ian Rowe

Amanda Bricknell

Kim Keevers

Santhosh Samuel

Georgia Cabecas

Rebecca Kendall

Craig Schell

Marie Camilleri

Manisha Khadgi

Simon Silwamba

Lyn Chapman

Melina Kritikos

Mary Skopelianos

Renee Clarke

Agnes Kyriakou

Sanjeev Sood

Tammie Cooper

Elaine Latham

Dolores Stiffle

Harbhajan Dass

Jorge Leiva

Sharon Swindells

Shanez de Silva

Carmen Liang

Cathie Turhan

Fiona Davis-Ziebell

Geraldine Long

Jodie Valkenburg

Rose Flores

Stephanie Maundrell

Barb van den Vlekkert

Brianna Garbutt

Phillip McKenzie

Heidi Vincent

Carmen Gatoc

Courtney Micallef

Alan Walley

Chelsea Gee

Crystal Needham

Kayla Wilson

Cindy Gee

Michael Nicholls

Lara Wilson

## From the Chairperson



Again this year has been ruled by compliance requirements of COVID pandemic rules. This has impacted our participants, carers, community, staff, management team, the Board and of course our organisation. BDS has seen significant business challenges throughout this past year. This will be the first year that we will be reporting a loss. It is a significant loss due to a decrease in our participants attendance. Last year these losses were covered in the main by Jobkeeper and other grants. This year we have covered the loss with our reserves.

After two years of Zoom AGM meetings we are again having our Annual General Meeting live onsite. This is quite exciting as we have not had the opportunity over the last 2 years to properly celebrate our achievements.

We will be catching up on our staff and participants awards that have been missed the last 2 years due to COVID. We have a number of people who are celebrating a significant amount of time at BDS. We hope you can join us to receive your award.

At the onset of COVID we completed an independent organisational review which resulted in 32 recommendations which were all adopted by the Board. The first recommendation of a structure review saw the recruitment of a dedicated NDIS Liaison Officer. And more recently a new General Manager. Now that we have these positions we will be rolling out the recommendations. We did not get the opportunity to present these recommendations so we are presenting them at the AGM. Over the next 12 months we will be rolling out these recommendations. This includes a survey twice a year for both staff and participants to seek feedback.

In January the Board held its annual planning day facilitated by an external consultant. As a result a new strategic plan was developed, followed by a Board business plan.

**belong | develop | succeed**

We purchased 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. This has assisted in our transportation for programs.

Maintenance programs have continued throughout the year with upgrades to the fire panel required after moving to NBN. A safety switch upgrade to our electrical panel, and some external ground works. We also completed works to enable us to have a larger sensory room in Congram Street.

The Board has endorsed a new build at BDS to assist in our capacity to increase the number of participants we support. We are awaiting the completion of plans and quote to endorse the new build.

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.

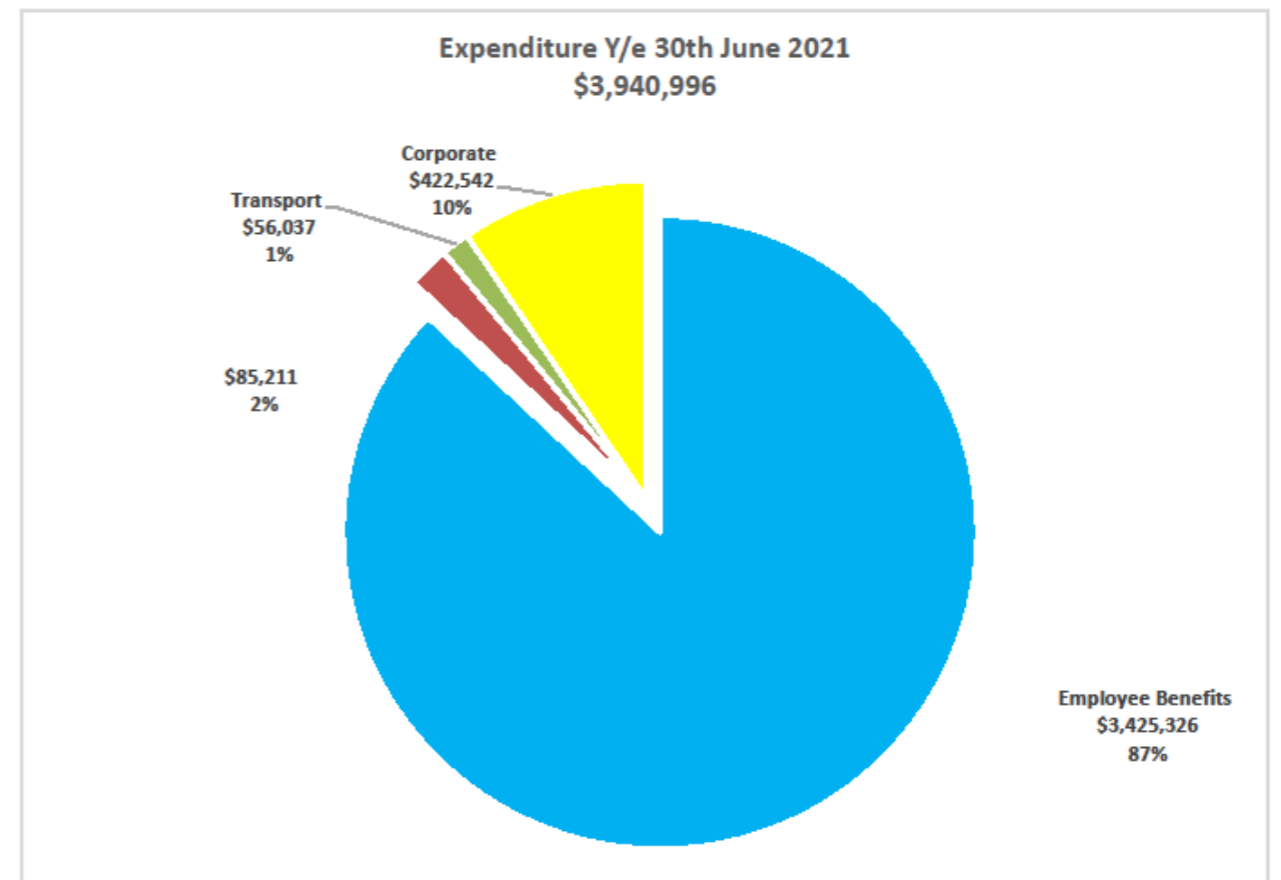
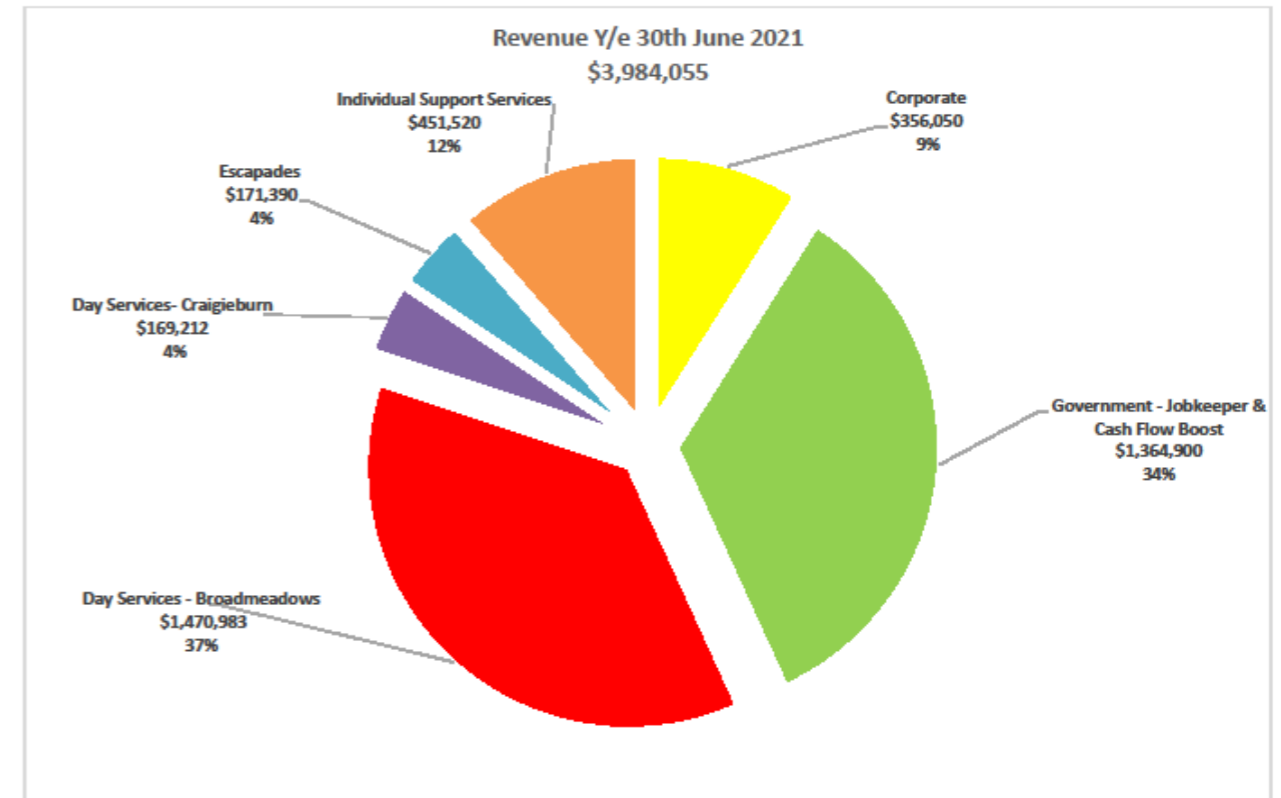
We are currently looking for prospective Board members. If you think you may be interested please speak to our CEO in the first instance, who can provide you with some information on how it works and what commitment is required.

On behalf of the Board I 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. I 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**







## Shaun Pettiford

**Shaun 4 years at BDS Support Services.**

Hi My name is Shaun. I have been part of BDS Craigieburn team for almost 12 months now. I love coming to Craigieburn. I have made new friends. My friends are, Tony, Chris , Nick and Cory.

I arrive by taxi and go home by taxi. I like this independence .

My favourite programs are of course all the sport ones. I have recently joined the Craigieburn Eagles basketball team every Tuesday. We do this at Craigieburn Leisure Centre. I like to shoot the ball. I am very good.

My group have also started a new table tennis program. We do this once a week. We play against each other . I like beating Ian. He is my staff.

Every Friday I go bowling. We go bowling at Epping. I like to get strikes. We always cheer each other on.

## Brendon Agpasa

Hi My name is Brendon Agpasa. A new award called the “CEO Star Award” was presented to me in November 2021. This was awarded to me in recognition of me always trying my best and being considerate of other people and for the great job I do in representing BDS. I am very passionate about BDS and love coming here.

I commenced at BDS in January 2015, so at the end of this year I will have completed 7 years at BDS. I am really looking forward to receiving my 10 year award. I love receiving awards it makes me feel very special.

## From the CEO



What another tumultuous year 2021/2022 has been. In the first quarter of the new financial year, we moved into a 12 day lockdown in July 2021. a second lockdown followed commencing 5 August, lasting until 21 October 2021 (78 days). Heavy restrictions were in place, and despite this we continued to support individuals both onsite and in the community.

January 2022 saw the return of many of our participants, as by then the restrictions had eased. A majority of our participants have returned, some have chosen not to and delved into new things. Although we did not have anymore lockdowns the second half of the year, there was a number of outbreaks within the community., which impacted on BDS staff and participants. Temperature taking, masks, working in bubbles and social isolating became the norm.

Staff, participants and families have been very patient over the last 2 years. I thank them all for their patience. I thank staff for their creativity and participants for embracing new activities. I also thank Hume City Council for providing excellent programs both onsite and in the community that many participants have thoroughly enjoyed being part of.

As reported last year, on 1 July 2019 the NDIS Quality and Safeguard Commission (QSC) came into effect in Victoria. During this financial year BDS has continued rolling out the NDIS Worker Screening check as part of required compliance for staff and volunteers.

Public health introduced mandatory vaccination directions for staff. we have 100% compliance. Participants were also encouraged to be vaccinated and we supported some individuals to be vaccinated.

After a long wait, in May we recruited a new General Manager—Shanez de Silva. Shanez comes with vast experience and will be instrumental in rolling out the review recommendations. Ms Susan Mills was recruited to the role of NDIS Liaison. Both have fitted well into the existing team and allowed some other works to commence.

Our staff training has moved to online platform. This has allowed us to rollout more training for staff. Staff reports have been positive in regards to online training.

In January we rolled out our project to move from server based to Cloud based for our IT needs. We completed this in the allocated timeframe and have continued to explore what changes can be made for efficiency in time and effort.

In March we rolled out the move to NBN, which required us to install a new communication system. After a few teething problems we have settled into the new system.

At the end of the year we will participate in a surveillance audit as part of our requirement for registration under the NDIS. Staff have been working tirelessly to ensure we are well prepared. Late last year there was some new additions to the standards around mealtime assistance, dysphasia, waste management and risk management.

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

I would also like to thank the Board for their support to me. Further, I thank Graham Edwards—Chairperson for his regular catch ups with me and for having a strong presence at BDS that enables both staff and participants the opportunity to engage with the Board.

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

**Barb van den Vlekkert - CEO**



**Sam 3 years at BDS Support Services.**

Hi, my name is Sam and I started attending BDS in 2019. I am 32 yrs old and I love coming to BDS everyday. I am so happy to be back at BDS after COVID. I didn't like being stuck at home and I missed my friends.

I have made lots of friends since starting here, and I especially enjoy spending time with Melissa, Annalise and Abbas.

My favourite activity is Chair Dancing because I love dancing with the maraca's and the music is great. I also enjoy it when Lisa the singing teacher comes because I play the drums when we sing. My favourite football team is Carlton and I like telling the staff "go blues!!" when we talk about football. Sometimes we dress up for in costumes when we dance, which is fun too.

I like the staff, especially Mel and Ben, they are very nice. I have recently started participating in the Craigieburn Eagles basketball clinics and I am really enjoying it. I love the uniform, it's really cool. I am learning lots of skills with Michael P, as I help with important jobs around the building, like restock, gardening, and bringing the bins in.

I am always so respectful and polite. This is something that is very important to me. I say hello and goodbye to everyone, everyday (I don't like to miss anyone at all). I come in the taxi with my favourite driver Bunty and I'm always ready to join in and have fun.





## Michael Perri

Michael 19 years at BDS Support Services

I commenced working at BDS in October 2003 after 15 years working in the Financial Services industry.

In 2008 I was appointed to a Team Leader role and was given the Portfolio of Sport and Recreation at BDS until 2018.

In 2010 I completed my part time studies Masters of Sports Business at Victoria University which has provided me and the people that I support at BDS with incredible opportunities.

Over the past 19 years that I have been working at BDS I have had the opportunity to grow and learn new skills as an individual. I have been extremely lucky to be surrounded and supported by amazing staff and it is a great honour to be able to add something special into the lives of the people that I support on a daily basis.

There have been thousands of stories and highlights over the past 19 years that I have working at BDS.

I think that my greatest achievements / highlights include the opportunity to bring a group of people to the 2006 Commonwealth Games at the MCG, take a group of people to the Australian Grand Prix at Albert Park and to bring a group of people to the Australian Open tennis.



## Madilyn Brinsmead

Madilyn 7 months at BDS Support Services

Hi my name is Madilyn Brinsmead. I have recently joined BDS in March this year. I am currently working casually in the Escapade program during weekends and school holidays. My career to date has been in special education so having the opportunity to join the team at BDS has been great. It has allowed me to experience disability supports from a new perspective.

Witnessing individuals attend a new outing or activity, meeting a new friend or increasing their independence is so rewarding. I value the rapport I have built with participants and families within the short time I have been here. BDS is a great place to work, I look forward to being a part of the team for many years to come!