

Burke and Beyond

# ANNUAL REPORT 2017/18

*Inclusion that Counts*



# President & CEO Report

Trevor Eddy, President

Bruno Cyr, CEO

Burke and Beyond Association Incorporated



It is our pleasure to provide this Annual Report to the members, participants, parents, carers, volunteers, staff and Board Members of Burke and Beyond Association Incorporated.

The transition to the NDIS is well under way for Burke and Beyond. As of last month, over 75% of our participants have received an NDIS plan and are continuing to receive their supports from our organisation. The systems that we have implemented are working very well and our administrative and service delivery teams have been diligent in their efforts to make the transition as smooth as possible for all involved.

Some of our participants have been pleased to receive increased funding through their NDIS packages and this will provide many opportunities for exploring community options. We have received a large number of requests to provide after hours support to new and existing participants.

The opening of our new Dandenong Service has been very successful and it appears that this will continue to grow as more and more interest is shown by potential attendees. We are in communication with a number of schools in the southern region where the Next Step is gaining increasing popularity with young people.

The development of Studio B at our Bayswater Next Step location has seen a lot of activities and is growing into a fantastic space where people can develop their skills with everything to do with the Arts, as well as photography and film. There has also been a significant growth in our respite program which is attracting a lot of young people who want to do after-hours activities with their peers. The program is likely to expand further in 2019 with the addition of weekend activities.

We have continued to maintain a high level of performance in every aspect of the organisation and results have exceeded our predictions. The Board and Leadership Group have maintained a strong focus and review on the strategies for 2020 and we have seen many forced changes in our systems and processes.



With this growth comes a great deal of pressure on our teams as they work to integrate the number of people looking for places into our framework. As the NDIS continues to flow through to all aspects of our operations, the growth we are experiencing due to our great name in the Disability Services Sector not only brings opportunities, it brings inherent risks in funding, planning and space. Potential closures of some competitors and other pressures caused by the NDIS may also impact our services.

**Our Finances:** Whilst we are in a very sound financial position and we delivered a strong financial result we will need to keep a very close eye on the impacts of changed funding which will no doubt influence decision making in coming months and possibly years.

**Our Team:** We have an outstanding team of people who have the well-being of all Participants at the heart of everything they do and are dedicated to ensuring the best possible outcomes for everyone. They have been nothing short of outstanding.

**Our Profile:** Our reputation amongst parents, families and schools continues to grow and this is demonstrated by the continued positive feedback received. We will need to maintain pressure on all levels of Government and ensure our story is heard by those who can influence decisions around disability services.

**Our Board Performance:** This year has seen the Board implementing an intense focus on strategy, governance, finance and performance. This has been in addition to “business as usual”. We are under no illusion that we will all need to work at a high level so we can meet the many challenges the forced changes will bring upon us.



Whilst we have again had a very successful 12 months, this past year has been one of the most challenging we, as a Board, have faced. This has been primarily due to the introduction of the NDIS, the need to restructure and realign duties and the immense pressure we have experienced, and will continue to experience due to the effect of activity pricing, which is unstable and insufficient.

This coming year will present us with some very real challenges due to changes in the way the NDIS is funding our type of services. We learned in July this year that the funds allocated to the services we provide will be severely cut as the way we are funded for group support has changed dramatically. This will force us to reassess the way we provide services at all our locations.

We are continuing to work with National Disability Services, other providers and our Local Members of Parliament as we have over the last few years, to ensure that a fair and equitable pricing is offered to providers in order to continue to provide quality supports to all our participants.

We would like to thank everyone who has contributed to our wonderful performance and particularly our staff, volunteers, and our hard working Leadership Team.



Finally, thank you to our dedicated Board of Management for giving so much extra time to work through the issues, challenges and our discussion agenda of the future and their commitment to make Burke and Beyond the best it can be, and delivering on our promise of “***inclusion that counts***”.

# Treasurer's Report

The surplus for the year was \$428,166 compared to a surplus of \$420,370 in the year ended 30 June 2017.

Income for 2017-18 was \$3,239,568, 19% higher than the year before. The increase is mainly due to higher grants, due mostly to additional clients following the opening the Next Step – Dandenong service and higher grants for some clients when their funding transferred from the Victorian Department of Health and Human Services to the NDIS.

Expenses for 2017-18 were \$2,811,402, compared to \$2,311,929 in 2016-17, an increase of 22%. The largest expense was employee benefits comprising salaries, wages, superannuation, provisions for annual, sick and long service leave and other related items. Employee benefits totalled \$2,178,842, 19% higher than the prior year. The increase was due to additional staff (due to more clients and the administration workload of the introduction of the NDIS) and general wage increases. The provisions for employee annual, sick and long service leave were fully funded at 30 June 2018. Property costs were \$213,396, an increase of 38% mainly due to additional rent at Bayswater and the opening of Dandenong. Operating costs (all costs excluding employee, property, management, depreciation and transport costs) increased to \$170,081 from \$114,648 in 2016-17.

Burke and Beyond's net assets at 30 June 2018 were \$3,013,612. Key components of the net assets were cash and term deposits \$2,615,014; property, plant and equipment \$669,342 and liabilities (including provisions for annual, sick and long service leave) of \$566,068. Burke and Beyond has no debt.



<b>Financial Statements for the year ended 30th June 2018</b>		
The following is abbreviated income and balance sheet information. Full accounts are available to members upon request.		
<b>Income Statement Summary</b>		
<b>Revenue</b>	<b>2018</b>	<b>2017</b>
DHS Grants	\$2,156,716	\$2,293,392
NDIS Grants	\$706,352	\$12,552
Fees and Membership Received	\$221,954	\$155,874
Individual Support Packages	\$74,148	\$127,210
Minor Works and Special Grants	\$0	\$29,269
Donations	\$0	\$400
Interest Received	\$62,508	\$58,913
Other income	\$17,890	\$54,689
<b>Total Revenue</b>	<b>\$3,239,568</b>	<b>\$2,732,299</b>
<b>Expenses</b>		
Employee Expenses	\$2,178,842	\$1,832,475
Operating Costs	\$170,081	\$114,648
Property Costs	\$213,396	\$154,317
Management Expenses	\$127,582	\$123,185
Transport	\$34,852	\$29,019
Depreciation Expense	\$86,649	\$58,285
<b>Total Expenses</b>	<b>\$2,811,402</b>	<b>\$2,311,929</b>
<b>Net Profit</b>	<b>\$428,166</b>	<b>\$420,370</b>
<b>Balance Sheet Summary</b>		
<b>Assets</b>	<b>2018</b>	<b>2017</b>
Cash, Bank and Term Deposits	\$2,615,014	\$2,444,635
Other Current Assets	\$295,324	\$68,579
Fixed Assets	\$669,342	\$532,753
<b>Total Assets</b>	<b>\$3,579,680</b>	<b>\$3,045,967</b>
<b>Liabilities</b>		
Provisions for Annual, Sick and Long Service	\$332,881	\$299,702
Other Current Liabilities	\$233,187	\$160,819
<b>Total Liabilities</b>	<b>\$566,068</b>	<b>\$460,521</b>
<b>Net Assets</b>	<b>\$3,013,612</b>	<b>\$2,585,446</b>
<b>Total Services' Funds</b>	<b>\$3,013,612</b>	<b>\$2,585,446</b>

# Community Services Manager's Report



It has been an extremely busy year at Burke and Beyond; challenging, but rewarding for all, with close to 100 participants transitioning to NDIS funding. I'm certain this has created both a level of fear and excitement for many people, particularly the family members of the participants who have faced the uncertainty of planning meetings with the hope of increased supports. Whilst there has been much trepidation and negativity surrounding the NDIS, we are happy to say that the majority of participants have certainly had their needs met and many with a significant increase in supports and funding.

This transition and change in funding has created a significant increase in workload and administration tasks for all of us. The introduction last year of the electronic filing system for participant information has been paramount in our ability to complete the process and create the invoices necessary for the on going receipt of funding.

The site coordinators have worked very hard to follow through on delivering activities to meet participant's goals, developing a great range of new programs and increasing community access for all. Without the flexibility and creativity of all staff to enable goals to be met, this would not have been achievable. Whilst the changes have been wonderful to see, with participants displaying increased happiness and satisfaction, we are still continuing to raise the bar and transform the way we provide services, particularly to the people with higher support needs at Blackburn South and Canterbury.

Studio B has been a wonderful success, with the facilitator now working four days per week and the space being used daily for activities including photography, movie making, editing, dance, and drama. Participants involved have produced a fantastic showcase event to share their work. A huge thanks to Tameka and Sean for their great work and efforts.

The introduction of the Friday Night Social for the Next Step participants has been extremely well received and most weeks now have a waiting list. Over the last two holiday periods we introduced a holiday program, which has been enjoyed by several participants. At the request from families we will be increasing these opportunities and expanding to include Saturday activities and extending the Friday night hours to allow longer activities. The holiday program will be provided for every holiday period.

The opening of the Dandenong Next Step site has been another success for the Organisation. This year we have fifteen participants attending full time, and we expect to double those numbers for next year. This is again a credit to the hard working staff and the relationships that have been established in the region.

The Blackburn and Bayswater Next Step sites continue to provide an excellent range of activities and opportunities for learning, volunteering roles and work experience. These sites will also see an increase in participant numbers next year, however still remain true to the ethos of small sites, as there are several participants who attend part time.

We have seen some staff changes over the year, with Jenny leaving the Blackburn South site, Tam moving to the Dandenong site and Jane stepping down from her Coordinator role at Canterbury. We welcomed new Coordinators; Jacki Cincotta to the Blackburn South site, Jules Dwyer to the Bayswater site and in November we will welcome Karen Ward to the Canterbury site. All three new Coordinators have come from DHHS residential services, and have many years experience in the Disability sector.

In closing I would like to give a massive thanks to all our staff, without whom we would be unable to continue to provide the fantastic supports to all our participants. The staff dedication to providing quality and individualised supports to every person attending Burke and Beyond is the basis for our excellent reputation and continued growth.



# Blackburn South Report



A change is as good as a holiday they say. Does this mean the social and recreational programs at Blackburn South are like holidays in a day? The NDIS has required us to make some change, introduce new programs, ensure activities are relevant and address the goals set out in participant plans. This change has seen the introduction of exciting new programs and the continuation of some old favourites like: cooking on site, fishing at local lakes and beaches, sailing with the Lilydale Community Sailing Club, Sing-A-Long and iPad Classes. Blackburn South programs are based on social and recreational activities both on site and in the local community that promote community inclusion, engagement and participation.

The new Sensory room where participants can chill and experience different tactile equipment, is a great opportunity to listen to music, watch a laser light show, relax on bean bags and play with a variety of different equipment on the sensory wall. Other extremely popular activities include swimming at the local Aqualink pool, Morning Melodies at a variety of venues, playing snooker at Rackem Up, all things transport at the National Aviation Museum and jumping on public transport to explore in and about Melbourne.

As mentioned, there has been a lot happening, changing and developing. I joined the team as the coordinator after Jen decided to move on and we thank her for all of her years of support to Burke and Beyond. I come from a background in disabilities, years of experience with DHHS, Disability accommodation and other Disability involvements. I am married, with children and I am passionate about everything fun and travel.



Sadly this year we say farewell to some participants and staff as they venture onto new experiences and opportunities. We wish them luck and good fortune. Long time staff member Mark Johnson is enjoying a new role with Burke and Beyond supporting participants 1:1 in the community and providing a great opportunity for participants to pursue their interests with Mark. Faye Morgan has decided to balance her work/ life and resigned from her permanent role, however for our benefit, stays on as a casual.

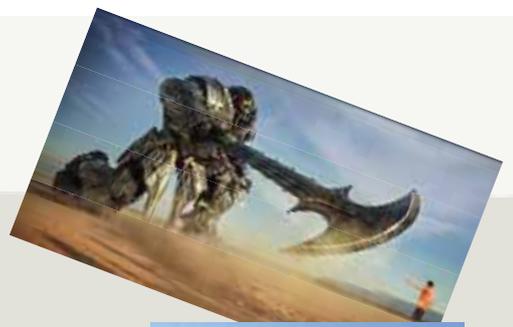


We also welcome new participants and staff and look forward to a long and lasting relationship with them. Jan Doyle and Lynn Taylor have joined the staff team. Both Jan and Lynn have years of experience working in the disability field and bring a wealth of knowledge with them. With a new team in place and a new direction for Blackburn South we are all looking forward to the next 12 months and continuing on with introducing fun and exciting programs for all. Exciting times, with changes and therefore holidays.

Service Coordinator Blackburn South Jacki Cincotta

# Next Step Bayswater Report

What a busy year we have had at Next Step Bayswater! The past 12 months have seen us grow to 38 participants; the largest number yet. We said goodbye to Tam as he shifted to start the new Dandenong Next Step service and we welcomed our new Bayswater Coordinator, Julie Dwyer, or Jules as everyone calls me. I have come to Burke and Beyond with over 13 years experience with the Department of Human Services in Disability Accommodation Services. I have a Bachelor of Applied Science in Disability and extensive experience in supporting people with a dual disability (Intellectual Disability and Mental Health related illness).



At Next Step Bayswater we continue to work hard on Independent Living Skills, Social Skills, Work Preparation and Healthy Living. The Friday cooking program at Blackburn RSL continues to be a highlight of the week as participants create various yummy meals. Holistic Health has been a focus as we participate in sessions at our local gym and boxing centre. Mondays are always busy with both the Women's and Men's Health groups covering a variety of topics, attending Valid Meetings and some of the participants being invited to join leadership training.



The Disability Employment Service continues to facilitate informative workshops on resume writing which assists participants as they prepare and plan for paid employment.

Partnerships with various businesses in our local community continue to offer participants exciting volunteer opportunities and a variety of work experiences. Thank you to all the local businesses and partnerships who support and assist participants to gain meaningful experiences. Everyday we have participants out volunteering and contributing to their community whilst gaining valuable insights and skills.



Our relationship with Kew Neighbourhood Learning and Jesuit Services is stronger than ever as we continue to run the Customer Service Course, Cert IV in Transition Education, Horticulture and Digital Futures course. It has been exciting to see the participants develop their skills and win exciting awards in different areas. Young Workers Victoria has attended and presented some informative and useful sessions on Your Rights at Work and Workplace Bullying which have been enjoyed by all who have attended.

The Studio B program has grown from three days to five and is a program where participants take part in filming, photography, dance and drama. In September our first "showcase and launch" night was held where participants had the opportunity to show off their dance skills, photography and film work. Gymnastics Victoria launched "Aerobase" a Gymnastics Victoria initiative to assist in getting people moving. We were lucky enough to partner with them to create short instructional videos of our participants demonstrating the recommended dance moves.



# Next Step Blackburn Report

Next Step Blackburn, as with all our Next Step programs has experienced growth, change and innovation as the NDIS takes hold and our reputation has grown over the past twelve months. Our participant numbers have increased and so too the courses offered and attended, the opportunities to volunteer in the community and to also participate in a variety of pilot and innovative projects.

The flexibility of NDIS has enabled young adults to leave school prior to completing year 12 and access services which better support their needs and individual goals. This has facilitated young people with disabilities to access



our programs earlier and start to experience the opportunities and assistance provided through the Next Step program. Over all, fifteen new participants joined us this year making our total numbers 37. This includes a new home support program which assists participants 1:1 to develop their independence and abilities.

New participants, along with those who have been with us in previous years, combined with an expansion and recruitment of a new look team, has resulted in some dynamic, creative and inspiring programs and activities for all.

We now offer a certificate one course and various taster sessions with partner organisations which enable participants to develop and engage with work environments and experiences. An example of this is our relationship with Kew Neighbourhood Learning Centre where participants take part in sessions such as Horticulture, Digital Futures, Customer Services and more recently Carpentry. The success of the Horticulture program has been recognised in winning the Cemetery and Crematorium Association of Victoria for Innovation,

and gaining runner up for the Learn Local award for the collaboration between Kew Neighbourhood Learning Centre and Kew Cemetery. Congratulations to all involved. A video of this program can be viewed through our website and YouTube.

Our relationships with other organisations provide fantastic platforms to support and assist participants to grow, learn and develop. Jesuit Social College provides skill development in short taster courses in Animal Studies, Barista and Cleaning Operations. The transition to work certificate 1 course is facilitated through Access Skills Training on Fridays where participants meet at the local café before proceeding for the day's activities at 360 Youth Services in Burwood.



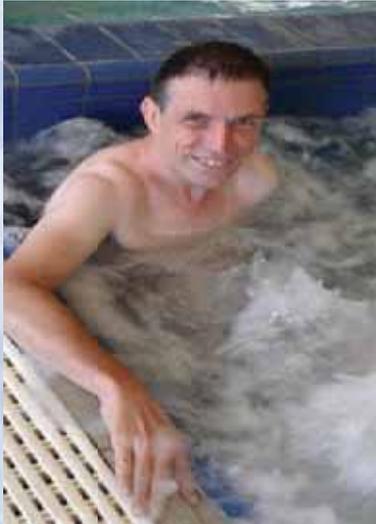
The continued development of the volunteer program has seen an enhanced relationship with Eastern Volunteers where many of our participants have undertaken a recruitment interview and program which has placed participants in volunteer roles in administration, car detailing and hospitality.

This highlights a year of creativity whilst supporting young participants working towards achieving their independence and work skills in a safe and social environment. Thank you to the participants for attending, the faith of families in what we do and the dedication, enthusiasm and commitment of staff.

Service Coordinator Next Step Blackburn, Louise Baker

# Canterbury Report

Twelve months is a long time and since our last annual report so much has happened at Canterbury.



NDIS has introduced more choice and opportunity. Fortunately for us, participants at Canterbury have chosen to remain with Burke and Beyond and continue to receive support and services. Canterbury continues to offer a range of recreational, social and sensory activities both on site and in the community, which focus on people's interests, needs, inclusion and meaningful outcomes. The staff continues to explore and develop community based activities that promote inclusion, develop relationships and partner with the broader community.

Some of the newer programs include the Men's Shed in Alphington, Hammers Boxing Gym and the Aqualinks aquatic and basketball stadium. Participants visit these venues on a weekly basis where they have the

opportunity to work closely and interact with members of the community. Participants at the Men's Shed enjoy working closely with the volunteers, forming working relationships, socialising and learning skills in basic wood working. At Aqualinks aquatic centre the swimming group is welcomed by the staff where they interact, socialise and meet members of the public whilst relaxing in the spa and gliding through the pool. The afternoons are spent shooting hoops at the basketball stadium in preparation for a call up to the Harlem Globetrotters

Volunteering is a big part of what we do and our connections with the Blackburn Lions Club provides opportunity for participants to help prepare for the Lions club Quarterly Garage Sale. Participants sort out "knick- knacks", furniture, books, CD's and other items to sell. It is a busy day for all however it is a social and productive day. Participants also volunteer their services and time with Hawthorn City Council Meals on Wheels and Boroondara Council Library.



On a sad note, this year we said goodbye to Dale Roberts, who unfortunately passed away. Dale was a much loved participant of Canterbury. Dale was one of our first participants when we opened our doors in 2001 and remained with our service until 2018. He was a very gentle and happy person with a great sense of humour, passion to try everything and enjoy life- Dale you are sadly missed.

With all that has happened this year, next year promises to be filled with new ventures, exciting times and pleasurable moments sitting in the gardens at Canterbury.

## Next Step Dandenong

It has been a whirlwind inaugural year for Next Step Dandenong. The program is based on the ever successful model of "Next Step - Blackburn", with minor adjustments to suit the needs of the participants. The key focus has been cyber safety, community engagement and social development. The program is designed to enhance a young person's independence through in-house programs such as living skills, money maths, work preparation, numeracy/ literacy and learner's permit.

15 participants attend the Dandenong program, 14 from Emerson school and 1 from an external service. These numbers are expected to grow dramatically in 2019 with the number of visits and interest from students, teachers and parents from schools in the South-Eastern Region.



Ten different cultural backgrounds are represented by the participant group. This provides our staff with both unique opportunities and challenges to ensure we provide both culturally aware and competent programs whilst also learning more about the diversity and cultures in our community. Engagement with our local community cultural groups has assisted us immensely.

Local businesses and community groups have supported us greatly by providing valuable volunteering and work experience opportunities for our participants in many work sectors, retail/ customer service, landscaping, gardening, warehousing and office administration just to name a few.

Our local State Member - Gabrielle Williams has been tremendous in providing the link between us and community organisations and has played a significant role in the numerous successful community partnerships we've established within a short period of time. A special mention must go to our staffing team, who have worked tirelessly to connect participants with opportunities and job support to volunteer in the local communities.

This year has seen Next Step program partnering up with Kew Neighbourhood house, Jesuit Social College, Melba Support Services and Doveton Neighbourhood house to deliver various accredited and non-accredited courses in the field of Carpentry, Animal care, Cafe operations and Health.

Participants involved in these courses have provided tremendous feedback from their experiences. These pre-accredited courses have provided participants with the chance to establish awareness in the field of work and make informed decisions to further pursue that particular career path.

It has been a busy and productive year thus far. We've celebrated lots of achievements, have had lots of laughs, and worked through many challenges and difficulties. These make for an exciting, productive and fun full year in 2019!



Service Coordinator Next Step Dandenong Tam Nguyen

# Respite Program

Who doesn't like a Social night? Our Friday Night Social evenings have continued to grow with an average of fifteen people hanging out every Friday Night. This has been a great time to belt out tunes at the Karaoke nights, play board games, go to the movies, Luna Park, Burger Nights and so much more. The focus of these nights is to hang out with friends, let your hair down, have a laugh, be a little loud and build deep and meaningful relationships.



Participants, Parents and Carers have asked for later nights and a weekend program. Following these requests we have extended some late Friday nights so we can visit the outdoor cinema, Luna Park and Docklands. We have also scheduled some Saturday activities where we will be going to Fun Fields, the hop on hop off bus in St Kilda and the Old Melbourne Gaol. We can't wait to see where we will go, who we will meet and the friendships which will be formed in 2019! Coinciding with the Friday Social night development we have moved into offering a Holiday program during school holidays. The first two holiday programs have visited the pools, Royal Melbourne Show, movies and more. This is an exciting area that we hope will continue to grow in 2019 as we plan more fun and exciting activities to keep everyone busy over the holiday breaks.

2019 promises to be another fun and exciting year to look forward to.

Julie Dwyer



# School Leavers Employment Support (SLES)

In 2010, Burke and Beyond ventured into a new program offering young people with a disability a transition program which supported them to develop skills and prepare for life, work and independence.

Fast forward to 2018, the NDIS rolls out, the Futures for Young Adults ceases and the School Leavers Employment Support (SLES) program is introduced to support young adults with a disability to develop skills and prepare for work life. Ahead of our time we were and this year we introduced SLES at Next Step Blackburn as an option for people who wanted to focus on employment learning and options. Participants join the program with the aim to prepare and develop in readiness for employment within two years.

The first year is designed to encourage the development of interpersonal skills in a workplace environment. This opens the path for the second year of the program which has a greater focus on work skills through volunteering, work experience, taster courses in group settings and 1:1 support. Other areas covered during the year are time management, expectations in the work place, education in money, maths and literacy, vocational options, safety and team work.

The development of participants has been amazing in their first year and it's been wonderful to see them develop their independent travel skills, trip planning and learning to cook for themselves. It really demonstrates their abilities as they make choices, become more self-reliant, solve problems and advocate for themselves and others. Another major improvement is the social skills and personal growth of individuals to share, mentor and support each other.

It is an exciting time and experience for participants, families and staff and we look forward to the 2019 graduates.

Louise Baker



# Quality, Risk, Volunteers and Safety

Another year passes, snow becomes water, clouds clear for sun, football subsides for cricket and we as an organisation grow; so too the people connected with us.

Our growth has enabled many people from diverse backgrounds to access our services. We have undertaken a conscious effort to become more culturally aware and competent by engaging with cultural groups and networks, offering a variety of resources and promoting better access for people from culturally diverse backgrounds.

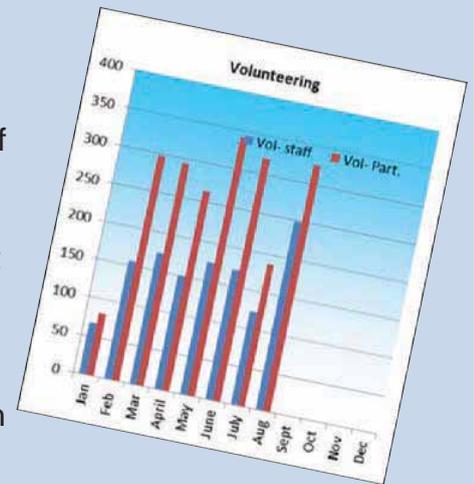


After months of seeking feedback, suggestions and reviewing different formats, in early 2018 we launched a new look Burke and Beyond website. This is regularly updated with news, Facebook posts and other information of interest. We have also included ways to directly enquire about services, provide feedback and contact us using direct links from the website.

Volunteers play an important part in our community. Each year thousands of Victorians offer their time, skills and experience in a wide range of activities in the community. Participants at Burke and Beyond enjoy offering their services in a wide variety of activities and provide on average around 300 hours of service each month into the community. We also are fortunate to have a team of volunteers from the community who come to our services offering support to participants and assistance with staff. This team of dedicated community members provides around 150 hours of service to Burke and Beyond each month.



Liz Logan coordinates the volunteer program and with her passion and commitment the program is very successful and fulfilling for all involved. Sadly for 2019, Liz has elected to leave her role as coordinator, however staying on as a volunteer, continuing to support and assist with program activities.



Staff development and education has taken a slightly different approach with much of our training done through an online learning portal. This enables staff and volunteers to undertake a wide variety of education and courses online, at their pace and at times convenient to them.

This year our participant and family satisfaction survey took on a new approach. We asked people to rate how important aspects of our service are, and then asked them to rate how we have met this expectation. This was a different approach to a satisfaction survey, however it provided us valuable insight to what is important to people and how we are measuring against these expectations.



Safety has many angles, and this year the Safety Advisory Group has reviewed several aspects of our practices and one of our biggest changes is an agreed program to move to bio-degradable and/ or environmentally friendly chemicals used on all sites. We have established a list of preferred products and encouraged services to move to these as their existing chemicals run out. Another way we are trying to help our environment.



***Burke and Beyond wishes to thank the people who help make us great:***

### **Our team of committed staff**

Paulo Almeida, Louise Baker, Vicki Barnes, Donna Barrington, Danielle Benincasa, Shannon Bone, Dara Brown, Andrea Butler, Rebecca Calvert, Caitriona Chadwick, Karen Chuah, Jacki Cincotta, Alysia Clarke, Amanda Couper, Jenna Crighton, Jasmine Croft, Bruno Cyr, Tameka Doncon, Liz Doran, Jan Doyle, Julie Dwyer, Chloe Eastwood, Jenny Featherston, Rhiannon Gentle, Suzanne Hocking, Melanie Hosie, Mark Johnson, Alison Kent, Arthur Lui, Fergus Mac Hutchinson, Priya Maden, Jonathon Martin, Ray Matthews, Rosie Milanese, Liam Miles, Monique Misson, Faye Morgan, Elyce Morison, Tam Nguyen, Jane O'Leary, Vincent Pagiiaro, Angie Prsa, Deanne Ray, Shanta Ratnakumar, Emma Sawtell, Emma Scally, Amy Sherrin, Emily Shields, Luke Sierakowski, Hugh Stern, Sean Sturzaker, Lynn Taylor, Amanda Tomkins, Kate Weller, Lilian Whippy, Max Whitelaw, Carlee Williamson, Koula Zagami and Irene Zhang.

### **Our Board of Management**

Trevor Eddy, Bruno Cyr, Joanne Gourley, Mark Ireland, Anthony Murdoch, Kathy Sacca, Laurie Taylor, Denis Torrens, and Tony Wilkinson

### **Our fantastic volunteers**

Liz Logan, Fran Barry, Jayden Bryan, Anisha Devjani, Alexandra Eller, Tina Gates, Sofia Hagos, Sandy Hanrahan, Lynne Iverson, Eddie Johnson, Rupinder Kaur, Olivia Lymberis, Sharon McDonald, Courtney McGill, Kellie Patton, Sarah Phan, Caroline Robertson, Laurie Taylor, Neil Wade, Steve Wu.





## Our Community, Project and Business partners

Alphington Men's Shed and Lawn Bowls, ZoneTen Pin Bowling– Forest Hill, Arts Victoria, Australian Jazz Museum, Australian National Aviation Museum, Balwyn & Bayswater Library, Bayswater Primary School,



Blackburn IGA supermarket, Blackburn Lions Club, Blackburn RSL, Bounce, Boroondara Volunteers and Library Volunteers, Boxing Powerhouse- Bayswater, Brother Hood of St Laurence– Noble Park, Bunnings Warehouse – Springvale, Burwood East Tennis Club, CAE/ Melba support services, Cake & Spice, Candlebark Nursery, Canterbury Community Garden, Central Ringwood Community Centre, Christian Blind Mission (CBM), Coles Dandenong & Bayswater, Collingwood Children's Farm, Coonara Community House, Cranbourne West Primary school, Dandenong Library, Dandenong Police Station, Dandenong Youth Services, Doveton Neighbourhood House, Eastern Volunteers, Emerson School, Erin's Hairdressing- Bayswater, Family Planning Victoria, Fighter Factory Blackburn, Fitness Plus- Bayswater, Gabrielle Williams – Local MP, Glen Park Community House, Graeme Delany Prop. Ltd, Gymnastics Victoria, Harrison Food and Friendship, Hawthorn 360 Youth services, Heidi Victoria MP, High Class Upholstery, Interchange Inner East, Jesuit Social services, Jubilee housing project, Julia Banks- MP, Kew Neighbourhood Learning Centre, Kim Yours and Mine, Knox Volunteer Resource Centre, Lilydale Community Sailing Club, Mailing Road Butcher, Mary Wooldridge MP, Meals on Wheels- Knox Council & Hawthorn Council, Mitcham Sporting Club, Muscular Dystrophy Australia, Mytime Childcare, Neil Angus– MP, PlayStation Kinder/ Childcare, Rack Em Up Snooker Hall- Lilydale, RSPCA East Burwood, SAE, Salvos- Bayswater, Sandfords Cleaning supplies, Skillsbank and Leadership Victoria, Shaylee Naumann- Dance Teacher, Solpoint Solutions, Southern Resource Centre, Sushi & coffee, The Avenue Neighbourhood House, Traveller's Aid, Dandenong/ Springvale Centrelink, Tunzafun- Knox, Urban Fitness Gym, VALID, Vermont South and Nunawading Toy Libraries, Villa Maria, Vinnies DC – Dandenong South, Victorian Deafness Foundation- Bayswater, Virtual IT Company, Waugh's Industrial Supplies, Warrandyte Equestrian Centre, Warriors 4 Wildlife, Waverley Helpmates, Women with disabilities Victoria, Woolworths- Dandenong & Bayswater, Young Workers Centre- Outreach and Youth Workers.

## Our sponsors

Bendigo Community Bank, the Department of Health and Human Services and Patten Robins Lawyers.

**And more importantly, the participants and their families, who continue to choose us to support them with their journey.**





Head Office & Blackburn South:  
114 Fulton Road, Blackburn South, 3130



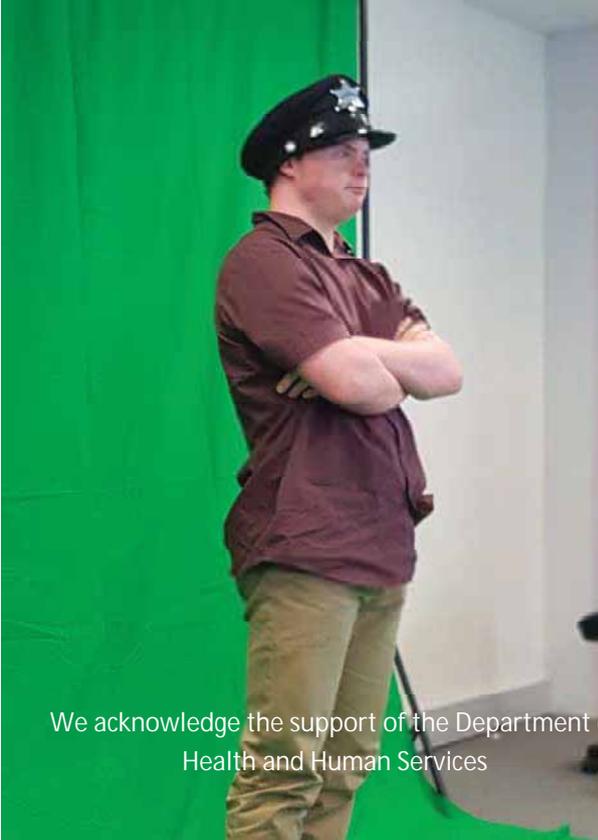
TELEPHONE: 9886 1111

Canterbury:  
2 Kendall Street, Canterbury, 3126

Next Step– Blackburn:  
Suite 1, 14– 16 Blackburn Road, Blackburn,  
3130

Next Step– Bayswater:  
19– 23 Macauley Place, Bayswater, 3153

Next Step– Dandenong:  
146– 148 Walker Street, Dandenong, 3175



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Health and Human Services

