

2019-2020

# Burke & Beyond

Annual Report



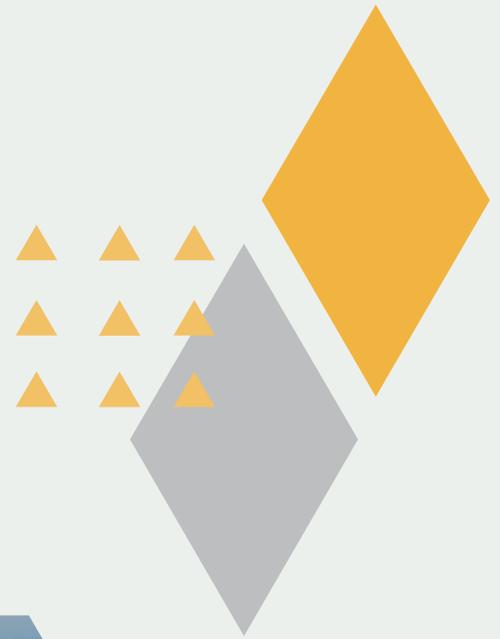
**BURKE & BEYOND**  
‘INCLUSION THAT COUNTS’

“

To improve lives  
through social  
interaction,  
personal  
development and  
community  
participation

”





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# President and CEO Report

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.

Firstly, we want to say a very special thank you to everyone involved at Burke and Beyond who have managed and worked with the many changes and challenges we have had to deal with as a result of the COVID-19 restrictions. Even though we have been severely hindered in what we have been able to do, everyone has done a fantastic job in keeping our family together.

We have continued to maintain a high level of performance in every aspect of the organisation despite the challenges we have faced because of COVID-19 and the impacts that has had on everyone across the organisation. Our results have exceeded our predictions. This was helped by extra funding through JobKeeper, which has been a real rescue package for the organisation. The Board and Leadership Group have maintained a strong focus and review on the strategies and actions during the year and we have seen many forced changes in the way we do things.

We have again played a pro-active and very important role in making representations to Government and at the highest levels of the NDIA/NDIS to ensure that every participant at Burke and Beyond receives their full entitlements, and that the pricing for effort is fair and reasonable. We were quick to act when the changes to the 2021 group pricing was announced and we have already positioned our thoughts for future pricing with the Federal Government and we will continue to assertively do so.

- Our Finances:

We are again happy to be reporting that we are in a very sound position and we have delivered a good financial result despite challenges in some of our services and the closure of these as a result of COVID-19.

- Our Team:

We have an outstanding team of people who have not only continues to deliver the best possible outcomes for everyone even though for the last quarter of the year this was done remotely via Zoom and other media. There has been an amazing effort for everyone concerned.

· Our Profile:

Our reputation amongst parents, families and schools continues to grow and this is demonstrated by the continued great feedback received. The Board will continue to do everything possible to ensure that we capture every opportunity to support and invest in people in and around the communities, we have established.

· Our Board Performance:

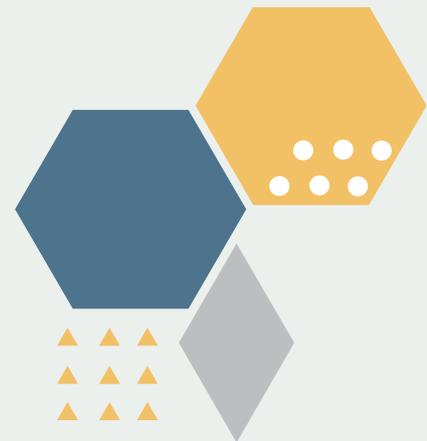
This year the Board has continued to focus on “triggers for Action.” We have been unable to gather to conduct our planned strategic planning workshop, which hopefully we can do soon. Despite this, we are very confident we are ready and willing to meet any short-term challenges. This year, we farewelled Denis Torrens who was our Treasurer for 10 years and did an outstanding job for all of that time, and we were delighted to welcome Jonathan Edmonds to take over the Treasurer role and he has quickly settled into this critical role.

We have again had a very successful 12 months, this past year has been very challenging yet we have been able to work through all situations we have faced. This coming year will see a period of strong growth in our services and with this, will come additional work for all our teams even though the rewards will be well worth it for everyone.

We will continue to work closely and collaboratively with National Disability Services and our Local, State and Federal Members of Parliament as we have over the last few years, to ensure that we are at the forefront of any changes, and remain part of the leading advocates for change and equity.

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

Finally, thank you again to our dedicated Board of Management for continuing to give their time and effort in ensuring a long-term future for Burke and Beyond. Every Board Member has demonstrated their commitment and drive by our vision to ensure that it’s “inclusion that counts” and each has a strong desire to see Burke and Beyond succeed for many years to come.



Trevor Eddy  
President



Bruno Cyr  
CEO

# Treasurer Report

Burke & Beyond's financials are in a very solid position. For the financial year of 2019-20 we saw:

- Income grow from \$3,640,657 to \$4,554,603. This is an increase of \$913,946 or 25%
- Surplus grow from \$265,442 to \$526,5232. This is an increase of \$265,442 or 98%

The organisation's income growth was driven by three main factors:

1. Growth in services;
2. An increase in NDIS prices via Temporary Transition Payments (TTP); and
3. Government support in quarter four due to COVID-19.

The services that have grown the most are the Next Step Programs and Outreach Services that provide NDIS participants with 1:1 support. So well done to these services teams as they have done well to grow and develop the services for an increased number of participants.

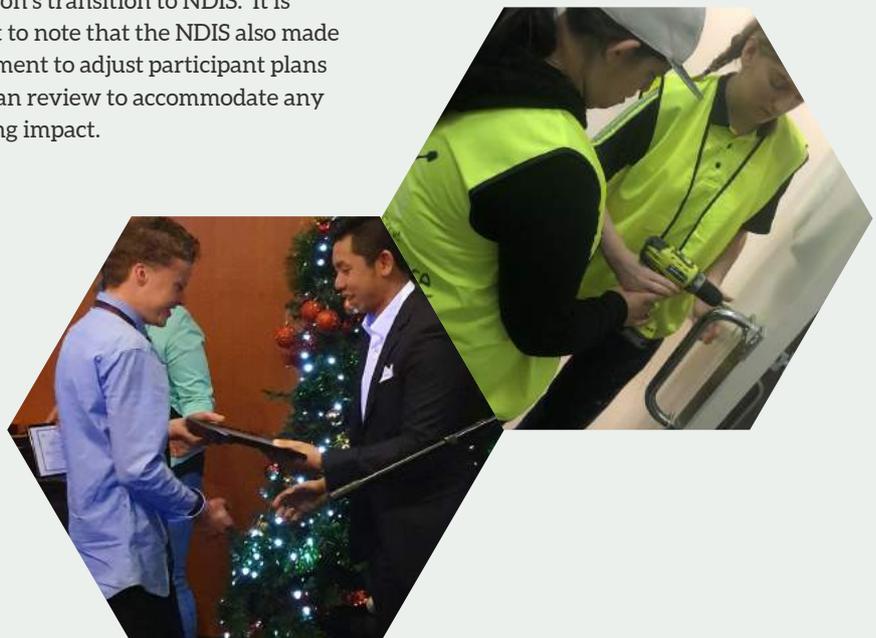
The 2019/20 NDIS Price Guide introduced a higher support price limit through a Temporary Transformation Payment (TTP) for providers of attendant care and community & centre-based Activities. It is a conditional price loading that starts at 7.5% and reduces by 1.5% each year. Burke & Beyond has been able to access this higher NDIS price to support the organisation's transition to NDIS. It is important to note that the NDIS also made a commitment to adjust participant plans at each plan review to accommodate any TTP pricing impact.

COVID-19 had a significant impact on the organisation's financials as we had to close services in quarter 4 and were only able to access a portion of NDIS funds. However, we were able to access \$50,000 from the Federal Government cashflow booster program and approximately \$430,000 from the Federal Government Job Keeper program. These government initiatives have greatly supported Burke & Beyond during this difficult time.

It is fair to say that financial year 2019-20 has been one of ups and downs, but Burke & Beyond has done well to finish the year in a strong financial position. This is very good news for the organisation as any gains today will be used to address any future COVID-19 or NDIS pricing challenges. Well done to Bruno and the team!



Jonathan Edmonds  
Honorary Treasurer



# Community Services Manager Report

**The past year has marked an eventful and very challenging time for all of us**

We began the year with continuing our efforts to improve the quality of service delivery and refining our processes to accommodate the changes the NDIS brings. The services continued to adapt and seek opportunities for the participants to experience new things and work towards their goals.

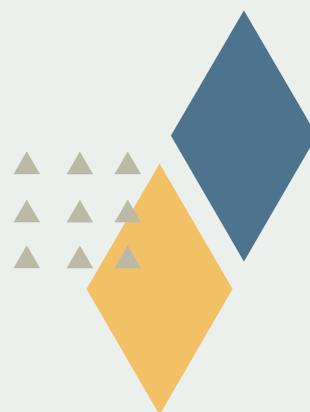
All participants have now transitioned to NDIS funding and we have fully adapted our administration procedures to enable complete alignment. The service delivery staff continue to do their very best to ensure each participant is given every opportunity to succeed and achieve.

Next Step Dandenong have developed a great reputation and increased networks in the Southern Region. With staff support and the innovation of beginning a small car wash enterprise, we have seen six participants successfully gain open employment at Holden. A great outcome for the participants and a fantastic effort by the staffing team. The volunteer roles within the community have become a very large part of our service delivery and the people involved have become an integral part of many different companies.

Next Step Blackburn have refined the SLES programs and continue to work towards developing further community connections and employment opportunities. They have many great links to training organisations, delivering accredited courses to the participants. One participant received the Victorian Learn Local Award through the Kew Neighbourhood Learning Centre and the staffing team were finalists in the Whitehorse Business Community Awards.

Bayswater continue to deliver a variety of interesting and educational activities for the participants, along with increased opportunities to support our community with a variety of volunteer roles. The links with external organisations are strong and have ensured the participants are provided excellent opportunities for a wide range of accredited training.

Blackburn South worked towards creating even more engaging activities for the participants to enjoy. With the changes to funding, several participants have been given the opportunity of individual supports, enabling them to have far more choice and ability to engage in the community.



The Balwyn participants transitioned to the new site far better than we expected, and the difference has been wonderful for all. The additional spaces and a lovely outdoor area have enabled more diverse activities and the garden is looking lovely, with the participants putting their own stamp on the development of the space.

The Outreach and Social Service continued to grow and we have provided in home and community support for many participants. Participants are able to access the community, go to the gym and increase their independence skills within the home. The Friday Night Social is more popular than ever and the participants have been enjoying a great array of interesting and fun activities.

Last year I talked about our ability to drive innovation and explore new possibilities and I am very proud of the efforts of the Staff and Leadership Team in being able to prove that this year, with the ability to change our model of delivery in a very short time and continue to deliver great quality services during this pandemic.

When the restrictions were announced and we had to close the sites, we very quickly adapted to providing sessions for the Next Step participants via Zoom. Whilst this produced some great challenges, it also enabled us to continue to keep participants and staff engaged in meaningful activity each day, allowing people to connect with their peers and enjoy very different types of activities from their homes. Participants have been able to transfer skills learnt into real practice at home. We have received some very positive feedback from the participants and their families, and after moving through some difficulty with the initial set up, we have progressed to having activities provided each and every day of the restrictions.

A massive effort by the staffing team, the participants and families has ensured we are able to continue as an organisation and be prepared for a return to site delivery.

The staff have certainly proved their ability to be flexible during very strange and unprecedented times for us all. The dedication to our participants is a testament to them all. Without the fantastic staffing team we would not have been able to continue to deliver the quality of support we pride ourselves on. We could not have done any of it without the continued dedication they have to our participants.

I would like to thank Bruno for his great drive and support over the past few months, along with the Leadership Team, who have gone above and beyond to make sure we continue to be the best we can be. Despite the trying times we find ourselves in, we have been able to rise above and continue to be the best service we can be.

"My deepest thanks to each and every participant, staff and all involved for another wonderful year!"

Deanne Ray  
Community Services Manager





# Blackburn South and Balwyn Report

**We have had a very interesting and productive year at Burke and Beyond. We are proud of the way the team has responded to unprecedented change and ensured our participants have remained engaged and safe.**

We moved to Balwyn in June 2019 and have been pleased to see the participants' transition well and enjoy the additional space. The participants have been able to work around the garden and buildings and really make the place their own.

We have also started some new programs. These include:

- Visiting Costco where we purchase essential items like cleaning products, coffee, tea and milk. The participants especially enjoy having lunch at Costco. We then deliver the items to all the other sites.
- Participants and staff have been transitioning from Balwyn over to the Blackburn South site. This has assisted participants by reducing their travel time and enabling them to rekindle friendships. This has also opened up vacancies at Balwyn for new participants to commence.
- Utilising the gardens and BBQs so that both Blackburn South and Balwyn participants can come together and enjoy each other's company.

It was great to see many old friendships reconnecting, including brothers Allan and David. All of the participants were extremely happy to see each other and spend some quality time together.

We have had many enquiries from potential new participants and have commenced three new people through the year. We are also working with several families to assist and support their loved ones while adapting to attend a day service.

We have had some new staff join our team, so a very warm welcome to Kelly, Steve and Wayne.

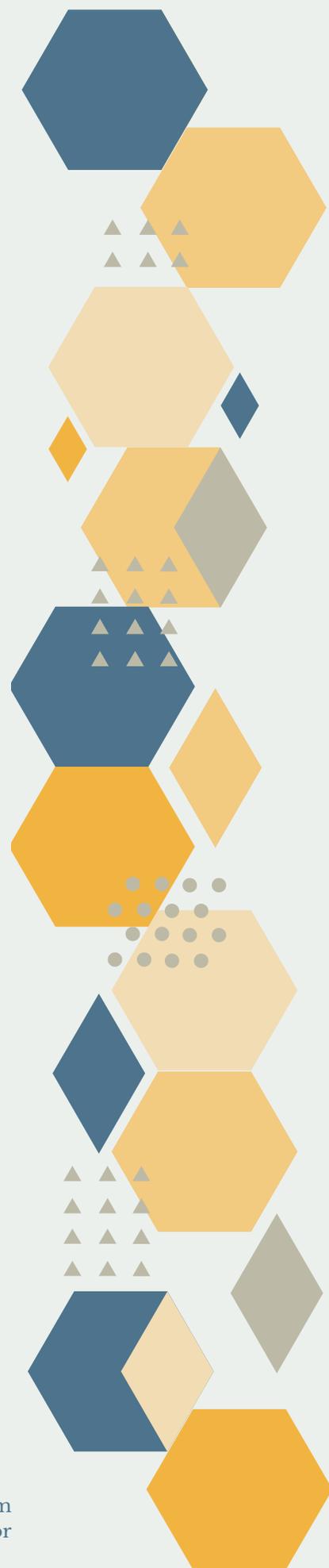
We are all looking forward to what the rest of 2020 will bring. Due to COVID-19, we had to suspend service on 18th March. We were able to reopen for three weeks in June, however we were closed again due to the second lockdown.

Our staff are in regular contact with all the participants and continue to offer Zoom sessions to them. The virtual sessions offer the participants some social time and activities together, however this has proved a challenge due to privacy rules at some of the group homes. We have quickly adapted and overcome most of these challenges.

Our participants are very keen to get back on site and recommence their activities. We are very fortunate to be able to say that none of our participants contracted Coronavirus.

"We are very proud of the resilience that the team has shown while working from home and adapting to the changes over the year. We are all eager to get back to face-to-face delivery"

Martin Dignam  
Service Coordinator







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We recognise that each individual's needs and abilities are unique.

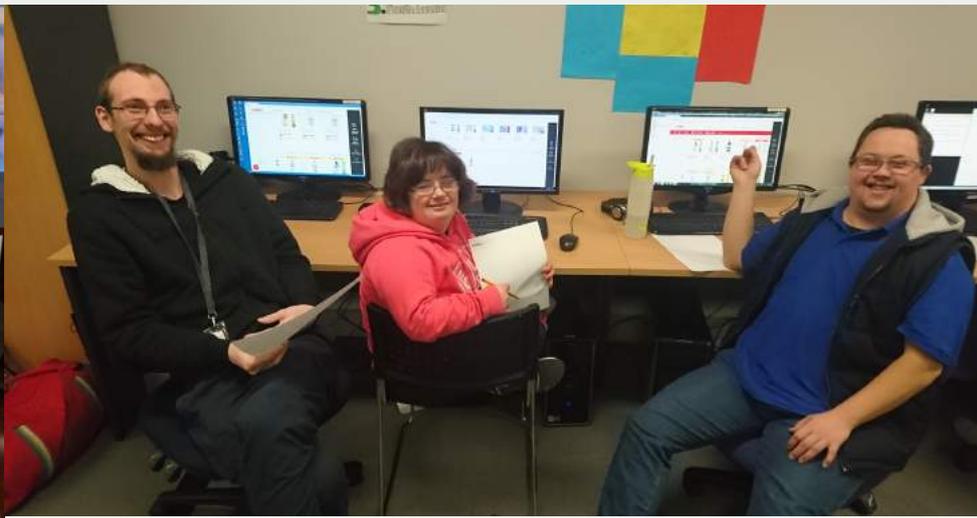
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Our belief is that every person, regardless of their age, deserves the opportunity to lead a full life complete with rich relationships and engaging activities

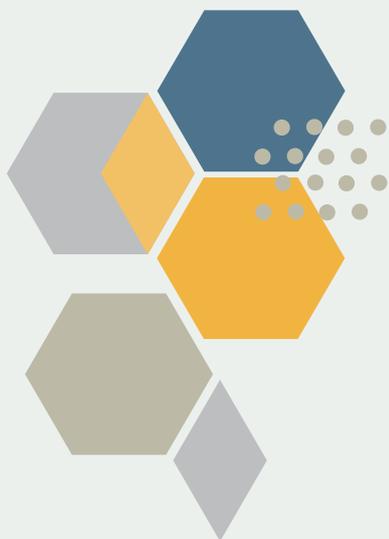
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# Next Step Bayswater Report

**A journey of a thousand miles must begin with a simple step and each year at Next Step Bayswater, the participants continue to take those great steps towards reaching what they have set out to achieve**



This year has come with saying goodbye to some fantastic staff but also welcoming a great new team to the site, in which we look forward to kicking goals together.

Through onsite and offsite programs, we have continued to thrive and develop social skills, work preparation skills, knowledge on living healthier lifestyles and independence at home and within the community. We continue to maintain a strong partnership with Kew Neighbourhood Learning Centre, Valid and Box Hill TAFE, which enables us to provide opportunities to develop skills and engage within various courses.

The Certificate 2 in Work Education through Box Hill TAFE has been a great opportunity to explore the Hospitality industry and has been fantastic to see participants creating different food and drink items, menus and mock restaurants.

Lastly, "You can't build an adaptable organisation without adaptable people." Covid -19 has shown us just how resilient and adaptable we are. We would like to send a big thank you to all of the staff, participants and family for working with us whilst we navigate unfamiliar territories and created a space where we could continue to provide support and meaningful programs to our fantastic cohort of participants.

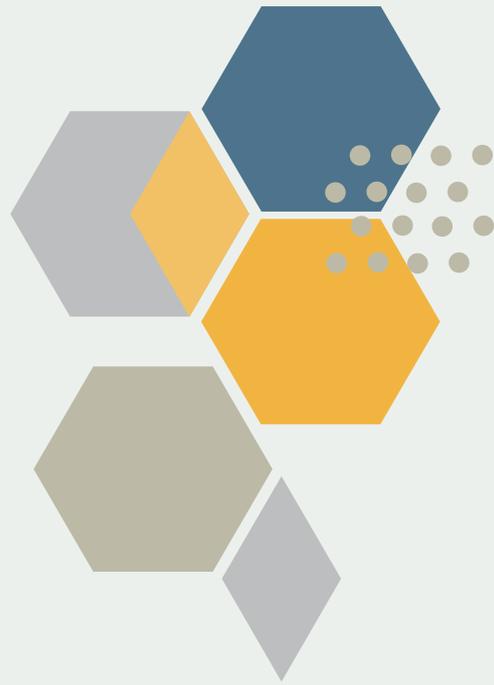


Chloe Eastwood  
Service Coordinator



# Next Step Blackburn Report

Well, what a year!  
We have had many exciting experiences over the last twelve months, including new participants, staff, courses, and partnerships.



The 2019 Presentation Night, hosted by Next Step participant Callum and staff member Andrea. This night was a great success, with all participants accepting individual awards and many delivering speeches. Several Next Step participants graduated from our transition program and continued their journey of pursuing their goals through TAFE courses or employment. Many participants also chose to transition to the Bayswater service, where they will continue to work towards their goals with the support of the fantastic staff there.

Since our report last year, we have had ten new faces join the Blackburn Service. It has been a pleasure welcoming and working with our new participants, who have all become valued members of the team. People brought their own unique personalities, talents, and interests to our service.

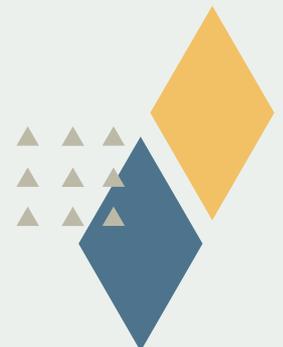
Our partnerships with KNLC, Clota Cottage, JSC, and Box Hill Institute have continued to strengthen and develop over the year. Due to the popularity of a number of short courses and volunteer opportunities, we were able to begin offering a Certificate II in Hospitality in collaboration with Box Hill Institute. The Blackburn cohort have been undertaking two literacy and numeracy courses. This has provided the opportunity for participants to increase their confidence, develop their skills and enhance employment prospects. It has been great the majority of courses have been able to continue over Zoom with the support of the staffing team and course facilitators.

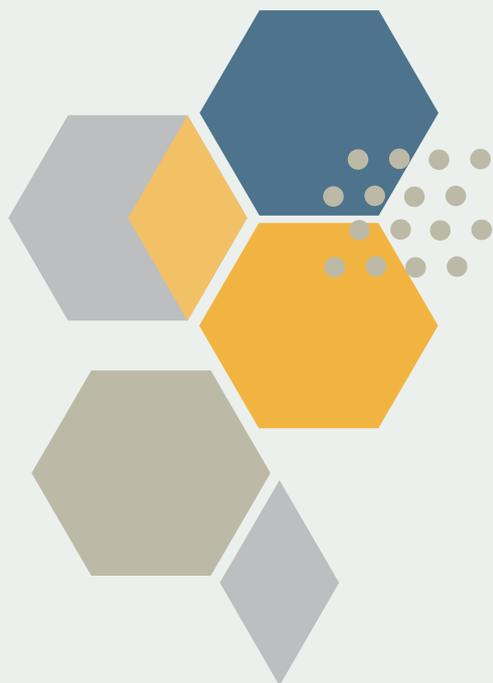
Participants have undertaken training and skill development opportunities at Clota Cottage, Box Hill. Through this service, a Clota Cottage volunteer supported participants to grow veggies and herbs in raised garden beds. We have also participated in facilitator run courses aimed at developing interview techniques, and card making courses. This has resulted in some spectacular Father's Day and Christmas cards.

Blackburn Next Step have continued to work with VALID over the course of the year, who have delivered two courses via the Zoom platform. This has included their 'Keys to Success' self-advocacy course, as well as personal safety programs.

Kew Neighbourhood Learning Centre have expanded their choice of courses to include Sport and Recreation and Hospitality programs. They have also developed "taste the taster" sessions, which have provided Next Step participants with the opportunity to try out courses and ascertain their interest. The new subjects for these tasters has included barista, beauty, floristry, and hospitality, as well as the current areas of horticulture, digital futures, carpentry, sports and rec, and customer service. KNLC are currently in the process of developing further areas of study to offer to the Next Step participants.

In May, The KNLC Horticulture stars showcased their skills at the Northcote Cemetery on Channel 7's lifestyle program 'The House of Wellness'. The crew loved sharing their knowledge in front of the camera and were very proud of their hard work. The opportunities for the Next Step cohort to volunteer have increased. Participants identified their employment interests and then worked with staff to contact organisations and businesses, send out resumes, and complete applications for volunteer roles. This has resulted in a number of organisations added to our well-established list of work experience partnerships, including; Regis Aged Care, Animal Aid and Salvos op-shops, and Red Cross, North Melbourne.





Participants also continue to undertake volunteer work at Anderson Creek Landcare, Box Hill Woolworths, The Avenue Neighbourhood House, and MyTime Childcare.

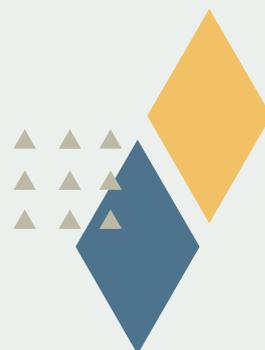
Referrals to a Disability Service provider has seen Blackburn participants obtain work experience or paid employment in a number of settings including cafes, barbers, sports warehouses, The Chocolate Box, and Woolworths.

The Zoom sessions have seen many creative adaptations to deliver activities at home. Proud bakers cooking zucchini slice, biscuits and pies. Participant making beds, doing their own laundry and a daily blood pumping exercise routine. On Monday morning's everyone catches up for the participant meeting with close to forty attendees.

Thank you to all the participants, families, staff, volunteers, educational and other partners for your continual support and flexibility throughout the year. It has provided participants the ability to maintain a routine, stay connected with their social networks and continue to develop personal skills.



**Louise Baker**  
Service Coordinator







# Next Step Dandenong Report

## It has been a whirlwind year for the Next Step – Dandenong.

We have seen yet another significant growth in participant numbers - increasing from 30 in 2019 to 42 in 2020. To accommodate the growth, we moved into a much bigger office space located right in heart of Dandenong. The move has been very exciting for our participants and staff alike, with our participant group playing a major role and having their input into how the new space was set-up.

With the increase in participant numbers, we also welcomed a new staff member this year, Katelyn Beales. Katelyn comes to us with primary and secondary teaching experience. This has proven to be highly valuable when it comes to delivering our SLES course contents. Katelyn has settled exceptionally well into the site, and she has developed great rapport with staff and participants.

This year, our unique SLES program

continues to focus on addressing challenging issues of a young person with a disability transitioning from school to the adult world. This includes developing independent living skills, supporting a young person with developing a social friendship network and creating opportunities to development vocation pathways, through hands-on work experience in multiple work sectors and supporting a young person through accredited and non-accredited tertiary education.

Our positive reputation has continued to spread throughout the region, with networks into local councils, schools, businesses, community groups, RTOs and DES.

Our program has been well supported by local businesses and community groups, in regards to providing valuable volunteering and work experience options for our

participants in multiple work sectors, retail/customer service, landscape design, gardening, warehousing and office administration.

Towards the end of 2019, we also launched two social training enterprises, car-washing and coffee business. These provide participants with an opportunity to learn/develop skills in all aspects of running and operating their own business. Participants were involved in all aspects of marketing, servicing customers, money handling and working with a team to ensure their business is sustainable and well maintained. From these two training enterprises, six participants ended up obtaining open mainstream employment at BOORAN HOLDEN in Dandenong, which is a massive achievement for the group. These participants continue to have employment.



2020 has been challenging for everyone in Australia and around the world. Due to COVID-19, we have temporarily closed the site. This has brought on a lot of unwanted stress and anxiety amongst the participant group and staffing team. To their credit, the group quickly adjusted and adapted the service delivery to Zoom. The staffing team worked tirelessly in the early phase to assist participants and their families to get Zoom set-up from their home, and since April, we have continued to deliver a revised program with some participants opting to take up additional 1:1 support outside of Zoom to develop their independent living skills.

Although the participant group and staffing team are very much looking forward to returning to face-to-face service delivery, in the interim, Zoom has provided the group with an opportunity to stay connected, maintain social connections and continue with skill development.

We look forward to an exciting, busy and productive 2021. We have celebrated many achievements, had lots of laughs, and worked through many challenges. 2020 has been a year like no-other, but together, we will get through this!

Tam Nguyen  
Service Coordinator





# Outreach and Social Report

**The last 12 months have seen many changes within Outreach and Social and it has definitely kept me on my toes.**

Outreach has continued to grow and Burke and Beyond continues to provide a wide range of individualised supports. Each person who accesses Outreach support identifies the goals they would like to work towards, and a plan is developed around those goals. As a result, these supports are highly individualised and every effort is made to ensure that a staff member who has skills, knowledge or interest in the area the person is working towards is facilitating that support.

As we continue to grow this service, we also continue to monitor and evaluate the ways we deliver them and the process we use to ensure staff have all the information they require to provide a high quality service.

Outreach is an amazing opportunity to tailor the support participants receive. So far, we have facilitated support including, in-home independent living skills, support at work placements, and participation at courses, community-based activities as well as support to attend therapy sessions.

Social activities at Burke and Beyond continue to be very popular and it is wonderful to see people building and developing their social networks and using the skills they have been learning at the other sites.

Each term we endeavor to present a program of activities which are wide and varied and wherever possible including new activities that we may not have done before.

Some activities continue to be favorites and always make an appearance, including karaoke and watching a movie in Studio B.

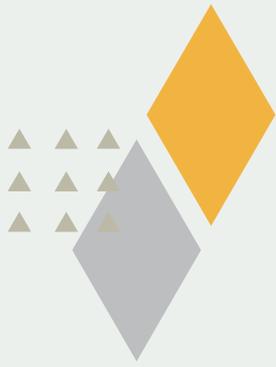
In early 2020, we introduced a Social program at Dandenong. This was well received and enjoyed by those who attended, and we are excited to be able to recommence this program once we are able to.

During COVID – 19 we have been having Friday night Zoom sessions. These sessions continue to be well attended and everyone seems to have been enjoying them. We have enjoyed a range of activities and I have definitely had to have my thinking cap on to come up with a range of different activities. It is great to be able to still see everyone's smiling faces and watch those friendships continue to grow. We are looking forward to an action packed next 12 months where we can continue to build on the supports that have already been developed and provided.

**Danielle Benincasa**  
Outreach and Social Team  
Leader







# Our Partners

22Access Australia (DES)

Cranbourne West Primary School

Kew Neighbourhood Learning Centre

Alphington Community Centre

Dandenong Youth Services

Kim Yours and Mine

Avenue Neighbourhood House Early Learning Center

ECCV (Ethnic Community Council of Vic)

Kingston City Church

Balwyn Library

Edendale Community Farm

KMT group

Bayswater Primary School

Emerson School

Landcare Warrandyte

Bodyfit

Family Planning Victoria

Meals on Wheels (Knox Council)

Box Hill TAFE

Fighter Factory Blackburn

Megara

Brotherhood of St Laurence - Noble Park

Fitness Plus (Bayswater)

Monash Health

CAE (Centre for Adult Education)

Gabrielle Williams MP - State Member for Dandenong

Mytime Childcare

CAEV Australian Centre for Career Education Victoria

Hammers Gym Blackburn

Myuna Farm

CBM

Hawthorn City Council Meals on Wheels

Paul Hamer MP

City of Greater Dandenong Council

HICSA / Oonah

Pinchapoo

Clota Cottage Neighbourhood House

Icon Drive

Red Cross North Melbourne

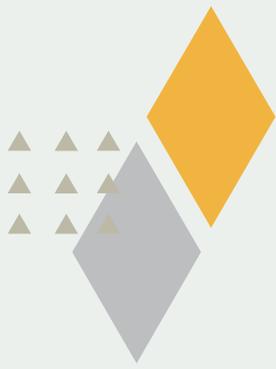
Coles (Bayswater)

Jesuit Social College

Regis Blackburn

Jubilee Housing Project





# Our Partners

RSPCA East Burwood

Westall Tennis Club

Salvos Forest Hill

Woolworths (Dandenong)

Sandown  
Indoor Sports Centre

Woolworths (Box Hill)

SICMAA (Springvale Indo-Chinese  
Mutual Assistance  
Association)

Woolworths (Eastland)

South East Volunteers

The Avenue Neighbourhood  
House

The Blackburn RSL

The Collingwood Children's Farm

Tunzafun Knox

Uniting Harrisons

Urban Fitness Gym

Valid

Victorian Electoral Commission

Vinnes Distribution Centre  
Dandenong South

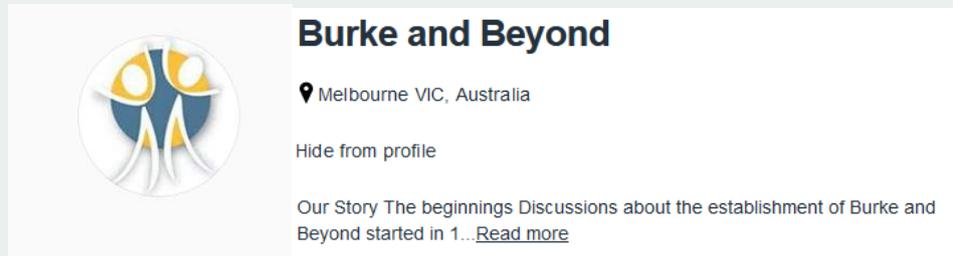


# Burke and Beyond strives to improve lives through social interaction, personal development and community participation

Inclusion that counts.



# Social Media Links



Remember to keep up to date with all the latest good news stories over on our website.

<https://www.burkeandbeyond.org.au/>

