

2020-2021

Burke & Beyond

Annual Report



BURKE & BEYOND
'INCLUSION THAT COUNTS'

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

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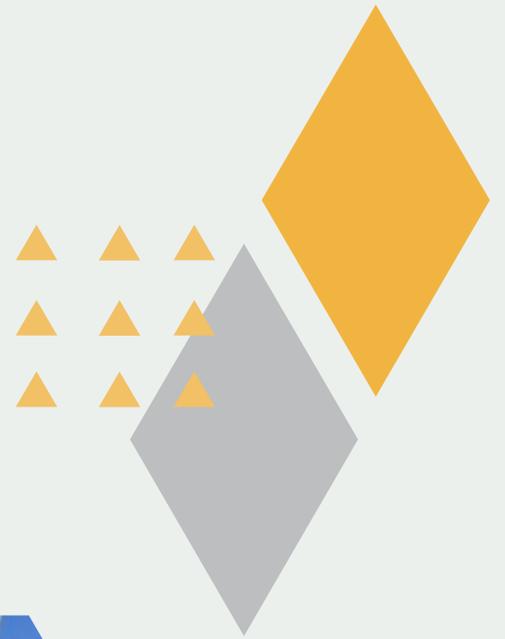
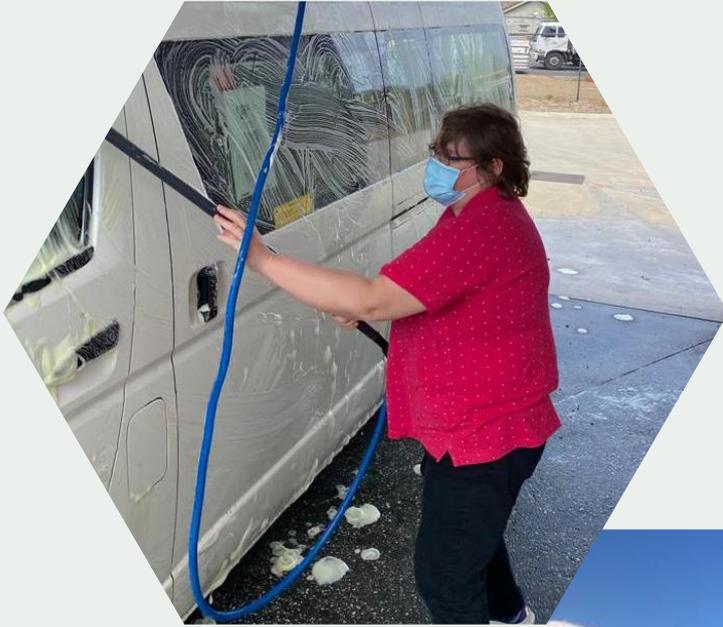


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President and CEO Report

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 has managed and embraced the many changes and challenges we have had to deal with as a result of the COVID-19 restrictions. The creativity, enthusiasm and commitment of our Leaders and Teams to make sure we could be the best we possibly could despite incredibly difficult circumstances, whilst at the same time delivering exciting and engaging programs for our participants, has been an amazing effort.

Despite the many challenges, including significant financial pressure, we continued to maintain a level of performance that holds us in good stead for the future, particularly our ongoing focus on expanding and improving our footprint in areas of need. The Board and Leadership Group have worked closely together to ensure that we will be in a very strong position once we return to normal operations.

We have again played a pro-active and very important role in making representations to all levels of Government and at the highest levels of the NDIA/NDIS to ensure that every participant at Burke & Beyond receives their full entitlements and that pricing for input is fair and reasonable. Our team worked tirelessly to be ready for proposed pricing structure changes which did not eventuate in 2021, so we are hopeful that we can pick this up once the 2022-23 pricing is announced and the efforts of our team have not been wasted.

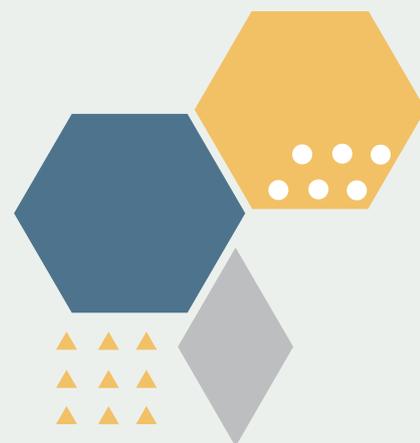
- **Our Finances:** We are again happy to be reporting that we are in a very sound position and we have delivered a good financial result despite challenges and closure of some services as a result of COVID-19. We will continue to experience some ups and downs, but we have a strong capital base to support us.
- **Our Team:** We have an outstanding team of people on the ground who have not only continued to deliver the best possible outcomes for everyone, they have been totally dedicated and selfless when it has come to the welfare and well-being of all of our Participants and their support for each other demonstrated the strong bond they have developed
- **Our Profile:** Our reputation amongst parents, families, and schools continues to grow and this is demonstrated by the continued great feedback we receive. 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 undertaken a strategic review and workshopped our future direction, deciding to maintain a short term focus due to current uncertainties. We are still very confident that we can meet challenges thrust upon us. Whilst our Board make-up remained unchanged and they have done an outstanding job, we will need to make succession planning a priority given we have some Board Members who have served for many years.

This coming year will see some changes in our geographic spread as we move to create a new service in Pakenham and move our Bayswater service to Ringwood. This is very exciting for many reasons - in particular expanding our services to provide opportunities for families to access the first class delivery of services our team provides. These expanded services will create extra work but with that will come much excitement and many rewards for everyone involved.

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 during what could best be described as a very uncertain environment. Particular thanks and plaudits go to our staff, volunteers, and our hard working Leadership Team.

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 is driven by our vision to ensure that it's "inclusion that counts", and each has a strong resolve to ensure Burke and Beyond is at the forefront of service delivery and is successful for many years to come.



Trevor Eddy
President



Bruno Cyr
CEO

Treasurer Report

The last financial year was an exceptional year for us all given the COVID-19 pandemic and extended Melbourne lockdowns. Fortunately, Burke and Beyond was able to access the Federal Government Job Keeper program which helped supplement staff salaries and limited the negative impact service closure had on the organisation's financials.

The total value of Job Keeper funding received by Burke & Beyond was \$1,046,950. This helped the business to deliver the following financial results for 2020-21:

- Income of \$4,177,554 which was \$372,076 or 8% down on the previous year income
- Surplus of \$456,561 which was \$69,962 or 14% down on the previous year surplus

The organisation's strong financial position was enabled by three main factors:

1. Job Keeper funding
2. Quick development and implementation of online services
3. Growth in outreach services

The Job Keeper funding was significant and provided Burke & Beyond with much financial security.

The management team did an excellent job to quickly develop and implement online services that limited the financial impact from service closures. The responsive action by the management team also helped limit the social and emotional impact the pandemic had on clients and staff, by providing clients with access to virtual services and staff work opportunities.

On the up side, the closure of physical services resulted in increased demand for in-home outreach support. Burke and Beyond's outreach service grew by 13% last financial year, delivering a total income of \$366,392.

In summary, the organisation has done very well to achieve such a strong financial result against such extreme adversity. The organisation is now in a good position to rebound strongly from the COVID-19 pandemic and continue to strengthen the impact it has on the community.

Well done to Bruno and the team!



Jonathan Edmonds
Honorary Treasurer



Community Services Manager Report

Another year has passed by very quickly, with challenges still continuing for us all.

The year began with hope for some normality back in all our lives, only to be taken back to the restrictions that have affected us all. Burke and Beyond have continued to provide services in a creative way, with most participants being engaged in daily zoom sessions, keeping everyone connected and giving purpose to the day.

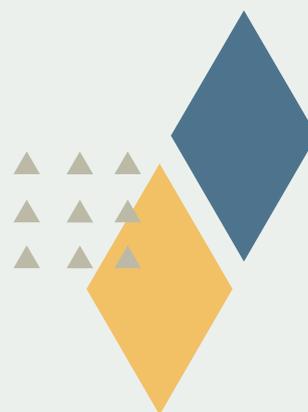
We continue to plan ahead and have some great things happening as well. In 2022 we will open an additional service in Pakenham, an area with great need for a good program such as the Next Step. The Bayswater site will move to a new premises in Ringwood, which will provide many more opportunities for community connections. The site is currently being prepared and will be an exciting change for everyone attending.

Many of our community connections and services have been on hold for most of the year, with the restrictions meaning we have been unable to continue our volunteer and work roles. This has been most disappointing for the participants who take part and give so much back to our community, as well as to the services we support; they also value our roles with them. Everyone looks forward to these returning.

Next Step Dandenong has enjoyed another year with more participants joining in January. They have been able to establish more community connections and keep occupied with Zoom and many 1:1 sessions out walking and keeping fit. We have seen a participant save for and purchase his first car, after gaining open employment; a fantastic outcome.

Next Step Blackburn have continued to support their participants with engaging programs and dedicated staff. They are particularly enjoying the cooking sessions, with a Saturday baking club being added, which has been very popular. They also had new participants joining at the beginning of the year; it's now a very busy space. There will be several participants graduating at the end of the year to move on to the next phase of their adult lives - congratulations to all.

Next Step Bayswater has seen a new Coordinator to manage the site; Danielle is doing a great job. The staffing team have developed a great, cohesive space for everyone. Activities continue on Zoom each day, with an excitement toward the return to face to face groups. Participants are engaged and enjoying the fun activities offered.



Balwyn has seen several younger participants join this year, which has been wonderful to see. New faces and new activities, with a focus on increasing independence, whilst still having fun each day. Many of the participants have not been able to attend for most of the year, which has been disappointing for everyone.

Blackburn South has also seen many participants unable to attend, but for those who have, staff have worked hard to keep the day fun, despite being unable to do the usual community activities.

Overall, it has been another successful year for most participants and staff. The staff continue to be dedicated and driven, even though the challenges have been hard at times.

We recently said a very sad goodbye to one of our long-standing participants, Andrew Barr. Andrew passed away peacefully in hospital with support staff by his side. A special thank you to the staff involved in supporting Andrew over the past months, your dedication is something to be very proud of. Andrew will be missed greatly by the participants and staff. May he rest in peace, with his Mum, Mavis, who also passed away earlier this year.

Thank you to all the participants for their willingness to learn new ways to interact and receive service and their ability to adapt themselves constantly.

A special thanks to Bruno, The Board and the Leadership Group for the constant hard work and devotedness to making sure we remain the great service that we are.



Andrew Barr

"I would like to thank the staff team, who continue to be creative and open minded to the constant changes. Without them, it would not have been possible to continue the wonderful service we have created."

Deanne Ray
Community Services Manager





Blackburn South and Balwyn Report

We have had a remarkable, interesting, and challenging year at Burke and Beyond. We have worked very well at being resilient, adaptable, and productive. I am proud of the way the team has responded to unprecedented change and ensured our participants have remained engaged and safe.

We started the year on a high with the site reopening. We were all pleased to see the participants' return to site and be able to see each other face to face. The participants were kept busy working around the garden and keeping the buildings tidy, returning the site to its former beauty. We have increased our community contacts, developing a relationship with Bass Care, and have been able to continue to deliver meals to the aged community quite well throughout most of the lockdowns. The weekly trip to Costco has been unable to continue, due to restrictions. We have been able to make a new contact at Natures Organics/Earths Choice, and are now purchasing our chemicals from them, which is more environmentally friendly and cost effective. Natures Organics is an Australian owned company, and we pick up our orders at Ferntree Gully, which has given the participants a new program to work on. Thankyou to Amanda for the contact and suggestion.

Participants and staff have been faced with many changes again this year. Working from home on Zoom during site closures, managing restrictions and numbers of people on site; the guidelines change constantly, keeping everyone on their toes. Supporting participants on 1:1 walks and working with other sites has expanded staff learning and skills. I would like to take the opportunity to thank the whole team from Blackburn South and Balwyn for going above and beyond with their support and commitment to our participants, along with their on-going willingness to be flexible.

I would also like to thank all staff for participating in the Leading Teams workshops, to implement our trademark and behaviours.

More importantly everyone managing to implement the goals that were set in these workshops and continuing to work on the processes through the challenging year that we have all had.

I am immensely proud of the staffing team. We have had some new staff join our team; so a very warm welcome and a big thanks to you all for your understanding with the constant changes to the way we deliver services.

We are all eager to get back to face-to-face delivery in the near future. Hopefully now that vaccination rates are on the rise, this will be very soon.

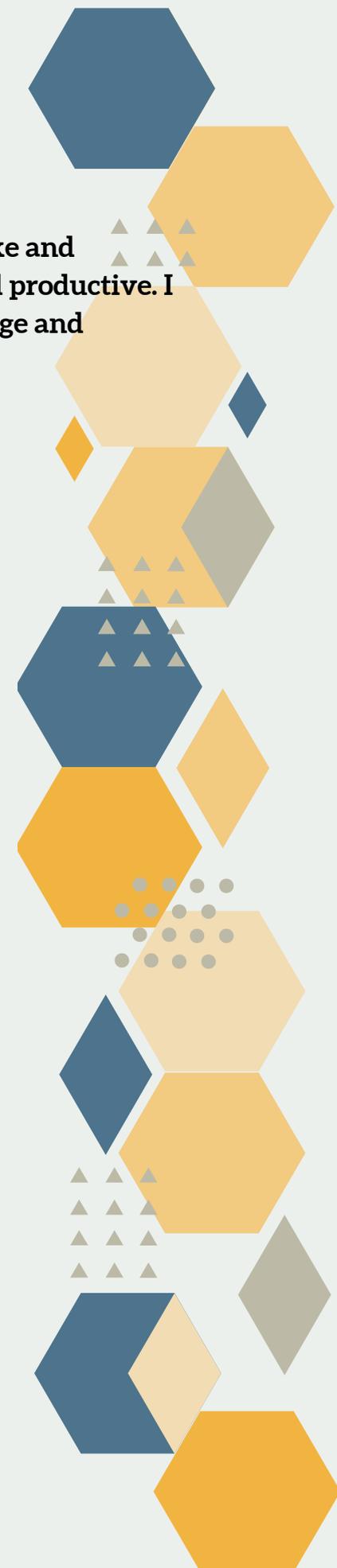
We have had several participants from both sites decide that it is time to retire, and we wish them well for their retirement phase. This year has seen six new participants start at Balwyn, and the enquiry at this stage for 2022 is looking quite promising, with many expressions of interest being received. We are working with several families to assist and support their family members to come and trial at Balwyn.

Due to COVID-19, we have had to suspend services many times again this year, however we are hoping to see everyone back on site before Christmas, so they can enjoy some time together.

We have been able to reopen with some participants who required essential supports, and we are eager to be able to do this for everyone and celebrate all the things we have missed during the year.

The wood working group at Blackburn South, Mark, Keith, Craig, Doug, and Wayne, with the support of Steve, decided to make some planters for Mother's Day. These were a remarkable success, and the group were able to take orders from staff and successfully sold quite a few.

I think it is fair to say that everyone is eager for the programs to return, so they can see their friends and rekindle their friendship groups.



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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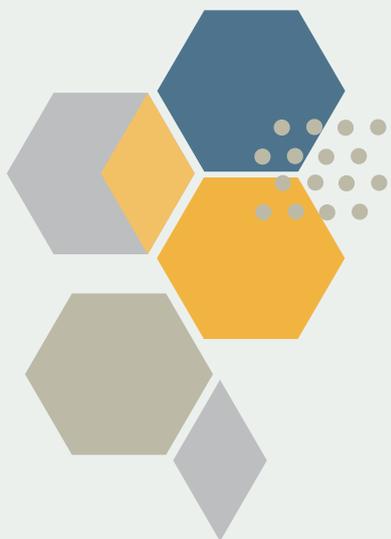


Next Step Bayswater Report

2021 has been a year of changes in Bayswater and at times has felt like a bit of a merry-go-round, although maybe not a good one.

The year started off with me stepping into the Coordinator's role, a position that I have very much enjoyed and am really hoping that over 2022, we can continue to build on the things we have started this year. We have also had Deon and Sean join the staffing team and in July Rachael stepped into the Team Leader role. These changes have seen a wealth of knowledge and skills being brought into Bayswater. There have also been some changes to how the Outreach and Social Program has been run but as always it has been wonderful to see the flexibility of the young people who keep showing up and enjoying these social activities.

Although opportunities have been limited in 2021, we have established new connections with Mountain District Learning Centre and Orana House, which are very exciting. Orana house has provided us with the opportunity to develop our cooking program in a location that has fantastic facilities, which will enable us to support our young people to develop a wider range of skills.





While it has been difficult to maintain many of our volunteering opportunities, we are excited to have been able to continue with Pinchapoo and fingers crossed we are going to be able to partner with them on some exciting projects that are in store for the rest of 2021. We have also re-established our connection with Christian Blind Mission, and we are hopeful that we will be able to recommence there in 2022.

I couldn't write an AGM report and not talk about Zoom. It feels like we have spent as much time on Zoom as we have in person, maybe more. One of the challenges Zoom brings is how to continue skill development while making it engaging and also supporting our young people to feel connected and have a space for social connectedness. I am so proud of all our young people for the way they have navigated this year and the enthusiasm that they bring to their own learning. We have continued to focus on skill building bringing Time Telling and Money Skills into our Zoom sessions and everyone has maintained a positive can-do attitude. One of the highlights of the week is the cooking sessions and Friday Funday.

I would also like to take this opportunity to say how proud I am of all the Bayswater staff who are continually looking for new and exiting content and things to do on Zoom. Their enthusiasm and positive attitude has been amazing and it is always a pleasure to log onto Zoom and see their smiling faces.



One of the big transitions for Bayswater at the end of this year will be moving to Ringwood. We are excited about all the opportunities that this will bring for our young people. As we get closer to the end of the year, I will provide you all with information about the transition period and once we are able to we will also start the process of travel training. It is such an amazing space, and we can't wait to all be in one space rather than spread across all the offices as we are now.

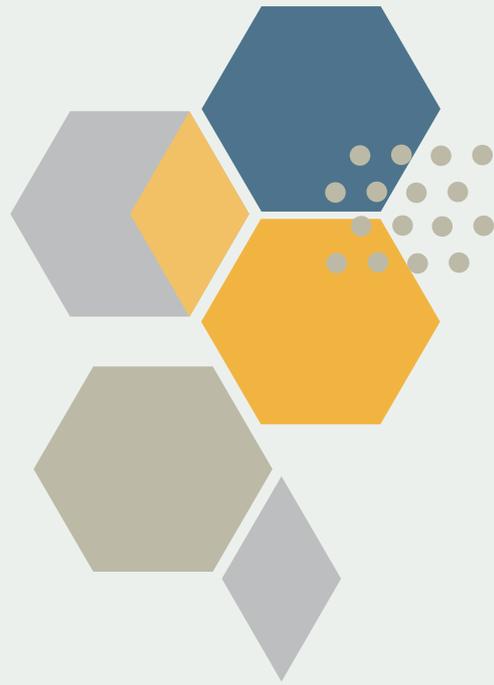
In 2022 Bayswater, or should I say Ringwood, will be highly focused on developing new and ongoing opportunities for our young people and developing our connections within our new community. The staffing team and I are really excited for this adventure and can't wait to see all the positive outcomes.

Lastly, I would like to use this opportunity to say a huge thank you to the families for the way you have continued to support us. Your words of encouragement, those of you who have seen on Zoom, those of you who have worked with us to troubleshoot technical issues and resolve any problems has been amazing. Your continued support makes it much easier for us to do the best job that we can do.

So, here's to 2021 and its lessons and onwards and upwards into 2022 at Ringwood.

Danielle Benincasa
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.

Firstly, I would like to acknowledge the wonderful staffing team for continually going above and beyond in working together to engage the participants with new experiences, building skills, social interactions and supporting each other over the past year.

We welcomed over ten new young adults to our transition program at Next Step Blackburn earlier this year. They have all become part of the diverse and interesting cohort at the Next Step and have shown great adaptability to our online program delivery. Everyone took the opportunity to trial in late November and December to ascertain their interest in attending for 2021.

Next Step Blackburn has had interest from around the same number of Year 12 students wanting to attend in 2022. We have had a similar number of people visit the site for introduction meetings and trials, as well as joining the Zoom sessions to meet the participants and staff.

A popular Zoom session for people to introduce themselves in has been the Wednesday morning meet and greet, followed by the 11.00am cooking session. Recipes are emailed out prior to the session so that everyone has the chance to purchase the ingredients and have all required equipment ready to cook. The menu has grown from making biscuits to preparing different lunches at home. Recipes chosen by the budding chefs include pin wheels, sausage rolls, zucchini slice, and mini quiches.

Due to the success of the Wednesday cooking program, staff member Andrea took the initiative to develop the Saturday Baking Club. The group has prepared several dishes, including lasagna, meatballs, banana bread, and footy themed cupcakes on Grand Final weekend. This has been a very successful program with high attendance and great feedback each week.

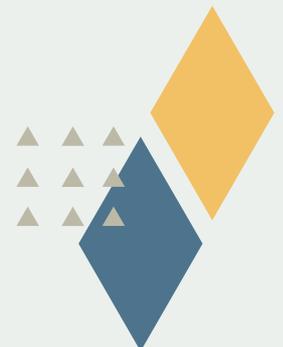
Participants have also increased their attendance in the Friday Night Social activity, where they have had the opportunity to join in virtual tours of tourist attractions, catch up over dinner, sing their favourite karaoke songs, and participate in themed parties.

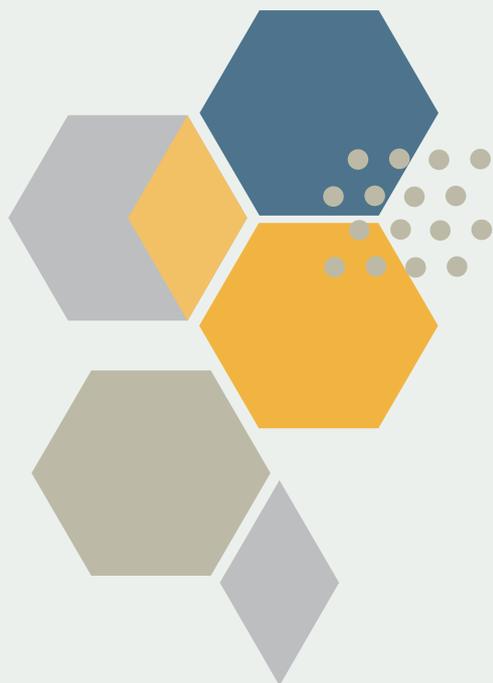
The participants have continued to develop their skills in a range of courses delivered through Kew Neighbourhood Learning Centre, including Sports & Rec, Customer Service, Hospitality, Digital Futures, and Horticulture. All Box Hill Institute courses, including Certificate I in Work Education, Certificate I in Literacy and numeracy, and CAE Healthy Me, have also continued remotely. Accessing these courses over the last year has greatly expanded everyone's IT skills as they have been delivered over Microsoft Teams and Moodle.

The partnership between KewNLC and Burke and Beyond was a finals contender in the 2020 Victorian Learn Local Awards, winning the most popular vote for Collaboration.

A highlight for the customer service group was running a Mother's Day stall at the Giant Steps school. The group did a fantastic job of selling candles and plants to the students. They also made a film about their experience.

With the support of a Disability Employment Service, Jack Hall and Cameron Owen have secured work placements. Jack is now working at Ringwood McDonalds as a part time employee and Cameron is a well-liked worker at Bunnings Moorabbin.



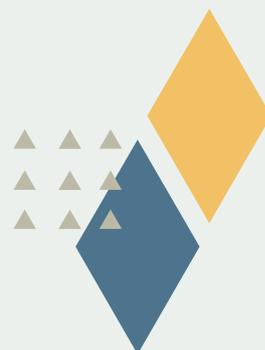


In late 2021, we celebrated the participants who had completed their time at Next Step Blackburn with an onsite Zoom ceremony. The group were presented with certificates for their courses and personal achievements. It was a very fun afternoon with several people giving impromptu speeches and entertainment acts.

Thank you to the Burke and Beyond Board members, Executive duo, Leadership and staffing team participants, families, and partnerships for your ongoing support and making us smile over this year.



Louise Baker
Service Coordinator







Next Step Dandenong Report

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

The 2021 financial year has yet proven to be another challenging year as we continue to yo-yo in and out of lockdown. It was a very exciting start to the year as we welcomed new and returning participants and staff to the program and a return to face to face service delivery.

Our focus this year was to continue to build on our unique SLES program and continue to address the issues challenging young people with a disability transitioning from school to the adult world. We work hard to assist in developing independent living skills, developing a social friendship network and creating opportunities to development vocation pathways. We were able to offer hands-on work experience in multiple work sectors and support a young person through accredited and non-accredited tertiary education.

In another year of change, one thing that has remained consistent is the support that Burke and Beyond received from local businesses and community groups. They were able to provide valuable volunteering and work experience options for our participants in multiple work sectors, including retail/customer service, landscaping, gardening, warehousing and office admin, just to name a few. A big thank you to our community partners and local business for their continued support this year.

A few new partnerships worth mentioning this year are with Concerns Australia (Hand Brake Turn) Auto mechanic course, who provide our participants with practical hands-on automotive skills for interested people. Also our thanks to the Dandenong West Primary School for their support with the Men's Shed, and the Jesuit Social Services & Jobs Victoria for employing a job

advocate based at our service to assist our participants and young people in the Greater Dandenong region with career options and pathways.

With lots of enthusiasm and positivity to start the year, we, unfortunately, were hit with yet another lockdown, which means the site was temporarily closed and service delivery moved to Zoom and 1:1 face to face support. This understandably brought a lot of unwanted stress and anxiety amongst the participant group and staffing team, but to everyone's credit, they adapted very quickly to alternative program delivery.

The staffing team worked tirelessly to support our participants and families through this challenging period. The glaring area of focus was around the mental health space and social interaction for the participant group, and it was fantastic to see the team bouncing ideas off each other and



seeking alternative allied health support to address these needs. The organisation is very lucky to have such dedicated staff and I can't thank the team enough for their commitment and selflessness during this period.

To our leadership team, led by Bruno Cyr (CEO), thank you for your outstanding leadership, support and guidance during yet another challenging year.

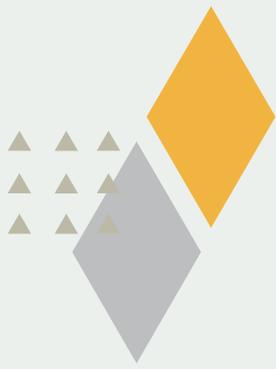
In closing, I would also like to thank participants, carers and families for selecting Burke and Beyond as your provider of choice. Thank you for your continued support and you are the reason why our team is so passionate about what we do each day. We've all faced many challenges this year and I'm sure it will make us all stronger and ready for whatever comes our way in 2022!!



Tam Nguyen
Service Coordinator







Our Partners

22Access Australia (DES)

Cranbourne West Primary School

Kew Neighbourhood Learning Centre

Alphington Community Centre

Dandenong Youth Services

Kingston City Church

Avenue Neighbourhood House Early Learning Centre

ECCV (Ethnic Community Council of Vic)

KMT Group

Balwyn Library

Edendale Community Farm

Landcare Warrandyte

Bayswater Primary School

Emerson School

Meals on Wheels (Knox Council)

Bodyfit

Family Planning Victoria

Megara

Box Hill TAFE

Fighter Factory Blackburn

Monash Health

Brotherhood of St Laurence - Noble Park

Fitness Plus (Bayswater)

Mountain District Learning Centre

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

Orana Neighbourhood House

City of Greater Dandenong Council

Icon Drive

Paul Hamer MP

Clota Cottage Neighbourhood House

Jesuit Social College

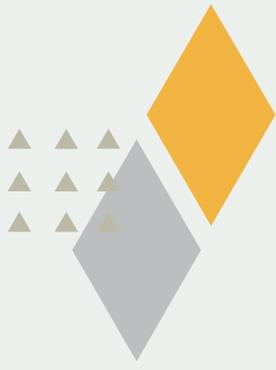
Red Cross North Melbourne

Coles (Bayswater)

Jubilee Housing Project

Regis Blackburn





Our Partners

RSPCA East Burwood

Westall Tennis Club

Salvos Forest Hill

Woolworths (Box Hill)

Sandown
Indoor Sports Centre

Woolworths (Dandenong)

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 Harrison

Urban Fitness Gym

Valid

Victorian Electoral Commission

Vinnies Distribution Centre
Dandenong South

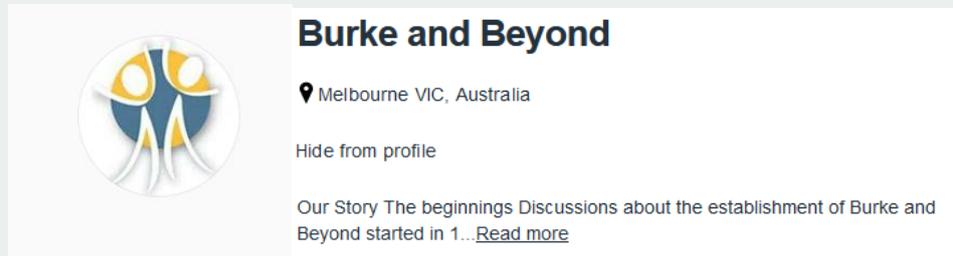


Burke and Beyond strives to improve lives through social interaction, personal development and community participation

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/>

