

A photograph of two men in a gymnasium. The man in the foreground, wearing a brown sweater, is smiling and looking up. The man behind him, wearing a bright green shirt, is shouting with his mouth wide open and his hand on the first man's head. A large, stylized green number '3' is overlaid on the right side of the image.

Annual Report

2018

 The Bridge



Welcome to The Bridge 2018 Annual Report. This report contains information on our governance, operations and financials as well as a snapshot of our services and activities during the 2017 - 2018 financial year.

The images in our report are of the people we work with and their inspiring stories.

Visit www.thebridgeinc.org.au to learn more about The Bridge, our purpose, our people and our passion.

Founded in 1970

The Bridge Inc.
is a registered NDIS provider



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2018 Audited Financial Statements are available
in a supplementary document





Our Vision

A connected society where all people with disabilities achieve their full potential.

Our Mission

Transforming lives through empowerment, choice, support, advocacy and connections to work and community.



Our Values

Integrity

We are genuine. Our approach with everyone is honest, open, transparent and professional.

Connectedness

We work collaboratively. We connect people to opportunities and achieve real outcomes. We are holistic, cohesive, well networked and inclusive.

Individuality

We respect individual choices and diversity. We believe everyone is entitled to a fulfilling life. We are compassionate, supportive and empowering.

Courage

We have a 'can do attitude' and focus on achieving results. We are determined, passionate, enterprising and dependable. We are forward thinkers who are flexible, adaptable and innovative.

Our achievements 2017-18

Achieved

positive financial position in 2018



Successfully secured

Grant funding from Jobs Victoria for Youth2You and JobsBank



Continued investment

in building a skilled workforce through accredited staff training and development



80%

of Disability Employment Services participants placed in work achieved a 26-week outcome



Continued positive feedback

from staff survey in 2018 with 83% stating they would recommend The Bridge as a good place to work



Increased engagement

of school students participating in Work Experience



Two staff granted

International Fellowships by Jobs Victoria to study overseas employment service practices



High level of satisfaction

in both participant and family/carer surveys



Increased mobile technology

and information access for staff to work more efficiently



Growth

in number of participants steady at 10% from 2016 to 2018



Staff Health and Wellbeing Program

developed and activated



50%

of Transition to Employment participants undertook work experience



Advances

in social media and marketing methods



Growth

in staff and volunteers steady at 10% in 2017 and 2018



Implemented online

staff induction and new recruitment system



50% growth

in Transition to Employment program



New

modified and individualised literacy and numeracy training introduced



Expansion

through NDIS Support Coordination services



Adopted

new budgeting tool and financial reporting streamlined



New major business contract

enabled employment of additional 12 workers





Achieving lifetime goals

Andrea has been with The Bridge since 2009. She mainly utilises The Bridge Connects services of Your Supports and Getaways.

Andrea has developed genuine friendships with staff who have supported her over the last 10 years. Marissa supports Andrea to access many community attractions and events such as trips to Southland and the city to shop and visit cafes. She has been catching public transport using her electric wheelchair for quite a while now, although at times this can be difficult. Andrea communicates through an electronic device called a Lightwriter. She is a very strong-willed woman and a fantastic advocate for herself.

Andrea lives at home with her dad, Harry, and is looking forward to transitioning to the NDIS, as she is confident the scheme will further support her independence and choices in life.

I love going into
the city and
exploring on trains

Great balance in life

Brodie has been receiving services and supports from The Bridge for just over a year.

In this time Brodie has developed independence and confidence in relation to travelling, socialising and understanding her NDIS plan and budget.

Brodie joined The Bridge Employment's Transition to Employment program and within 4 months she was successful in obtaining employment with Chemmart, working one day a week. Brodie is really enjoying her job and feels she has a great balance in her life.

Between the one-to-one travel training she receives from Your Supports for visits to her speech therapist and her job, plus leisure and recreation activities on the weekends with Getaways, she is becoming more independent and loving life.

I'm working and
still joining in
with fun social
activities too!





NDIS helping to expand horizons

Rav commenced with The Bridge Connects in 2007 as a young school leaver. He recently transitioned to the NDIS and is looking forward to expanding his horizons with the support of additional funding.

Rav currently lives at home with his mum, Mohini, and is very excited to now be able to enjoy some trips away on weekends with Getaways. Rav's favourite activities are gym, cricket and Money Matters, which assists to improve his life skills and independence.

Rav is very sociable and loves doing anything active. Given his wide range of interests, Rav has been able to access multiple services from The Bridge and achieve many of his goals.

With the support of The Bridge Employment, Rav is also hoping to do some work experience in the near future.

The Bridge
helps me stay
fit and healthy
by being active!

Developing skills

At 30 years of age Bobby is proud of the goals he has achieved in developing his skills in money management, travelling independently, maintaining his health and wellbeing and expanding his social networks.

More recently Bobby has been completing work experience with Coles and has enjoyed every minute. When you talk to Bobby about his work he is so proud. You can tell it's important to him and can see he will pursue opportunities that develop his skills towards employment in the future. Bobby is now sharing his work experience journey with other participants, discussing the work skills he has learned.

He is also undertaking dance lessons for this year's Chrisalis Presentation Ball and looking forward to being involved in this event with all his friends from The Bridge.

I'm proud to
be working
and making
new friends





Staff Profile – Alex

Alex commenced with The Bridge in 2001 at our Narre Warren Day Service.

She moved through a range of roles to become Manager in 2005. Alex's responsibilities expanded in 2010 to include all Casey Day Services.

Alex took time off to have children. When she returned in 2016 she took on the role of Project Officer playing a key role in NDIS readiness and the rollout of the Home to Community model across Dandenong Services. Alex is a wonderful role model for anyone starting out in the disability sector. She is also a mentor for Coordinators and Managers alike. Most recently Alex started The Bridge's NDIS Support Coordination Service.

When asked about her time at The Bridge, Alex said "I am grateful to have worked so long in a profession that has made a difference in the lives of so many. My job satisfaction has been abundant over the years, from the everyday achievements, to the lifetime changing achievements of those around me."

Enviromix – An industry leader offering opportunities to people with disadvantages

Ever wondered what happens to your kerbside green waste collection? In the South East of Melbourne, the answer is it probably ends up at Enviromix!

Since 2002 the team at Enviromix have been turning organic waste into quality compost and mulches. An industry leader and one of the largest sellers of certified compost in Victoria.

Over the last seven years The Bridge Employment has been working alongside Enviromix to source staff for their ever growing team. Operations Manager, Stuart French, feels that when it comes to hiring new staff, it is important for candidates to have a positive attitude, a willingness to learn and a great work ethic.

He and the Enviromix team provide the technical training required and offer flexible working arrangements which in turn, means they offer great opportunities for participants of our Disability Employment Service and Youth Employment projects.





The right experience to join the team!

After nineteen years in the timber industry, Andrew found himself forced to leave work after the sudden development of a serious heart condition. Surgery and a period of recovery followed, but Andrew knew he wanted to get back to work.

Having always worked outside, Andrew could not imagine doing anything else. He was physically ready, but concerned that his heart condition could be seen as a risk by potential employers.

After three months with The Bridge Employment, Andrew started work at Enviromix.

Enviromix Operations Manager, Stuart French, says "Andrew is an asset to the company, a hard worker with a positive attitude who has never used his disability as a barrier to successfully reach his goals. He gets along with everyone and is always ready to help his co-workers. Andrew has been with us a few years now and will always have a job as part of the Enviromix team."

Achieving work life balance

Nicole has been a participant with The Bridge for many years and thrives on the life skills and friendships she has gained through attending day services. Nicole, along with her family and Connects staff, had thought a lot about employment, so an exciting goal was set to find a job.

The Bridge Employment's Transition to Employment program worked with Nicole to prepare for interviews and future success in the workforce. Nicole tried work experience in a few different industries before successfully gaining an administration role with SunRice.

Nicole is loving her job and has achieved her desired work life balance. She continues to access The Bridge for lifestyle activities and employment growth programs.

"In my job I love the people, they're really nice and I like being busy doing my work."

I like being busy





Staff profile – Anna

Anything is possible with passion and vision

"For many years I worked in hospitality while I raised my two children, but felt I was ready for a change. I have a special interest in people with disabilities through personal experiences with family members. I believe that everyone should have the same opportunities as everyone else.

"I applied for a role with The Bridge Employment as a DES Employment Consultant and have been here for three years. When I was told I would be a good marketer, I was in denial. The Manager's confidence in me was inspiring, which made me determined to live up to their expectations.

"My role gives me the opportunity to change countless people's lives through sustainable employment. I quickly learned that marketing is an integral part of the employment process.

"I am an advocate to not only participants but also employers. Working as a consultant is challenging, but I feel I am in the right spot to help people."

The perfect match

Tom wanted to find a job that offered him sufficient hours to become financially independent. He had worked in many different roles in the past, but most of these were only one day a week.

Tom knew that he was capable of more and just needed support to find the right employer. He needed an environment where he could learn one task at a time and once confident, increase his responsibilities. Temptation Bakery General Manager, Darren Foy, worked with The Bridge Employment to assess Tom's skills and experience and find the perfect match! Tom now works four days a week and enjoys increased independence and is happy to be a part of the Temptation Bakery team.

"I am finally with a company that is willing to train me and treat me like everyone else in the factory. I am very happy with my duties and am able to talk to my supervisor if I have any issues with work."

They treat me like everyone else





Getting that first job

Kahlia is a 20 year old woman with a Tongan background. Mission Australia referred her to The Bridge Employment and in April 2017 she registered with our Jobs Victoria program.

Kahlia had no previous work experience and had been unemployed for more than one and a half years. One week after registering she started a job at Daniel's Donuts in Springvale as a sales assistant. More than a year has passed and she has been doing a great job, and has been commended by Daniel's Donuts owners.

"My confidence has built up, I've learnt customer service and how to do donuts, pies and everything around the shop."

My confidence
has built up

A proud partnership

In November 2017, The Bridge Works and major medical diagnostics company, Sonic Healthcare, entered into a three year contract to assemble kits for the Australian Government's National Bowel Cancer Screening Program.

As at the end of July 2018, The Bridge Works has assembled 815,000 kits. To reach this number, there has been much work, and innovation to create efficiencies and streamline production techniques. This was an amazing achievement by the whole team.

Sonic and The Bridge are very proud to be involved in the delivery of the National Bowel Cancer Screening Program, which is a fantastic program saving many lives.

Work that helps
save lives





Getting a job at The Bridge Works

"My name is Ailin. I'm from Malaysia and moved to Australia in 2016. I have a diploma in Tourism Management and before I came to Australia I worked as a tour guide and assisted with marketing.

"I first heard about The Bridge through the Jobs Victoria Employment Network (JVEN) program, and they assisted me to apply for a position at The Bridge Works.

"I was hired to work in the production area and later I was provided with the opportunity to learn about quality control, which is now my main role.

"The work environment is very professional with a great team of co-workers. I really like working for an organisation that has an inspirational purpose that empowers people to contribute as part of a team.

"I don't know how to best describe my work other than to say it is quite special for me and I honestly look forward to coming to work every day."





Staff profile – Jess

The Bridge Works was successful in applying for a specific funding grant from the Department of Social Services to assist some of our supported employees to explore some non-work options in the lead up to the roll out of the NDIS.

Approximately 15 supported employees expressed interest in trialling non-work activities, either as a full transition from work, or achieving a healthy work/life balance, with a gradual transition to retirement. The feedback from all supported employees involved in this project has been extremely positive.

Jess, who completed a Diploma in Community Services Development and a Certificate 5 in Youth and Family Intervention, described her role in this project as;

“Loving working for The Bridge because the energy and environment is so positive and very uplifting. No matter the work load, it is always an enjoyable and fun workplace, and everyone is very supportive of each other.”

Finding the right fit

Sean's first introduction to The Bridge was during his final year at school when he completed a trial at Connects' Stawell Street service and the Transition to Employment program at The Bridge Works. Upon completion of the trial, Sean decided to attend The Bridge, dividing his week between both services to further develop his social and work skills.

It was while attending Transition to Employment program training that Sean spoke with his employment coaches and enquired about a work experience opportunity. Arrangements were made and Sean commenced his work trial. He then obtained a permanent part-time position at The Bridge Works.

Sean says he enjoys working at The Bridge Works because it is more than a job, it's being part of a team that cares about each other. He also added that he likes the way people see him as Sean and not a guy in a wheelchair.

Having a
job gives me
self-value





Focus and precision

This year The Bridge Works commenced a contract with Sonic Healthcare producing Bowel Cancer Screening Kits.

A variety of new tasks were introduced to meet the customer's needs. One new task requires high level skills in focus and care to accurately feed kits into the printing machine. This involves a consistent and precise operator to ensure the outer envelopes are printed correctly. Due to her exceptional ability to perform tasks with great precision, Cassandra was selected to be the feeding operator.

Cassandra has been working in this role for approximately 7 months and really enjoys working alongside the other operators from the Jobs Victoria Employment Network (JVEN) program.

Cassandra feels valued and fulfilled, because she loves the responsibility and the reliance the team has on her for the great care she takes in performing her duties.

Sonic is my
favourite job



Tribute to Ron Cooke

Ron became involved with The Bridge in the 1980s, when his son Daryl commenced attending the organisation's first day service in Noble Park. Ron was a great support to Daryl and always made time to meet with staff at The Bridge, to contribute to Daryl's ongoing development.

In 1997 Ron became a relief bus driver across all services of The Bridge. In 2003 he volunteered his time driving a bus and helping with meals on a three day team cycling fundraising event, the 'Murray to Moyne'.

Ron was a long-standing member of The Bridge and he and Daryl regularly attended Annual General Meetings.

It is parents like Ron that inspire us to continuously strive to create and deliver high quality services for our participants.

Sadly in July 2018 Ron passed away aged 86. The Bridge pays tribute to Ron's substantial involvement with our organisation. We will miss his presence.



NDIS plans at The Bridge Works

In preparation for an NDIS plan, Daryl's family attended a number of NDIS information sessions hosted by The Bridge. Daryl's family were also very active in the collaborative development of Daryl's Future Support Options Plan, a tool designed by The Bridge, which could be used to inform the basis of Daryl's first NDIS plan.

In June, Daryl was selected to participate in a new NDIS Participant Pathway Pilot program, currently running in the Bayside-Peninsula region.

This pilot program was a positive experience for Daryl and his family, as they were able to first see a draft version of his plan, which provided the opportunity to ask questions and address any issues before the plan was approved.

Feedback from Daryl's family was that the overall process has been a "great first time experience" and outcomes have been very positive and better than expected. Similarly, they were very appreciative of the assistance provided by The Bridge Works staff.



Volunteers 2017-2018

Aarabi Mathiyalagan
Anna Allen
Anne Antennuci
Annie Ladlow
Brendon Wilks
Chandrika Scheffer
Christina Ma
Christopher Cowap
Chrysaugi Magkou
David Glover
Deanne Ades
Debbie Lund
Denise Hartzenberg
Doreen Tolentino
Eve Kinnear
Frances Marie Pasnin
Frank Cutuli

Gabriella Richmond
Gary Lacey
Gayle Osmond
Henny Castricum
Honshi Silva
Jim McNaney
Josie-Lea O'Neill
Katherine Gronek
Katheryn Morgan
Kim Dang Ly
Lee Harrison
Mangala Kalansuriya
Michael de Grieve
Mitchell Stewart
Olivia Overlunde
Peter de Fontenay
Peter Smith

Que Huong Huynh
Rachel Nguyen
Rainer Busch
Rhiannon Thomas
Ricky Humphris
RochelleWard
Rosario Davis
Sally Ritchie
Selva Nadar
Shaleqa Baqueri
Tanuja Poria
Tim McDermott
Trevor Williams
Vicky Khan
William Gray

Life Governors

Mr L Cincotta
Mr GD Cogan
Mr B Coleman
Mrs R Cork
Mrs CF Davis
Mrs UT Deayton
Mr C Dickie
Mrs NS Goodwin
Mr SB Ingham
Mr RG Jeffs
Mrs J Judd

Mr JW Kortum
Mrs D Lilley
Mrs J Lovett
Mr GM Maynes
Mrs M McDonald
Mrs G Meadows
Mr J Mickles
Mr IJ Morgan
Mrs DM Muir
Mr P O'Brien
Mr D Poole

Mr T Roffato
Mrs A Rose
Mrs MJ Russon
Mr LT Smith
Mr IGN Warner
Mr N Wickenten

We wish to acknowledge the contributions
of numerous Life Governors now deceased,
whose names can be found on our website.

Our Board

The Board governs the organisation and is accountable to its members for its performance. The Board has seven members, six are elected by members of the Association, and a Chief Executive Officer appointed by the Board.

Board members

Jim Hall – President
 Helena Higginbottom – Vice President
 Sue Banks – Treasurer
 Sally Bennett – Director
 John Jeffries – Director
 Phillip Toovey – Secretary / Chief Executive Officer

Sub-committees

Finance Committee

Sue Banks – Chair
 John Jeffries
 Phillip Toovey

‘Park Grove’ Property Project Advisory Group

Jim Hall
 Sue Banks
 Phillip Toovey

Investment Committee

Jim Hall – Chair
 Sue Banks
 Phillip Toovey

Audit & Risk Committee

Helena Higginbottom – Chair
 Sally Bennett
 Phillip Toovey



President and CEO report

Each passing year seems to be busier and always eventful for The Bridge. This is also a reflection of the ever-changing disability services sector.

Our service highlights

The Bridge Connects again had a high number of new participants join its services and although the NDIS had not begun full rollout in our primary area of operation this year, the number of NDIS participants involved in Connects about doubled, including new NDIS participants needing Support Coordination services.

Both Getaways and Your Supports programs of Connects have grown and the 'home to community' Day Services redevelopment work was extended to more sites with positive outcomes.

It was very pleasing to see The Bridge Connects achieve a better financial position, which had not been the case in recent years.

While The Bridge Employment experienced more hardship, with the loss of Disability Employment Services (DES) business in the lead up to the restructured DES program contract, it gained strength through the Jobs Victoria program, with additional funding granted to expand youth employment services.

Two staff were also successful in being granted International Fellowships by Jobs Victoria to study employment practices in overseas countries.

With the DES program, it is our view that it has become compromised by practices that make it hard to remain competitive. However, The Bridge Employment will strive to perform well in the contract it retains in the Peninsula area.

The transition to employment program, now called Youth Jobs Now! has grown and achieved some great outcomes for young participants, with many undertaking a range of work experiences, as well as paid employment.

Supported employment enterprise, The Bridge Works, had a downturn in business, but a welcome new major contract with Sonic Healthcare provided a positive boost, generating more employment opportunities, including for young people from diverse backgrounds, to work alongside our supported employees.

Our partnership with Sonic is very positive and has enabled Works to develop an integrated workforce with benefits to all involved.

Overall, it has been very pleasing to see more service integration and stronger collaboration across the organisation, which ultimately benefits the people who use our services.

In our business support services area, we have implemented a number of system and technology improvements to ensure management personnel have access to information to enable timely decisions in a shifting environment, as well as at the direct service level for staff, to support effective service delivery.

Customised online induction and staff recruitment systems have also been deployed to enhance workforce expansion. Also, a new senior management position of Chief Financial Officer was formed to strengthen our finance services.

There has been strong progress on our Noble Park property project, with civil works well underway and the important matter of resolving the State government's equity and mortgages on the property has advanced with more certainty and could soon be finalised.

NDIS still a work in progress

By the time this report is published, the National Disability Insurance Scheme (NDIS) will be officially rolling out across the Southern Melbourne area, which is the primary region for The Bridge services.

The NDIS continues to evolve and is certainly not a stable scheme yet and for many providers in the sector, the pressures of inadequate pricing and other flaws, are creating serious risks to sustainability. In turn, there are risks for some people with a disability.

The Bridge has continued to assist people as much as possible to understand, learn and prepare for the scheme, through sessions for family members and carers of people involved in and seeking our services. Where possible, we are also contributing in the process of developing people's first NDIS plan and this collaborative approach is often resulting in positive results in the makeup of participant's support packages.



Our Board

In April 2018 the Board reviewed the organisation's strategic plan, culminating in a renewed plan extending to year 2020.

The Board has been active in advocacy to government, with representations to relevant Federal Ministers regarding the Disability Employment Services program, and also via service provider peak body, National Disability Services, concerning flaws in both the DES program and the NDIS.

Our thanks go to all Directors for their contributions over the year, including their input in a range of sub-committees and other important tasks.

Our people and community

As always, our achievements are due to the efforts of many people.

We have valuable relationships with many stakeholders; schools, community groups, local, state and federal governments; businesses and employers; donors and charitable foundations and others who partner with us to support our mission, including families and carers and the hundreds of people who use our services.

To the staff, volunteers and management group, your ongoing good work and commitment is very much appreciated, especially in these changing times.

Thank you one and all.

Looking ahead

The NDIS is now really happening for The Bridge and the challenge during this period of major transition will be managing the parallel realms of existing State and Federal funded disability programs along with the new world of the NDIS and a changed DES program.

We continue to support the people who use our services to realise the optimal benefits that can be derived from the NDIS as well as strengthening a focus on next generations of young people.

Adapting our services to meet changing demands will be imperative and when needed, we will embrace service innovation.

Together we can keep building The Bridge to be an even better organisation that provides people with a trusted partner, delivering genuine high quality services.

Jim Hall

President

Phillip Toovey

Chief Executive Officer





People in our organisation 2017-2018

Chief Executive Officer

Phillip Toovey

Business Support Services

Chief Financial Officer

Richard Dawe

Finance Manager

Maggie Sourial

Finance Team Leader

Tetyana Thurston

Payroll Officer & RTW Coordinator

Kirsten Greenway

Senior Finance Officer

Helen Shone

Assistant Accountant

Thushara Ratnayake

Assistant Accountant / ICT Coordinator

Wallace Choy

Finance Officer

Lin He

Executive Assistant

Donna Watson

Workforce Relations Advisor

Carolyn Pabst

Human Resources Coordinator

Karen Mitchell

Quality Manager

Tracey Thomas

Quality Coordinator - Connects

Jenny Duprey

Quality & Compliance Officer

Catherine Beed

Workforce Development

Nadia Parzybok

The Bridge Connects

General Manager

Mary-Jane Stolp

Operations Manager

Nicole Stribbles

Community Coordinators

Fiona Curran

Kata Barry

Lisa Williams

Mel Rees

Pathways Coordinator

Sharon Cobden

Customer Relationship

Manager

Shelley Tubb

Project Officer

Alex Baya

Customer Service Officer

Lauren Angelico

Getaways Coordinator

Jarrold Reaper

Getaways Administration

Bree Farrington

Your Supports Coordinator

Chris Johnson

Your Supports Administration

Belinda Dickinson

Coordinator of Volunteers

Christopher Konrad

Margaret Champion

Community Facilitators

Adrienne Heaysman

Aleksandra Gronek

Almaz Weldegewergis

Amy Hayman

Andika Ibrahim

Andreia Donchos

Angus Kurzeja

Anthony Gebbing

Ben Sinclair

Brad McAuley

Brett Barling

Bridget Laughlin

Candida Kottiyali

Caroline Sly

Casey Pilcher

Catherine Dunstan

Chloe Sund

Christine Hegarty

Christopher Cowap

Cindy Gonsalves

Collen Muduwa

Corrinne Brighthope

Courtney Bow

Daniel Moss

Darren Gibbs

Dhushyanthi Gallearachchi

Diana Lewis

Dianne Popof

Falguni Vaghela

Floramie Chan

Freddy Vassallo

Gary Lacey

Harry Dimitriou

Hershey Wilson

Hue Nhi Au

Jacinta Crawford

Jade Kugli

Jennifer Nelligan

Jennifer Rogers

Joanne Brooks

John Ikhalia

Karen Mathews

Kerry Whitehead

Kim Dillon

Kirstyn Neal

Krystyna Cieslak

Kylie Weidemann

Larissa Gray

Lizbeth Jouana-Foley

Louise Thomson

Luke Carolan

Lynette Hawkes

Margaret Lovell

Marissa Collao-Sandoval

Mary Daly

Maryse Ferdinands

Megan McKinnon

Melinda Rodrigues

Melissa Kelly

Michelle Owen

Murray Foley

Naderah Fusca

Nichole Harrison

Noor Mohsin Sheikh

Nora Ryan

Patricia Newton

Paula Newman

Paula O'Neill

Philip Newman

Ravinder Kang

Ruby McGrath-Lester

Samantha Paranaheva

Samantha Stewart

Sandra Scott

Sewwandika Abeyratne

Shirley Mei Ng

Socheata Rath

Suleman Saleem

Sunny Attri

Suzie Lake

Tamara Harber

Tammie Stokes

Tanya Goodman

Therese Green

Vanessa Pulford

Zoe-Anne Nielsen

Transport Officers

Lisa Donne

Raymond Boyd

The Bridge Employment

General Manager

Ausra Wells

Administration Coordinator

Marie Morgan

Allied Health Practitioner

Lydia Joy Varghese

Sarah Goodes

Business Development Coordinator

Fili Polataivao

DMS Employment

Consultants

Anna Alberico

Cheryl Williams

Gillian Jordan

Heather Blythe

Judith Aiiloilo

DMS Manager

Athanasia (Soula) Krikelis

Employment Pathways Coordinator

Cindy Warren

ESS Manager

Marie Hale

ESS Employment

Consultants

Clare Mileto

Jennifer Evans

Kiralyon Ridley

Kristina Letsas

Manda Saric

Pathways Employment Coaches

Elizabeth White

Emily Langley

James McLean

Lauren Doran

Martina Netto

Employment Consultant

Che Rees

Katrina Tavoularis

Simon Mannion

Stacey Kraloglou

Pathways Coordinator

Cindy Warren

Place & Train Consultant

Stephanie Krikelis

Sales Employment Consultants

Helen Cracknell

Youth Employment

Coordinator

Pollyvianne Faauli

Youth Employment Coach

Breeann Tyndall

Dolly-Ann Kingi

Margaret Chew

Terrence Jepson

Youth Employment Project Officer

Sara Amaral

The Bridge Works

Service Manager

Sandra Vongsykeo

Assistant Manager

Travis Bourke

Business Development Manager

Wayne Broomhall

Training & Support Officers

Cheryl Roberts

Gia-Han Tran

Jessica Arthur

Mariam Gudaz

Stephanie Zaverdinos

Support Workers

Adam Luscombe

Virginia Monger

Process Workers

Ailin Binti Kahar

Alias Aloudal

Amrita Vijaykanth

Basira Hassani

Beverley Maclarn

Christopher Willoughby

Danyelle Gersch-Mizen

Fariza Ibrahim

Fatema Aloudal

Hafiza Ibrahim

Hai Ning Li

Laila Haideri

Linda Froidevaux

Marzia Haideri

Masumeh Ahmadi

Monday Patrick

Najiba Ibrahim

Nonu Gbean

Qadria Ali

Sallyanne Rees

Sandra Cooper

Sarah Suleyman Adem

Sione Eukaliti

Sumaiya Hussain

Yue Ying Fang

Zubaida Ibrahim

Warehouse Supervisor

David Bending

Moe Akai

Volunteer Jig Designer

Peter Smith



Funders 2017-2018

The Bridge is grateful for the support of the following organisations, through grants received for various projects:



Government funding

Commonwealth Government
Department of Social Services



Victorian Government
Department of Health and Human Services



Department of Economic Development, Jobs,
Transport and Resources



Local Government



The Bridge Inc. is a registered NDIS provider.

To find out more about the NDIS visit ndis.gov.au
or Call 1800 800 110



Donors 2017-2018

Donations

Robyn Feher	\$50.00
Sandown Greyhound Racing Club	\$100.00
Helen Mery	\$1,000.00
John & Judith Brown	\$2,000.00
Warren Opportunity Shop Inc.	\$2,000.00
McDermott Commercial	\$6,000.00

Thank you to all our donors

help build The Bridge
thebridgeinc.org.au/support_us

Financial contributions help
build The Bridge to support
people with a disability

- Improve our services through the provision of additional resources and staff development
- Enhance community awareness of people with a disability
- Invest in new initiatives and solutions that make a difference to the lives of individuals and families
- Strengthen the capacity of the organisation to deliver on our vision, mission and goals





thebridgeconnects.org.au

Community Support

Aikido Fitness Cranbourne
 AMC
 Annemarie and Noel George
 Arts Access
 AST Training
 Balla Centre Cranbourne
 Belgrave South Community House
 Belinda Conibeer - Beliana Mosaics
 Berwick Cheese Factory
 Berwick Lawn Bowls Club - Les Herring
 Berwick Op Shop
 Bowland Cranbourne
 Bunnings - Fountain Gate
 Bunnings - Keysborough
 Cardinia Life Sports and Aquatic Centre
 Casey Aged Care
 Casey ARC
 Casey ARC Occasional Care
 Casey Indoor Sports Centre
 Casey RACE
 Casey Radio
 CATCH
 Channel 31
 Cheltenham Community Centre
 Chisholm TAFE
 Chrisalis Foundation
 City of Casey
 City of Greater Dandenong
 City of Kingston - Meagan Grant
 Clayton AMF
 Cranbourne Basketball Stadium
 Cranbourne Eagles All Abilities Football Team

Cranbourne Greyhound Racing Club
 Cranbourne Indoor Sports
 Cranbourne Tennis Club
 Cranbourne Toy Library
 Dandenong Basketball Stadium
 Dandenong Library
 Dandenong Neighbourhood House
 Darvel Lodge Noble Park
 Donut King - Dandenong Plaza
 Doveton Neighbourhood Learning Centre
 Doveton Special Soccer School
 Dulux
 Endeavour Hills Library
 Fishcare Carrum
 Frankston City Council -
 Meals on Wheels program
 Fusion Theatre
 Genesis Fitness Berwick
 Genesis Fitness Frankston
 Good Guys Cranbourne
 Greyhound Racing Victoria -
 The Great Chase
 Hallam Community Centre
 Hampton Park Community Centre
 Hampton Park Community House
 Integral Quality Management
 Kelly's Hotel - Cranbourne
 Keysborough Learning Centre
 Keysborough Men's Shed
 Keysmen Shed
 Lysterfield Sailing Club
 MCG AFL Ticketing Department

Meals on Wheels Dandenong
 Merry Makers Singing Group
 Mitchell Chemist Noble Park
 Monash University Frankston Campus -
 Sandra and Wendy (Cricket instructors)
 Myuna Farm
 NAB - Community Volunteering Program
 Narre Warren Bowl
 Narre Warren Community Centre
 Narre Community Learning Centre
 Narre Warren Opportunity Shop
 Noble Park Aquatic Centre
 Noble Park Community Centre
 Noble Park Post Office
 Oasis Leisure Centre
 Paddy O'Donoghue Centre
 Peddler Tuckshop Noble Park
 Pinnacle Plastics
 Reflections Dance Academy Cranbourne
 Riding Develops Abilities
 Rising Up Fitness
 Sailability Albert Park
 Sandown Cobras Football Club
 Sandown Hotel
 Shadewood Shutters Tullamarine
 Springvale RSL
 State Trustees
 Steamer's Mini Trains
 Street Pho Vietnamese Restaurant Noble Park
 Subway Dandenong
 The University of the Third Age Choir
 and Kool Cats Karaoke

Theo Maniatakos
 Turning Point Church
 Uniting Church, Narre Warren North
 Upper Beaconsfield Community Centre
 VALiD
 Walker Street Gallery Dandenong
 Warren Op Shop
 Waves Leisure Centre Highett
 Wilma and John Barron
 Yarra Valley FM
 YMCA Endeavour Hills Leisure Centre
 13CABS
 3 SER FM
 4 C's (Cardinia Combined Churches Caring)

Financial Overview

2017-18 was a year of change and preparation for further change.

The preparation for change surrounded the transition to NDIS that started in a small way during the year and will be fully rolled out during the course of 2018-19. Change has occurred throughout the organisation as we get ready for NDIS. In particular, there was significant work to develop understanding of the NDIS and how it will affect The Bridge and its clients; Works had significant change with the introduction of a major new customer (Sonic Healthcare); there was substantial work to improve the efficiency of our “back office” with resultant overhead reductions; but probably the biggest change in the year was in Employment as The Bridge adjusted to the reduction of \$1.7M Disability Employment Services (DES) income that came into effect from February 2017 and the further announcement in early 2018 of additional reductions in The Bridge’s DES area.

Financially, The Bridge generated operating income of \$9,852,000 and had operating expenditure of \$10,684,000 which resulted in an operating deficit for the year of \$832,000. This was better than budgeted due to stronger Connects activity and lower corporate overheads. A surplus of \$219,000 from our investment activities helped to deliver a reduced overall deficit for the year of \$613,000.

As noted below, 2017-18 was also memorable for the commencement of works to develop the site at Callander Road, Noble Park following the demolition of the old buildings.

Profit and Loss

Operating Income - \$9,852,000

There was income growth of 14% and 15% in Works and Connects respectively during 2017-18. The combined growth in these areas was \$900k. Employment saw a decline in income of \$1.88M. This was noted in last year’s report and was due to the loss of DES income.

Operating Expenditure - \$10,684,000

Total operating expenditure reduced by \$940k compared with the previous year.

The main areas of savings were:

\$414k in staff costs

\$248k in depreciation/loss on disposal of assets

\$102k in project costs

Balance Sheet

Development Property

The property at Callander Road, Noble Park has now commenced development. During the year, the early stage costs of this were \$472k. This activity (and costs) will increase substantially through 2018-19 with the current plan seeing completion by the end of 2021.

The site was re-valued to \$7.39M (an increase of \$844k) at 30 June 2018. This followed an external valuation of \$8.5M which the Board felt was too high and therefore opted for a more conservative valuation.

Other Property

The other property owned by The Bridge is in Young Street, Frankston. This was also valued at 30 June 2018 by both DHHS and an external valuer. The lower of these was \$450k which resulted in an increase of \$82k.

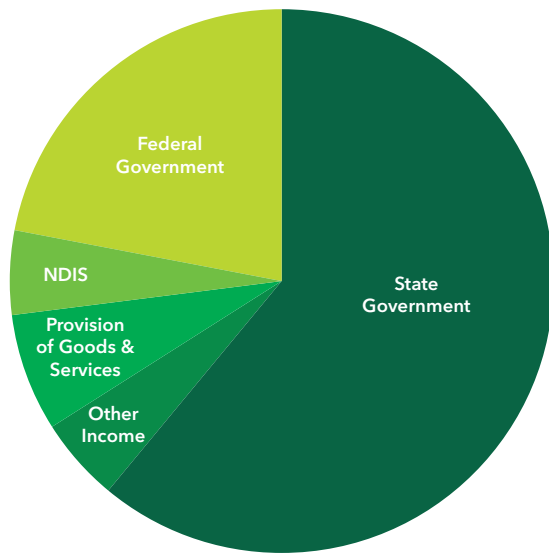
Investments

The investments reduced from \$4.8M at 30 June 2017 to \$3.6M. This was to fund the early stages of the property development along with the operating deficit.

Richard Dawe
Chief Financial Officer

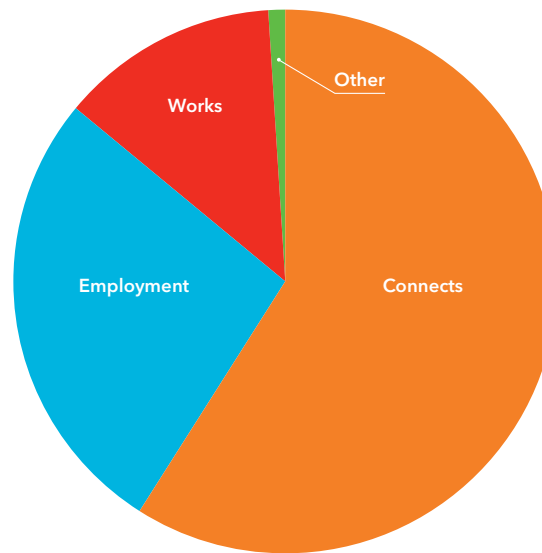
2018 Audited Financial Statements are available in a supplementary document.

Income by source
for the year ended 30.6.18
Total Revenue \$9,852,000



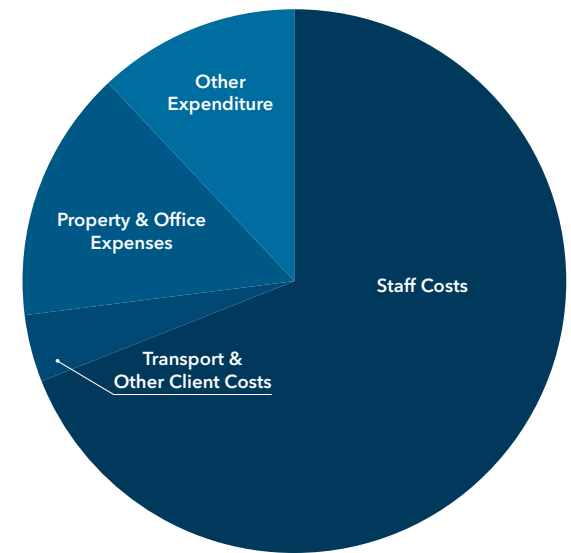
State Government	NDIS
\$5,988,000	\$482,000
Other Income	Federal Government
\$488,000	\$2,215,000
Provision of Goods & Services	
\$679,000	

Income by business unit
for the year ended 30.6.18
Total Revenue \$9,852,000



Connects	Works
\$5,837,000	\$1,277,000
Employment	Other
\$2,704,000	\$34,000

Expenditure breakdown
for the year ended 30.6.18
Total Expenditure \$10,684,000



Staff Costs	Property & Office Expenses
\$7,394,000	\$1,636,000
Transport & Other Client Costs	Other Expenditure
\$344,000	\$1,310,000





The Bridge Inc.

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03 8710 8555

info@thebridgeinc.org.au

www.thebridgeinc.org.au

Service Enquiries

1800 BRIDGE
1800 274 343

Postal Address

PO Box 7030
Dandenong Vic 3175

Reg. No A0033971H

ABN 31 506 563 698



The Bridge Inc. is a
registered NDIS provider



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The Bridge Connects

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Getaways

03 8710 8588

Your Supports

03 8710 8555

Day Services

Clyde Road

Berwick
03 9769 3950

Douglas Street

Noble Park
03 9546 8369

Stawell Street

Cranbourne
03 5995 5250

The Hub

Dandenong
03 9701 7311

Webb Street

Narre Warren
03 9705 9111

The Bridge Employment

Main Office

Suite 3, Level 3
26 McCrae Street
Dandenong Vic 3175

03 8710 8888

info@thebridgeemployment.com.au

www.thebridgeemployment.com.au

Disability Employment Services

Suite 8, 108-120 Young Street
Frankston Vic 3199
03 9784 3888

Youth Jobs Now!

Transition to Employment

Suite 2, 387-389 Springvale Road
Springvale Vic 3171
03 9546 2892

The Bridge Works

95A Cheltenham Road
Dandenong Vic 3175

03 9792 2662

wbroomhall@thebridgeinc.org.au

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