Annual Report
2019

The Bridge

The Bridge

Welcome to The Bridge 2019 Annual Report which contains information on our governance, operations and financials as well as a snapshot of our services and activities.

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

To learn more about The Bridge, our purpose, our people and our passion, visit **www.thebridgeinc.org.au**

Since 1970
In 2020 The Bridge turns 50!

Disability Employment Services Provider
Jobs Victoria Employment Network Provider
Registered NDIS Provider

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2019 Audited Financial Statements are available in a supplementary document

The Bridge

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 2018-19

Growth
in participants of 25% with a greater variety of activities offered

Secured
a new DES contract with over 80% of employment placements lasting 6 months or more

New
Employee Self Service to better manage staff leave and payslips

Further improved
budgeting tool and processes

Expansion of Youth2You
through Jobs Victoria in SE Melbourne and commencing in the Northern suburbs

Continuing to attract
quality staff to meet service demands within Connects, employing 46 new staff

Reduced
month end accounting processes enabling earlier reporting

85 volunteers
worked with us with approximately 45 volunteers actively involved at any given time

Successful
results from two quality reviews by external auditors Global Mark

Enhancements
to our client management systems to enable more efficient recording

Supported Employment
consistently met Sonic Healthcare production and quality requirements

Improved
financial result in 2019

Support
for Jobseekers of African & Pasifika Heritage pilot through Jobs Victoria, with our partner, Centre for Multicultural Youth

Increased uptake
of one to one and recreation and leisure activities with 255 participants accessing these services

Development
of Business Continuity Plan

Over 90%
of participants transitioned to the NDIS

Introduction
of The Bridge Plan Management service

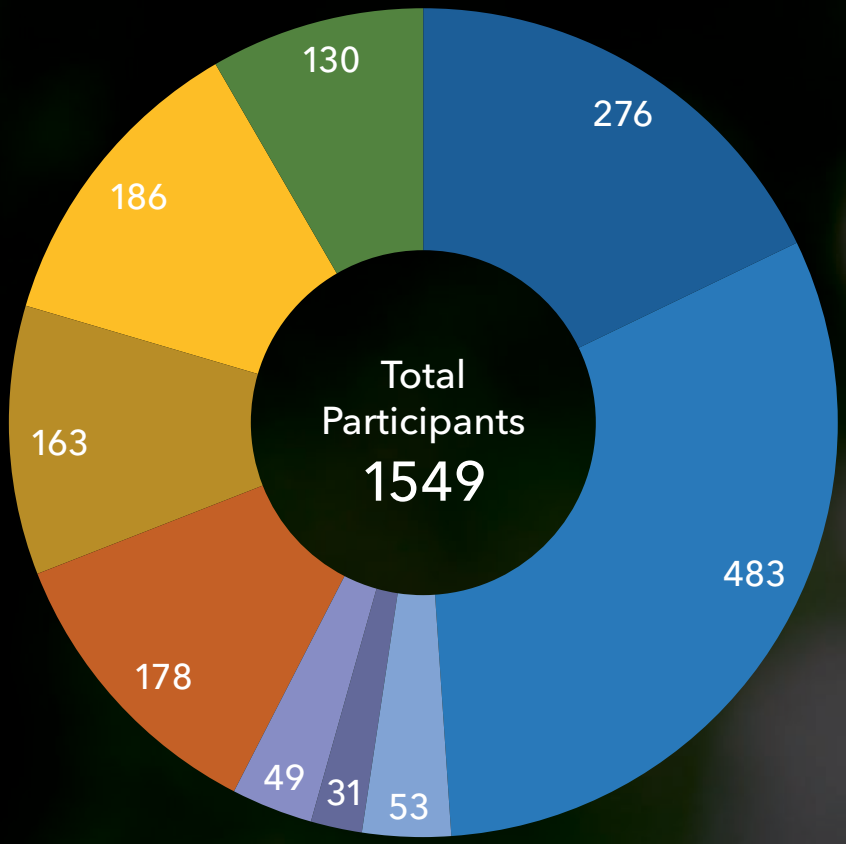
Secured funding
from City of Casey for employment support to young people from a Culturally & Linguistically Diverse background

Embedded
a new financial reporting tool

60%
of Youth Jobs Now! participants undertook work experience and 45% gained paid employment

Aligned
staff payroll periods to improve efficiency

Participants provided support 2018-19



- Disability Employment Service
- Jobs Victoria Employment Network
- Youth Jobs Now!
- Youth Employment Projects
- Supported Employment
- Day Services
- Your Supports
- Getaways
- Support Coordination

*some participants may access multiple services

The Bridge

Increasing independence

Jason has been with The Bridge since 2014 and currently works two days per week at a café in Mornington.

When not at work, Jason accesses Your Supports and Getaways to enable him to participate in his favourite activities in the community, such as attending Big Bash League cricket matches over the summer.

Prior to receiving NDIS funding Jason's ability to access these activities was limited. Since his transition to NDIS he can now attend more weekends away and social events, helping him achieve his goal of increasing his independence.

When asked what he enjoys the most about Getaways, Jason said "They always give me activities to do, I really like the staff and people. They make me happy. I like the camping."

Since his transition to NDIS, Jason can now have more weekends away

Developing talents

Brandon commenced at Clyde Rd at the beginning of this year, after graduating from Marnebek School in Cranbourne.

He is a very talented young man with a special interest in art, especially drawing superheroes, aliens, cars and machines!

Brandon joined the Craft and Creative Arts programs at Clyde Rd and with support from resident volunteer artist, Mangala, his talents have really blossomed. His friends have been so impressed with his personalised art photo frame and other works and are looking forward to watching what he creates next.

Brandon's mum, Fiona, says "The Bridge services and staff have been amazing in helping Brandon come out of his shell. You're all very understanding of his needs and limitations. The support you offer not just Brandon, but our family, feels reassuring to know he is being cared for.

Brandon is enjoying the cooking classes and getting out in the community garden, making new friends and loves the freedom and encouragement to concentrate on his own unique artistic abilities.

We cannot speak highly enough of The Bridge to anyone who is seeking special support for school leavers."

Staff profile – Sharon

Sharon has worked at The Bridge for over 11 years.

She commenced in a student placement at Webb St Day Service in 2007 and was offered a full-time position at the completion of her placement. Sharon's roles have varied during her time at The Bridge with her current role being a Support Coordinator.

"I have thoroughly enjoyed all aspects of my journey with The Bridge. Although my role has changed, I still really enjoy watching the growth and development of the participants who attend.

I truly believe that the key to success is to focus on goals, not obstacles. This is something that I feel passionate about. It's sometimes about thinking outside the square to assist to make goals become a reality. I love seeing the family's reactions to what their loved one has achieved.

It gives me a feeling of accomplishment in knowing my involvement has made a difference in some way and contributed to the growth of not only the participants, but the families as well. Seeing participants achieve goals, no matter how big or small, is the greatest reward to me."

Volunteers contribute to our success

Volunteers are valued members of our team and help us provide an amazing range of activities.

For new volunteers it's a bit like opening Forrest Gump's box of chocolates – you never know what you might get. It could be supporting our fishing group at Frankston pier, cheering on the Cranbourne and Dandenong basketball groups, dancing with the Fusion Theatre group in Dandenong, or grooving at the Hallam disco.

Some volunteers help deliver Meals on Wheels, go swimming at Keysborough, sing with the Webb St choir or support weekly Money Management classes. Others quietly keep an eye out for any new or shy group members and help to make them feel comfortable and valued.

Mangala has been volunteering at Clyde Rd since 2017 and is a talented artist who the participants love working with. She assists with beautiful arts and crafts projects and photo folders.

These are just some of the many ways that volunteers contribute to the success of The Bridge.

Megan and Mangala

From student to staff member – Sewwandika

The Bridge supports regular student placements throughout the year as an opportunity to help shape the disability support workers of the future. Whilst there are no guarantees of ongoing employment post placement, a student placement can provide a 'foot in the door' for an aspiring student, as was the case with Sewwandika.

After completing her student placement in 2018, Sewwandika gained employment as a Connects Support Worker and hasn't looked back since.

Kata, Coordinator at The Bridge, said "What stood out for me about Sewwandika was her calm, caring and compassionate nature. She was very respectful in her approach to all participants. After her placement she quickly became a valued asset to the staff team and a favourite support worker of a number of participants."

Sewwandika said "I find so much satisfaction in what I do. Every day, I feel that by helping to promote someone's quality of life, I am contributing to my community. The professionalism and friendship of my co-workers has always inspired me, making it so much more rewarding than just a job."

NDIS supports my goal to work

When Tracey was a student at Springvale Park SDS in 2018, she completed work experience at Works. With support, Tracey successfully obtained funding for both the School Leavers Employment Supports (SLES) and ADE, to support her role at Works.

Early this year Tracey commenced with both Works and Youth Jobs Now!. She completed her 12-week work trial at Works then secured supported employment. Both programs are helping her to further her knowledge and understanding on workplace responsibility and business practices.

Tracey's experience and practical skills development has assisted her to identify her dream of one day gaining open employment. Tracey is a very engaged member of both Works and Youth Jobs Now! and is happy to undertake any of the jobs that are required to be completed for customers.

Tracey's dream is to work in retail in a company like Kmart and she's well on the way to achieving her goal.

Jacinda
MASSAMAN CURRY PASTE
6 x 210g
Gross
weight
2.40kg

thebridgeemployment.com.au

Staff profile – Vince

"All my life I have had a strong desire to help the people around me. I have always felt that offering support and care to others is a way to help spread positivity among a community.

This desire turned into a passion and helped me along my journey to becoming a primary school teacher. I taught for five years in primary schools where I experienced firsthand what it was like teaching children with disabilities. I achieved most of my goals and sought a new challenge where I could make an even bigger difference. This led me down the path of employment services.

Over the last two years I have worked as an Employment Consultant, assisting job seekers to find sustainable employment. I felt drawn to The Bridge because the goals and values of the organisation align with my own. The Employment team care about their participants, work in a dynamic environment and work together to help our job seekers along their employment journey.

Sometimes a helping hand can be the best form of support someone can be given."

Never give up on your dream

As a single mum who put herself through university, Anneta had a successful career in Greece as a civil engineer. About four years ago her life took a different path when she met her husband and they decided to migrate to Australia in search of new opportunities.

Despite her journey starting off well, Anneta had some health issues which left her in a position of not knowing which way to turn. Her English was limited, she felt isolated and her future was unclear. She contacted The Bridge Employment and was assisted to register with our Disability Employment Service.

Anneta's first job interview did not go well which left her feeling disheartened. However, her second interview at Aluminco was a success! Aluminco's director, Vlass, interviewed Anneta and could see her potential. Vlass and his wife Maria, are very supportive. Both speak Greek fluently but the first thing they all agreed on was "We are all going to talk English so Anneta can improve her communication."

Anneta gets up and goes to work every day in a job that she loves, with a supportive employer, and feels part of a team again.

David and Nina

My first paid work opportunity

Nina registered with Youth2You, our Jobs Victoria employment program, and was supported by Employment Coach, Stacey, to improve her interview skills and work readiness. Her aim was to build a career in warehousing, as well as contributing financial support to her family.

Stacey saw great potential in Nina's amazing attitude and willingness to work and develop. Nina secured a process worker position at Works in March 2019. This opportunity was her first real paid job.

Previously she volunteered as a Youth Welfare Support Worker at Narre Warren South College.

As a result of Nina's strong work ethic, she was entrusted with more responsibility and in June 2019 received a promotion, as the Leading Hand for our major contract with Sonic Healthcare. She is responsible for maintaining and recording daily financial reports on production for The Bridge's Finance team, and supporting the staff. Nina is also interested in pursuing further disability studies.

We are all extremely proud of her for progressing so quickly. The hard work paid off.

Amazing work, Nina!

Staff profile – Stacey

"I've been employed with The Bridge Employment for two and a half years. I commenced in our Disability Employment Services team as an Employment Consultant.

When our DES contract ended in 2017, I transitioned into our Youth2You (Jobs Victoria Employment Network) team, working with disadvantaged and disengaged youth.

I enjoy connecting with young participants and assisting them in creating a strong foundation for independence in their lives. I also work with the participants within the JobsBank program, a Jobs Victoria project, aimed at vulnerable individuals working towards job readiness.

I have a background in psychology and love applying my knowledge in creating significant positive change within participant's lives. As an extension of this, I was successful in obtaining the NDIS scholarship provided by DHHS, allowing me to complete the Post Graduate Certificate in Health Services Management at La Trobe University.

I look forward to utilising the knowledge I've obtained to continue to provide assistance and support to disengaged youth and to find their employment potential."

Building skills and experience

Securing your first part-time job is an exciting time for everyone and Anthony is certainly no different.

Whilst attending Youth Jobs Now! and gaining the skills required for retail and customer service, Anthony was supported by his employment coaches into a role at Amcal Chemist.

Anthony was initially employed to unpack orders each day and record what needed to be replenished, until his employer quickly recognised his natural ability to engage in customer service.

Anthony was trained on the registers and is now able to multi task during his days. Amcal owner Terry, Manager Donna, and the entire Amcal team have welcomed Anthony and are supporting him every step of the way.

Ask Anthony about his job and his whole face lights up, showing his extreme pride.

Anthony has achieved one of his goals and there is no stopping him now.
We wish him nothing but the best in everything he does!

Champion

The Bridge

Our Board

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

Board members

Jim Hall – President / Chair
Helena Higginbottom – Vice President
Sue Banks – Treasurer
Sally Bennett – Director
John Jeffries – Director
David Mallinson – Director (appointed 26 November 2018)
Phillip Toovey – Secretary / CEO

Sub-committees

Finance Committee
Sue Banks – Treasurer / Chair
John Jeffries – Director
Phillip Toovey – CEO

Investment Committee
Jim Hall – President / Chair
Sue Banks – Treasurer
Phillip Toovey – CEO

Audit & Risk Committee
Helena Higginbottom – Vice President / Chair
Sally Bennett – Director
Phillip Toovey – CEO

'Park Grove' Property Project Advisory Group
Jim Hall – President / Chair
Sue Banks – Treasurer
Phillip Toovey – CEO

President and CEO report

The hallmark of this year was the substantial activity around the transition of The Bridge participants to the National Disability Insurance Scheme (NDIS).

Staff worked very hard to prepare people for the NDIS, the aim being to realise the optimal benefits that can be derived from the scheme and in general this was achieved, as most people are better off than before.

Six years ago the NDIS was just in trial mode and now it's our new reality, with the majority of eligible participants of The Bridge receiving funding through the scheme.

Our service highlights

The highest number of participants converting to the NDIS are involved in the social and community participation services of The Bridge Connects and their transition was coupled with a 25% growth in demand for services.

Participant numbers rose in individualised services, Your Supports (+55%) and Getaways leisure services (+33%) as well as a significant increase (85%) in people wanting Support Coordination services.

Daytime group support services also grew, highlighting the need to create more locational options to meet future demand.

Through the NDIS, people involved in our supported employment gained funds to support them in more activities outside of their work life, with many taking up Connects' services.

These outcomes are all positive demonstrations of the scheme working as intended.

It was also very pleasing to see The Bridge Connects again achieve a good financial result, particularly in a time of intense change, which is a credit to all involved.

Activity in The Bridge Employment was marked with the new Disability Employment Services (DES) contract, which gave rise to unparalleled fierce competition, but despite this, our service has performed extremely well.

Transition to work program, Youth Jobs Now! experienced very inconsistent NDIS participant funding, but grew by 35%, and continued to achieve good outcomes for young participants, through a variety of work experiences and also getting jobs.

The Jobs Victoria Employment Network program gained additional funding to expand to the Northern Metro area, plus a pilot program to support job seekers of an African and Pasifika heritage. Funding from the City of Casey was also awarded to deliver youth employment services.

Our supported employment enterprise has integrated with our other employment services, aiming to engender more collaboration between these complimentary programs and develop a stronger flow through employment and training model.

The business achieved its best ever result, due largely to the partnership with Sonic Healthcare, which has boosted certainty of work flows and provided the benefits of an integrated workforce, akin to a social firm.

Overall, it has been very pleasing to see even more service integration and collaboration across the organisation. Also, some very positive work has gone into strengthening the focus on next generations of young people.

In our business support services we have further improved systems and technology, so management personnel have access to information to enable timely decisions, as well supporting effective service delivery for staff at the direct service level.

Online induction and staff recruitment systems have been enhanced to support workforce expansion, plus a self-serve system for staff to directly access their own information.

Technology entrepreneurs have partnered with The Bridge, working on the development and trial of an exciting new customer application called GoodHuman, which is designed to enable NDIS participants to better connect with their service provider and coordinate their support, plus access information on community activities and events.

There has been good progress with our Noble Park property project, Park Grove. The State government's equity was resolved and associated mortgages discharged, plus substantial civil works completed. Securing a loan in May 2019 has enabled commissioning builders to carry out the first stage of town house construction, commencing August 2019.

The Bridge Connects

The Bridge Employment

Our Board

The Board has been very active, with attention on the financial impacts of the NDIS, as well as addressing the risks of a transforming sector.

We were active in advocating directly to service provider peak body, National Disability Services, on our serious concerns about flaws in the NDIS and the DES program.

Directors and senior management reviewed our strategic directions in February 2019, with a key outcome being restructuring our supported employment to offer more opportunities under the NDIS.

We also welcomed new Director, David Mallinson, who has deep business experience combined with a strong passion for our purpose.

Thanks go to all Directors for their contributions, including their governance work through sub-committees, our financial well-being and performance, management of risks and the property project.

Our people and community

As always, our achievements are due to the efforts of many people and the valuable relationships with stakeholders; schools, community groups, businesses, employers, donors, charitable foundations, all levels of government, 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 continues to evolve and mature and the challenge for all service providers is financial sustainability and upholding service quality.

Developing stronger measurement and evidence of the positive impact we bring to people's lives is a key future goal.

Importantly, 2020 heralds our organisation's 50th anniversary, something we will certainly celebrate!

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

Jim Hall
President / Chair

Phillip Toovey
Chief Executive Officer / Secretary

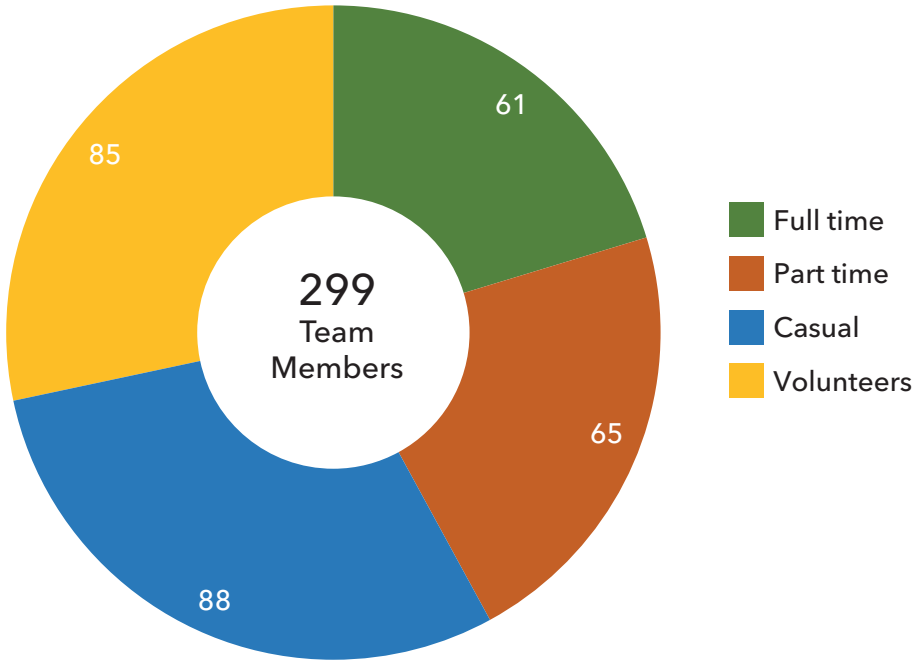
Our people

With The Bridge transitioning to the NDIS during 2018-19 our workforce strategy centred on recruiting and retaining the right team of staff to meet this demand.

During the year:

- **214 staff members worked with us.** Implemented a new online recruitment system to improve our recruitment effectiveness. Significant NDIS participant growth led to 60 new staff appointments.
- **85 volunteers worked with us** with approximately 45 actively involved at any given time.
- **Learning and development.** Updated our staff Induction program to include a mix of centralised face-to-face, online and on-the-job training. We also maintained our commitment to a skilled and adaptive workforce providing 590 staff training activities (Accredited/non-accredited and e-learning courses)
- **Student placements.** Continued our strong commitment to providing quality learning opportunities to students undertaking placements across the organisation. 23 students completed placement. We were fortunate to then employ a number of our students on completion of their course.
- **Reduction in workers compensation claims.** Occupational health and safety has significantly improved over the past three years. We are pleased to have reduced our claims by 4% over this period.
- **Staff Health and Wellbeing Program launched.** Working Party formed and implemented a range of initiatives including free Heart Health Checks, Weekly Walking Group, Free Small Group Personal Training, Back Care Workshops and Mental Health First Aid Training. In addition to this The Bridge continued to offer free flu vaccinations, Private Health Insurance discount and Employee Assistance Program for all staff.
- **Staff satisfaction.** Overwhelmingly positive comments from staff about the supportive culture, with 85% saying they would recommend The Bridge as a good place to work.

The Bridge workforce



Staff and Supported Employees

Chief Executive Officer
Phillip Toovey

Executive Assistant
Donna Watson

Business Support Services

Chief Financial Officer
Richard Dawe

Finance Team Leader
Tetyana Thurston

Senior Finance Officer
Helen Shone

Assistant Accountant
Thushara Ratnayake

Assistant Accountant / ICT Coordinator
Wallace Choy

Payroll Officer & RTW Coordinator
Kirsten Greenway

Finance Officer
Lin He

Workforce Relations Advisor
Carolyn Pabst

Workforce Development
Nadia Parzybok

Human Resources Coordinator
Karen Mitchell

Quality Manager
Tracey Thomas

Quality Coordinator – Connects
Jenny Duprey

Quality & Compliance Officer
Catherine Beed

The Bridge Connects

General Manager
Mary-Jane Stolp

Operations Manager
Nicole Stribbles

Community Coordinators
Catherine Dunstan
Karina James
Tania Swan

Senior Disability Support Worker
Hayley Jones

Support Coordinators
Alex Baya
Kata Barry
Kirstin Borin
Lisa Williams
Penny Carrodus
Sharon Cobden

Customer Service Officer
Lauren Angelico

Getaways Coordinator
Jarrod Reaper

Getaways Administration
Bree Wilkin

Your Supports Coordinator
Chris Johnson

Your Supports Assistant Coordinator
Belinda Dickinson

Volunteer Coordinator
Margaret Campion

Community Facilitators
Adrienne Heaysman
Aleksandra Gronek
Almaz Weldegewergis
Amy Hayman
Andika Ibrahim
Angus Kurzeja
Atong Alier Dit
Barbara Smith
Ben Sinclair
Bernadette Harper
Brad McAuley
Brett Barling
Bridget Laughlin
Candida Kottiyali
Caroline Sly
Casey Gould
Casey Pilcher
Chiragkumar Patel
Chloe Sund
Christopher Cowap
Cindy Gonsalves
Collen Muduwa
Corrinne Brighthope
Craig Harrison
Cynthia Karanja
Daniel Moss
Darren Gibbs
Dhushyanthi Gallearachchi
Diana Lewis
Dianne Popof
Doreen Tolentino
Eluwawalage Charmari Abeyratne
Emma Collins
Fahria Talukder
Falguni Vaghela
Fiona Sheean
Floramie Chan
Freddy Vassallo
Gary Lacey
Gustavo Gibelli
Harry Dimitriou
Hershey Wilson
Hetal Desai
Hue Nhi Au
Jacinta Crawford
Jade Kugli
James Yeaman
Jamie-Lee Baron
Jennifer Nelligan
Jennifer Rogers
Joanne Brooks
Karen Mathews
Kevin Taing
Kirstyn Neal
Krystyna Cieslak
Kylie Straughair
Kylie Weidemann
Larissa Gray
Lizbeth Jouana-Foley
Louise Thomson
Madelaine Lansdown
Manjinder Kaur Gill
Margaret Lovell
Marissa Collao-Sandoval
Mary Daly
Maryse Ferdinands
Masooma Hassani
Mastoureh Dektori
Mathew Kizhakemuri
Melinda Rodrigues
Melissa Kelly
Murray Foley
Naderah Fusca
Natasha Rehman
Noor Mohsin Sheikh
Nora Ryan
Patricia Newton
Paula Newman
Paula O'Neill
Peter Slade
Philip How
Philip Newman
Ray Adcock
Sally Johnson
Samantha Paranahewa
Samantha Stewart
Sandra Scott
Sarah Anne Riley
Shannon Clifford
Shona Rodger
Socheata Rath
Sonia Gedult
Sunny Attri
Susan Ringeri
Suzie Lake
Tamara Harber
Tammie Stokes
Tanya Burgess
Tanya Goodman
Tara Lawless
Tara Lee
Therese Green
Tracey Gallagher
Vanessa Pulford
Veronica Mutis
Zoe-Anne Nielsen

Personal Care Assistant
Sukhwinder Kaur Dhaliwal

Transport Officers
Lisa Donne
Raymond Boyd

The Bridge Employment

General Manager
Ausra Wells

Administration Coordinator
Marie Morgan

Allied Health Practitioner
Lydia Joy Varghese

Youth Projects Manager
Fili Polataivao

Customer Relationship Manager
Shelley Tubb

DES Manager
Soula Krikelis

DES Consultants
Anna Alberico
Gillian Jordan
Vincenzo Ruffolo

Employment & Partnerships Manager
Marie Hale

Transition to Employment Manager
Cindy Warren

Employment Coaches
Elizabeth White
James McLean
Joanna Gorgen
Martina Netto

Youth Employment Manager
Pollyvianne Faauli

Youth Employment Coaches
Oscar Persson
Stacey Kraloglou
Terrence Jepson

Place & Train Consultant
Stephanie Krikelis

Supported Employment

Service Manager
Sandra Vongsykeo
Mel Rees

Assistant Manager
Travis Bourke

Team Leader
Nichole Harrison

Business Development Manager
Wayne Broomhall

Training & Support Officers
Cheryl Roberts
Gia-Han Tran
Jessica Arthur
Mariam Gudaz
Stephanie Zaverdinos
Vimalkumar Desai

Leading Hand
Ailin Binti Kahar
Soana Mose

Process Workers
Amrita Shalini Vijaykanth
Basira Hassani
Beverley Maclarn
Danyelle Gersch-Mizen
Fatema Aloudal
Laila Haideri
Linda Froidevaux
Masumeh Ahmadi
Monday Patrick
Najiba Ibrahimi
Noralin Mishuari
Qadria Bibi Ali
Sandra Cooper
Sara Ansari
Simmoen Kabato
Sumaiya Talib Hussain

Support Workers
Adam Luscombe
Fariza Ibrahimi
Hafiza Ibrahimi
Virginia Monger
Zubaida Ibrahimi

Warehouse Supervisor
David Bending

Warehouse Storeperson
Moe Akai

Volunteer Jig Designer
Peter Smith

Transport Staff
Virginia Monger

Supported Employees
Adam Chirgwin
Alvin Yaw
Anthony Smith
Bree Higginbotham
Cassandra Mery
Christopher Norris
Constansa Letelier
Danny Do
Darren Beard
Daryl Cooke
David Abraham
David Cain
David Camenzuli
Dean Dinh Khac Nguyen
Earl Caszo
Edward Treloar
Eva Odiel
Frank Nicolaci
George Francois
Giuseppe Di Benedetto
Hong Yen Xuan Ngo
Ian Williams
Jane Cumming
John Karadeas
Jonathan Burggraaf
Kim Thomas
Kim Houy Men
Krishan Dass
Mark Alvares
Max Bowen
Michael Gelsi
Monica Muth
Nicole Hayse
Nikhil Joy
Nitin Mathur
Paul Robinson
Paul Rushton
Peter Hickey
Poy Poch
Robert Boribon
Sandra Tram Nguyen
Sean Lynch
Sean McCafferty
Shahrazad Abou-Ali
Thomas Voutier
Timothy Garner
Timothy Rose
Tracey Pang
William Wan

Volunteers

Aarabi Mathiyalagan
Ann Antennuci
Anna Allen
Annie Ladlow
Ayana Osmond
Bernadette Harper
Brendon Wilks
Carman Huynh
Christina Ma
Chrysa Magkou
Craig Harrison
Dannika Newland
David Glover
David Lambert
Deane Gilbert
Deanne Ades
Debbie Lund
Denise Hartzenberg
Doreen Tolentino
Doug Wroe
Elbia Laxalt
Fahria Talukder
Frances Marie Pasnin
Frank Cutuli
Gail Brown
Gayle Osmond
Geraldine Pay
Gustavo Gibelli
Henny Castricum
Honshi Silva
Ian Dudley
Ilinay Ece Yilmaz
Jeanette Gibson
Jim McNaney
Joseph Dumicich
Joshua Wan
Julie Armstrong
Katherine Gronek
Katheryn Morgan
Kevin Misquita
Kim Dang Ly
Lee Harrison
Linda Freitas
Linda Zu
Lubna Zulfiqar
Lynsay Heyden
Maheesha Gamage
Mangala Kalansuriya
Mark Titford
Mary Williamson
Melanie Pham
Michael de Grieve
Ming Gong Kirschner
Mitchell Stewart
Natalie Wo
Neha Rani Girdhar
Nikki Deng
Nyamer Jal
Olivia Overlunde
Pedro Ruiz
Peter de Fontenay
Peter Smith
Que Huong Huynh
Rachel Nguyen
Rainer Busch
Rayyan Berjaoui
Rebecca Bailey
Rhiannon Thomas
Ricky Humphris
Rosario Davis
Ruth Kerkula
Ruth Wickramasingue
Samantha Paranhewa
Shaleqa Baqueri
Sonia Gedult
Sonia Gedult
Stuart Scullin
Tanuja Poria
Tim McDermott
Trevor Williams
Vicky Khan
William Gray
Yuanjin Lin
Yunshu Zhao

Life Governors

Mr L Cincotta
Mr GD Cogan
Mr B Coleman
Mrs R Cork
Mrs CF Davis
Mrs UT Deayton
Mr C Dickie
Mr R Fitch
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.

FUTURE
NIKE
NIKE
NIKE

AÉROPOSTALE
EST 1987

The Bridge

Donors 2018–2019

Nicole Mills	$50.00
Robert Wilson	$150.00
Sandra Vongsykeo	$575.00
Cranbourne Greyhound Racing Club	$600.00
Berwick Bowling Club	$640.00
Warren Opportunity Shop	$1,000.00
John & Judith Brown	$2,000.00
Clinical Labs	$5,000.00

Thank you to all our donors

Financial contributions help The Bridge make a positive impact on people's lives

- 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

help build The Bridge

thebridgeinc.org.au/support_us

REGISTERED CHARITY · acnc.gov.au/charityregister ·

The Bridge

Funders
2018–2019

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

Government funding

Commonwealth Government

Department of Social Services

Disability Employment Services
AN AUSTRALIAN GOVERNMENT INITIATIVE

National Disability Insurance Scheme

Australian Disability Enterprises
More than just good business

Victorian Government

Department of Health and Human Services

VICTORIA State Government

Department of Jobs, Precincts and Regions

JOBS VICTORIA

Local Government

City of Casey

GREATER DANDENONG
City of Opportunity

LORD MAYOR'S CHARITABLE FOUNDATION

thebridgeconnects.org.au

The Bridge Connects

Community support

Access Skills Training
Aikido Fitness Cranbourne
Amanda Kennedy
Annemarie and Noel George
Arts Access
AST Training
Balla Balla Community Centre Cranbourne
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 Indoor Sports Centre
Casey RACE
Casey Radio
Changing Places Transforming Lives
Cheltenham Community Centre
Chisholm TAFE
Chrisalis Foundation
City of Casey
City of Greater Dandenong
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
Endeavour Hills Library
Fishcare Carrum
Frank Cutuli
Frankston City Council – Meals on Wheels program
Fusion Theatre
Genesis Fitness Berwick
Genesis Fitness Frankston
Good Guys Cranbourne
Gravity Zone
Greyhound Racing Victoria – The Great Chase
Hallam Community Centre
Hallam Senior Citizens Club
Hampton Park Community Centre
Hampton Park Community House
Hoops 247 Indoor Sports Centre
IGA – Narre Warren
Integral Quality Management
Kelly's Hotel – Cranbourne
Keysborough Learning Centre
Keysborough Men's Shed
Keysmen Shed
Licola Wilderness Village
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)
MTD Gardening Equipment
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
Southern Dandenong Community Nursery
Springvale RSL
State Trustees
Steamer's Mini Trains
Street Pho Vietnamese Restaurant Noble Park
Subway Dandenong
That's The Thing About Fishing – Glenn Cooper
The University of the Third Age Choir and Kool Cats Karaoke
Travellers Aid
Turning Point Church
Uniting Church, Narre Warren North
Upper Beaconsfield Community Centre
VALiD
Volunteer Gifts
Walker Street Gallery Dandenong
Warren Op Shop
Waves Leisure Centre Highett
Wilma and John Barron
XFC Gym
Yarra Valley FM
YMCA Endeavour Hills Leisure Centre
13CABS

Finance overview

2018-19 was a year of transition for The Bridge.

Throughout the organisation we experienced change and transition. The major contributor was the shift of funding from the State government's Department of Health and Human Services (DHHS) to the Federal government's National Disability Insurance Scheme (NDIS).

We also saw a significant change in the way the Federal government operates their Disability Employment Services (DES) which has caused a further loss of income from that source. The end of last financial year also saw the end of our Employment Support Services (ESS) programs that sat under the DES program and had generated just over $1M income in 2017-18. Encouragingly, the State government has expanded its funding to The Bridge Employment through the Jobs Victoria Employment Network program.

Overall, The Bridge generated operating income of $10,833,000 (up $981,000 from 2017-18) and had operating expenditure of $11,369,000 (up $685,000) resulting in an operating deficit for the year of $536,000 which was as we had budgeted. Together with a surplus from our investment activities of $123,000 we ended the year with a deficit of $413,000 ($200,000 better than 2017-18).

Profit and Loss

Operating Income – $10,833,000

Overall, income growth was 10% (+$980,000) with 28% growth in Connects and 12% in Works, offset by a 29% decline in Employment income.

The Connects growth came through increased activity created by the NDIS whilst Works income was boosted by a full year providing services to Sonic Healthcare.

Employment's decline in income was almost entirely due to the loss of the ESS programs offset by growth of $300,000 from Jobs Victoria Employment Network. The change in income source shown opposite shows how much has changed during the year.

Operating Expenditure – $11,369,000

Total expenditure increased by $685,000. Growth in NDIS activities has also meant our staff costs have grown by $902,000 due to the low operating margins available under the NDIS model. This was offset by a reduction in Property & Office Expenses caused by some office closures.

Balance Sheet

Development Property

Development work at the property in Callander Road, Noble Park commenced late in 2017-18 with the major work in 2018-19 being the completion of civil works.

Overall, $1.7M was spent to develop the property in 2018-19.

Investments

With the operating deficit, money spent on the property development and moving from a "cash in advance" funding model to "cash in arrears" under NDIS, the organisation has needed to call on its investments during 2018-19, reducing them by $2.4M.

Trade Receivables

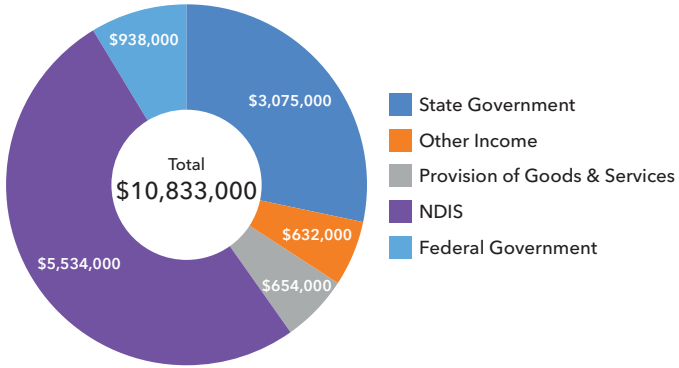
Trade Receivables have increased by $294,000 (+67%) during the year. This is mainly due to the NDIS being funded in arrears compared with the previous funding model being in advance.

Richard Dawe
Chief Financial Officer

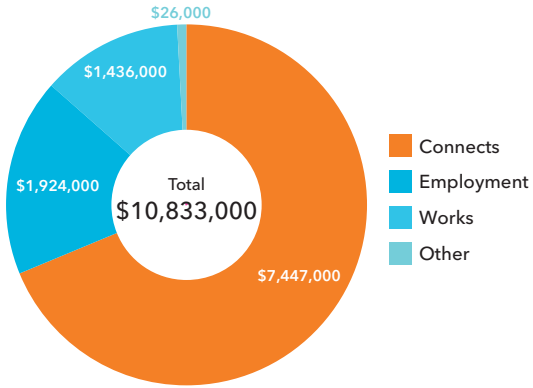
Note: Figures are rounded to the nearest thousand dollars.

2019 Audited Financial Statements are available in a supplementary document.

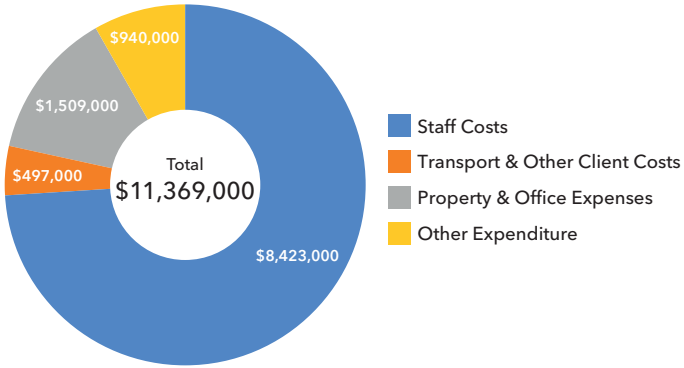
Income by source for the year ended 30.6.19 Total Revenue $10,833,000



Income by business unit for the year ended 30.6.19 Total Revenue $10,833,000

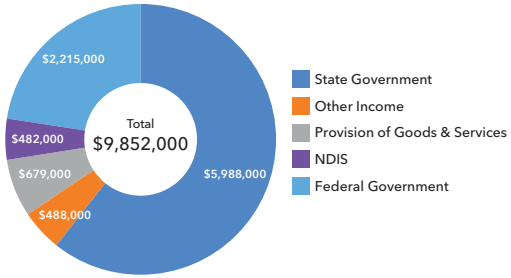


Expenditure breakdown for the year ended 30.6.19 Total Expenditure $11,369,000

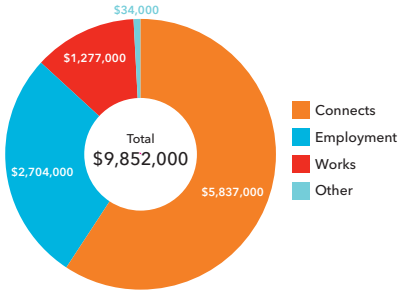


Comparison to 2017-18 Income and Expenditure

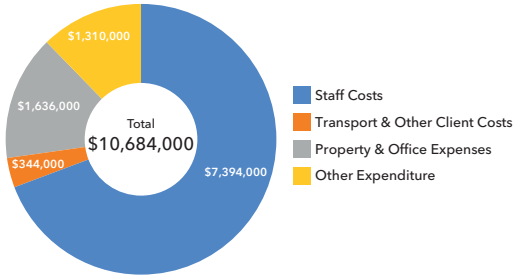
Income by source for the year ended 30.6.18 Total Revenue $9,852,000



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



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



The Bridge

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Reg. No A0033971H
ABN 31 506 563 698

Disability Employment Services Provider
Jobs Victoria Employment Network Provider
Registered NDIS Provider

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Getaways
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Your Supports
03 8710 8555

NDIS Support Coordination
03 8710 8555

Day Services:

The Hub
Dandenong Vic 3175
03 9701 7311

Douglas Street
Noble Park Vic 3174
03 9546 8369

Clyde Road
Berwick Vic 3806
03 9769 3950

Stawell Street
Cranbourne Vic 3977
03 5995 5250

Webb Street
Narre Warren Vic 3805
03 9705 9111

The Bridge Employment

Disability Employment Services (DES)
Youth2You – Jobs Victoria Employment Network
Casey CALD Youth Employment project
Jobs Victoria Support for Jobseekers of African & Pasifika Heritage Program (SJAPH)
Youth Jobs Now! – Transition to Work / School Leaver Employment Support (SLES)
Supported Employment / Social Enterprise

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The Bridge

The Bridge Connects

The Bridge Employment

The Bridge