

A photograph of two women smiling and laughing. The woman in the foreground is wearing a dark winter coat with a fur-lined hood. The woman in the background is wearing a light-colored fur-lined hood. The background is blurred, suggesting an indoor setting.

Annual Report 2020

Celebrating 50 years

50

 The Bridge



Welcome to The Bridge 2020 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

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



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2020 Audited Financial Statements are available
in a supplementary document





Our Vision

A connected society where people of all abilities achieve their full potential.

Our Mission

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



Strategic objectives 2020-2022

Integrated
Continuum
of Service

Evidence Based
Innovation

Thoughtful
Growth

Agile
Workforce

Market
Positioning

Strategic
Partnerships

Our achievements 2019-20

Continuing to attract

quality staff across the organisation with the appointment of 44 new staff



The Bridge's COVID

social story rolled out across the disability sector



Park Grove property project

first stage completed



Growth

in NDIS funded services Your Supports and Getaways



97%

of participants said their services and supports helped them achieve their goals



Improved

financial result in 2020 delivering the first surplus since 2015



Introduction

of online servicing in response to COVID-19



Youth Jobs Now!

adapted to digital servicing, engaging majority of participants through COVID-19 restrictions



Completion

of 914,400 bowel cancer screening kits for Sonic Healthcare



Opening

of our new day service at the Officer Community Hub



95%

of participants successfully transitioned to NDIS



Successful

implementation of a new multi-employer agreement for Connects staff



New

2020-22 Strategic Plan developed



New e-on boarding system

to further streamline the hiring process



Youth Jobs Now!

expanded into Frankston



Disability Employment Services

achieving 4-5 Star performance



Successful extension

for Casey CALD Youth Project



Better support

for 60 participants following the Positive Behaviour Support Project



Group based supports

modified to 1:1 offerings



Jobs Victoria

contract extension



NDIS

Support Coordination continued expanding





Official opening in 1974 of Callander Road Noble Park school

The Bridge

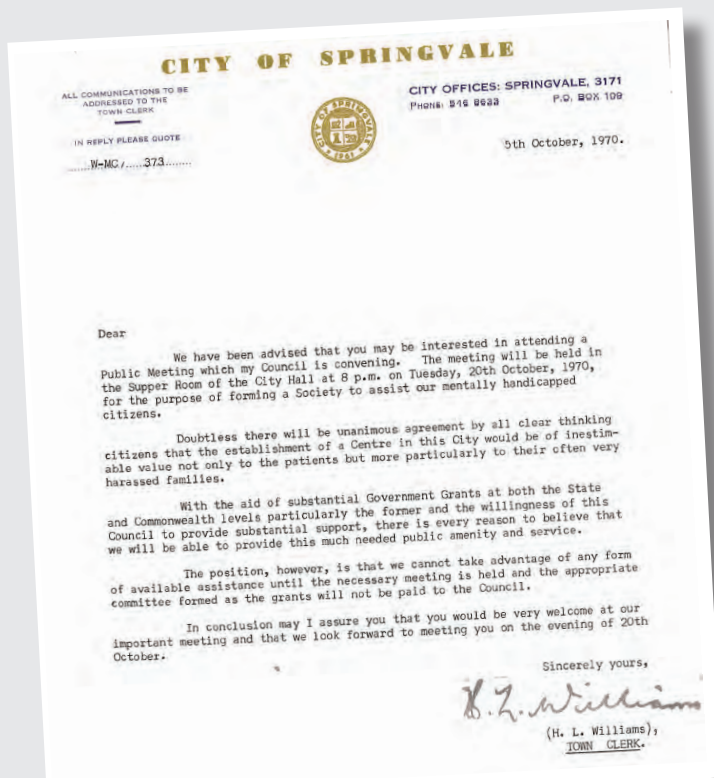
Celebrating 50 years

The archives at The Bridge are full of people. We see records of committee members and employees making it happen behind the scenes. There are boxes of photographs of participants, of families, of volunteers and staff being part of the programs through the decades. There are stories of fundraising and fundraisers, from raffles and walkathons, to fashion shows and bike rides.

It is people that keep The Bridge going. In those early days, it was a group of parents and community leaders determined to create opportunities for local children. Through the decades we have seen committed staff and families develop innovative programs, create new spaces, and find ways to meet the need. Today, in its 50th year, the people of The Bridge have banded together to continue to offer a wide range of community and employment services, as we all deal with the unprecedented challenges of COVID-19.



The 1970s was a decade of development for The Bridge. In those early years, thanks to the unwavering efforts of the committee and the City of Springvale, land was secured in Noble Park. In 1974, after much hard work, the school, then known as a Day Training Centre, was opened to 18 children. By 1977 the broader approach to disability education had changed and the school came under the responsibility of the Department of Education. It still operates today, as Springvale Park Special Developmental School.



Margaret McDonald, Principal Annual Report, 1976

'The playgrounds are now fully developed and many visitors come to Urimbirra especially to see them. It is a pleasure to watch the children's natural joy in movement as they climb, balance, slide, swing, ride the bikes or play in the sand, promoting good health, physical fitness and developing sensory motor skills.'



Premier Rupert Hamer The News, August 1974

'Anyone who's taken part in the development of Urimbirra can feel immense pride in what they've provided for the children...I haven't seen a better centre anywhere. I have great pleasure in declaring it open.'

The 1980s saw much hard work come to fruition with the opening of the Adult Unit in 1982. In conjunction with families, the staff developed programs that included interstate trips, night classes and sporting activities. Early ventures into employment opportunities provided participants with the chance to learn manual, clerical and retail skills. During this time, community support was still essential to cover the shortfall between government grants and the costs of running programs.

During the 1990s, The Bridge's open employment program expanded and went from strength to strength. In 1995, after being nominated by The Bridge, partner organisation Kenman Kandy won the Prime Minister's Employer of the Year Award. It was a pioneering time for the sector. Deinstitutionalisation led to a growth in creating new service models with a focus on person-centred practice. In this period The Bridge's services were also extended to participants with more complex needs. The 1996 merger with Westernport Adult Service Providers provided a critical boost to The Bridge's community programs.



Thelma L. Williams, Former Ladies' Auxiliary member Letter to David Poole, Committee President 1992

'The ladies auxiliary... worked tirelessly to raise funds to help establish the first stage of Urimbirra...This group of ladies, comprised mainly of Springvale Council wives... fundraised for 7 years, most of those prior to the opening and for a few years after. They provided curtains, carpet and donated \$50 to buy the first lot of groceries for the girls to learn to cook.'





In the 2000s, The Bridge's employment programs flourished, and community services kept growing. A highlight of this decade was the opening of the purpose-built Kalimna Training and Community Support Service, now known as Webb Street in Narre Warren, which allowed for a continuing expansion of support. An important strength of The Bridge has been the ability to evolve with the times. This was the case with programs and services, but also in management. In particular, by this time the Board's role had fully transferred from one of management to one of governance.



Joe de Souza,
Parent and Committee member
Oral history interview, 2020

"(My wife) was one of those people involved in the fundraising... tin rattling, selling raffle tickets... which is such an integral part of our existence. The unsung heroes."



Over the years, the organisation has been known by many names. In 2013, the various services were unified under one name, The Bridge. The 2010s also saw The Bridge manage the transition to the NDIS, as the federal government moved to fund individuals rather than service providers. This period did not come without difficulty, as shifts in focus for employment program funding meant The Bridge lost employment contracts in the latter part of the decade.

Colin Dickie, Life Governor
Oral history interview, 2020

'The Council came behind it and it was a very strong funder... the community were wonderful and the service clubs... The schools got behind it and pupils participated in the walkathon and it raised tens of thousands of dollars... it was absolutely wonderful.'



2020 and into the future

Over 50 years, The Bridge has become a more diverse organisation. Services now include supported employment for people both with and without disabilities and local young people. This integrated approach reflects community expectations of a more inclusive and integrated society.

In 2020, The Bridge is also developing the land originally purchased in the early 1970s.

Over five decades, the Callander Road site was home to many, and now will have a new life as 37 townhouses are built on the site.

In 2020, the people of The Bridge continue to find new purpose and to strive for a vibrant and successful future.



Phillip Toovey, CEO

Oral history interview, 2020

'The ultimate thing that we're involved in is getting people included in society. ...Everyone wants that, whether you've got a disability or not.'





Staff profile – Sean

Sean commenced with The Bridge in 2017 as a participant of Connects and from there he joined the Next Step Program (now known as Youth Jobs Now!).

It was through this program that he completed work experience at Works, where later that year, he was employed on a part-time basis. In the two years since then, Sean has progressed from Process Worker to Receptionist, to become the first participant employed by The Bridge as Recruitment Assistant. "In 2019, I spoke to the Service Manager about how I could advance at The Bridge and we then spoke to Phillip (CEO) who suggested I trial working in a recruitment role for The Bridge."

In this role, Sean has been coached by the HR team on how to interview applicants. "I get to meet different people each time I interview, and I enjoy assessing whether people have the qualities that The Bridge is looking for." When considering whether to employ someone, Sean asks himself the following; "If I was supported by this person, would I be happy to have them as a Support Worker?"

Sean would like to go as far as he can and in the future is keen to promote The Bridge at Expos giving people a participant's point of view.

Julie's building confidence

"Once a week, Kirstyn (Support Worker) and I participate in a craft group at Wellsprings for Women. Together our group makes snuggle rugs for Backpacks 4 Vic Kids, an organisation that supports children living away from home. One of my highlights last year was when group members invited me to join their annual weekend away. Kirstyn joined me too and we had a great time crafting, going for walks and having dinner out."

Julie is quite the artist. Very talented in both drawing and painting, having entered art competitions on several occasions.

Julie's mum said "We are so impressed with the team at Your Supports and Getaways with their positive 'can do' attitude. From the Coordinators to the staff, there is a consistently friendly and helpful approach which can't help but brighten our day."

Julie's sister, Carolyn said "The support provided by the Your Supports and Getaways teams is invaluable, enabling Julie to make friends, socialise and have experiences she otherwise wouldn't have. This helps build her confidence, independence and just makes life more fulfilling."





Staff profile – Margaret

After working in community radio with Vision Australia, and later aged care services, I will always be grateful to The Bridge staff member, Alex, for telling me about a volunteer coordination opportunity at The Bridge. I was drawn to The Bridge's younger demographic and purpose, and the location also appealed. Driving to work against peak-hour traffic? YAY!

To earn my living with a not-for-profit organisation that really does make a positive difference in people's lives, is a bonus. From day one, The Bridge has been a welcoming, affirming and dynamic place to work. At all levels, and without exception, staff are friendly, highly skilled work mates.

Phillip (CEO) and Mary-Jane's (GM) supportive leadership styles mean a great deal to me. Our participants are motivated and enthusiastic, both in-person and on Facebook! Where else could I wear my Elvis sunglasses and sideburns or French artist beret to work?!

Dozens of fantastic volunteers are keen to help as members of The Bridge team. The workplace doesn't get better than that!"

Exploring post-school options

Before leaving school, James accessed our Getaways service, with visits to Werribee Zoo, movies, markets and an AFL football match.

After exploring post-school options, James decided to attend The Bridge at Cranbourne, to develop his independence, communication skills, and community participation. James also joined our School Leaver Employment Support service, Youth Jobs Now! James developed friendships, self-confidence, setting goals, and making connections. He enjoys playing basketball and is a great team player.

Although COVID-19 interrupted our onsite services, James successfully transitioned to the online environment, improving skills and communication in the process. James continues to delight everyone with his fun on-screen characters; Tassie devil, pizza man, spider, and octopus! James' smile, expressions and gestures are full of feeling. His use of toys or typed comments add great personality and self-expression.

His mother said 'James' self-confidence has really improved' and 'he looks forward to engaging in activities, be it social and community participation, or employment-related, each day.'





Curious about new opportunities

In her final year at Dandenong Valley SDS, Ruth explored The Bridge's group activities, attending a 'Come and Try' session. Initially overwhelmed by a new place and people, she made friends and was curious about new opportunities at Clyde Rd Berwick.

Ruth showed interest in arts and crafts, life skills, her scrapbook project and visiting new places with the 'Out & About' group.

From home in the online program, Ruth connected with friends and staff. Her lovely smile and giggles became signature screen features!

Staff noticed Ruth showed more confidence. She even led her friends in practising our dance song!

Ruth's mother said 'Since leaving school, Ruth has become more confident, both in speaking and in actions. She takes responsibility to help around the home. Ruth has matured and is very happy attending The Bridge - you can even ask her.'

Ruth says "It's cool because I meet friends there and I like the staff. I go shopping and like cooking and visiting new places, like Sky High."

Growing leader in technology

New technology is Erin's passion. It became apparent that Erin was a bit of a whiz online. She actively participated in the iPad program, and was soon journaling and completing a photo recipe cookbook online. The group knew what was for dinner at Erin's house on a weekly basis!

Erin was the first participant to use a Fit Bit, encouraging others to walk when possible to get their steps up. She uses her home gym for regular workouts.

It was no surprise Erin put her hand up for the digital servicing program. With restrictions due to COVID-19, it has enabled Erin to maintain her regular routine and she is always ready to help friends upskill their online knowledge.

"Erin recently volunteered to lead our meditation session. 'Relax, breathe deeply, we are visiting ... New Zealand ...' she commenced. Group members closed their eyes and were gently spirited away to imaginative destinations." (Margaret - Digital Servicing Facilitator)

"We talk about stuff like our favourite things, have special guests and I can still dance and exercise with my friends." (Erin)





Staff profile - Nadia

"I first joined The Bridge in the 1990s as a Recreation Worker for Leisure Link Up (now Getaways). Over the years I've left and returned to work for The Bridge a number of times."

In total, Nadia has worked in the disability and education sectors for over twenty years in a variety of direct support and leadership roles. For the last seven and a half years she has been working in Human Resources.

In 2018, Nadia was granted the DHHS Workforce Scholarship and in 2019 completed the Diploma of Human Resources with Chisholm TAFE.

"The course has assisted me in my role in workforce planning and best practice relating to Human Resource Management."

Carolyn, Workforce Relations Advisor, says "I consider myself privileged to have worked closely with Nadia for over ten years now. Nadia is grounded in the principles of empowerment, human rights, inclusion, social justice. Her commitment to quality outcomes for both participants and staff is what makes Nadia so valuable as a colleague and employee of The Bridge."

Antonia's story

Antonia registered with The Bridge almost a decade ago; "I need to find something to do otherwise I may die."

With limited English, no computer skills her family felt it was time she retired, but she disagreed. With our DES team's support, Antonia completed a Certificate II in Business; the start of her new beginning.

Whilst her friends were retiring Antonia was learning new skills, arming herself with what she needed to embark on a new adventure.

Antonia relocated to Bairnsdale and opened a laundromat. In this tight knit community, she is known as 'the friendly laundromat lady who is always happy to make you a coffee and share her story of finding a purpose in life.'

Antonia supported emergency service workers during the Gippsland bushfires and works tirelessly to support the local hospital and community during COVID-19.

Antonia shows no sign of slowing down. "I want to write my memoirs before I forget what I have done." What an interesting book this will be!



Antonia in 2010 with DES staff, proudly displaying her new qualification





Hungry to learn

When Kiir was referred to The Bridge Employment in May 2018 he felt that his lack of experience and culturally diverse background was hindering his search for employment. His confidence was low, but he was not ready to give up.

Kiir was hungry to learn and with the support of Stacey, his Employment Coach, he worked hard to perfect his interview skills and focused on increasing his confidence. Stacey knew that Kiir had what it took to be successful, but he needed to believe in himself.

Roll forward to today and Kiir has been working as a Customer Contract Officer for Serco for over six months. Kiir has proven to himself that he is able to thrive in a high paced role. He is saving for his future and able to help his family.

Like many others, the COVID-19 pandemic has meant that Kiir is now working from home on a full-time basis. Although not easy at first, he is enjoying the flexibility that this arrangement offers, but is also looking forward to the day that he is able to reconnect with family and friends.

L-R Tony - Serco, Stacey - The Bridge Employment, Kiir and Matt - Jobs Victoria

Providing for family

Sumaiya moved to Australia from Pakistan in 2013 for a better life and completed her schooling in 2016.

She then completed her Cert IV in Medical Business but struggled to find work in the medical field due to her lack of experience and language barriers. In 2018, Sumaiya started working at The Bridge Employment as a Process Worker.

Like anybody else, Sumaiya had dreams and ambitions, and being able to work was one of them. When Sumaiya started working, she became the main source of income in her family and was able to provide for them. She developed many work relationships and skills which made working at The Bridge more enjoyable. Sumaiya was in the role of Process Worker for just over a year before she was given an opportunity to step into a Training and Support Officer role.

Growing up in Pakistan, there were very limited opportunities for people, especially women and she is very grateful for the support The Bridge has provided her.

"Never in a million years did I think I would be doing what I am doing now. I love my job."



1.5M

MAINTAIN SOCIAL
DISTANCING

TOGETHER WE CAN STOP THE SPREAD



Excelling in the online space

Jason has excelled in the online space since Youth Jobs Now! transitioned from site-based sessions in late March 2020.

He had a few hurdles to cross before he was able to connect to the digital service as he did not have a reliable device or internet at home to access sessions. Jason had just commenced paid employment when COVID-19 hit, so he was understandably disappointed when his role was put on hold, due to the pandemic.

Jason went the extra mile to remain connected to Youth Jobs Now! services during the initial stages of lockdown, by travelling to the Connects site in Officer where he was able to utilise the Wi-Fi to participate.

Jason has become more confident and independent during the Youth Jobs Now! online sessions, now that he has his own laptop. His technology skills have increased and although staff are on hand to assist him, he is always prepared to give things a try, and this is evident in his commitment to attending sessions each day at Officer.

Staff profile – Team DES

The changes brought on by COVID-19 in 2020 has meant that teams have had to adjust and adapt.

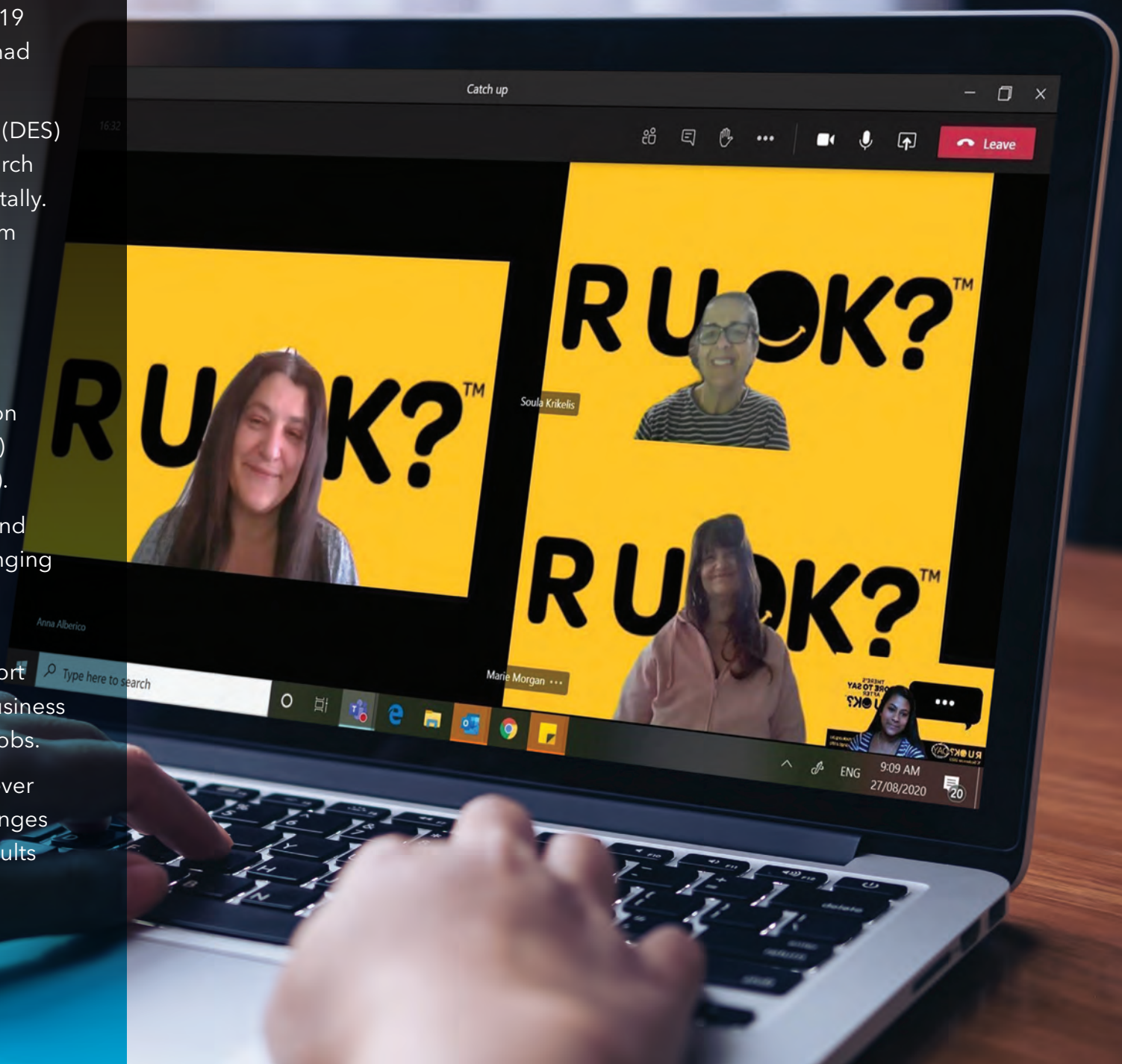
Our Disability Employment Services (DES) team began working remotely in March and continue to provide service digitally. While they are physically remote from each other, the stronger use of technology has also supported a greater team involvement.

Our DES team consists of Soula (DES Manager), Marie (Administration Coordinator), Anna (DES Consultant) and Lydia (Allied Health Practitioner).

There have been many challenges and positives that have come out of changing the way we work.

The main focus was to get as many participants using technology, support them during COVID-19 and then 'business as usual'; keep getting people into jobs.

Has it been harder? Yes, it has, however the DES team has risen to the challenges and has achieved some amazing results during these trying times.





Casey Youth Project – Isi's story

In early 2019, Fili (Youth Projects Manager) met Isi, a young man who at the age of 18 had left all that he knew back home in New Zealand to follow his dream of a financially sustainable life.

Isi was motivated to find work quickly as he knew that this would set him on a pathway to independence in his own home.

Together, Fili and Isi worked to make his dreams a reality and a few short weeks later Isi was attending an interview with Perfection Packaging and in a matter of days after the interview, Isi was at work!

Roll forward to September 2020 and Isi couldn't be prouder. His hard work and determination saw him receive a promotion at work and he is now a machine operator on the night shift. He and his girlfriend are in their own home and enjoying their independence.

"I feel independent and able to handle anything that comes my way. The support provided to me by The Bridge Employment has helped me find a job and a home. I am saving money and meeting new people."



Staff from The Bridge Employment assembling home-testing kits

Helping people to shine

Sonic Healthcare was appointed as the testing laboratory for the Australian Government's National Bowel Cancer Screening Program ('the Program') in January, 2018, but our involvement is delivering benefits well beyond potentially life-saving medical testing. It is also helping to provide marginalised Australians with meaningful and valued employment, performing work that has clear importance to the broader community.

A key component of the Program is the home-testing kits that are mailed out to participants. Sonic has engaged The Bridge Employment to be one of the providers responsible for assembling these kits, millions of which are needed each year.

The Bridge is a not-for-profit social enterprise dedicated to providing supported employment opportunities for people with disabilities, as well as young people from culturally diverse backgrounds. They have worked with Sonic for almost two years as a vital partner in delivering the Program.

The benefits of The Bridge's involvement are compelling, with employees feeling empowered, included and valued. Ausra Wells, General Manager from The Bridge Employment, explained:

"This is the first job in Australia for several of the young women within our culturally diverse youth team. Many of them have struggled to find employment or have been marginalised because of their ethnic or religious background.

Starting their working career is a major step, and some have gone on to study courses on disability that have allowed them to take on more senior roles within The Bridge."

Supported employees are also benefiting by learning new skills and interacting with other staff, which is helping them with their confidence and abilities to take on new work.

But the positive outcomes don't stop there, with the integrated workforce creating further synergies. "An added benefit from the Sonic contract is the great collaborations we are seeing between young people from diverse backgrounds and people with intellectual disabilities when they work together," Ausra said. "They are learning about each other, and they support each other, which is creating a more harmonious team that is helping to get the job done."

Robyn Winton, Sonic Project Manager for the pathology component of the National Bowel Cancer Screening Program, has nothing but praise for the entire team at The Bridge. "Their professionalism, quality and accuracy are first-class. They are also highly flexible when they need to be and during our regular visits to their workplace, it is clear that their staff are highly valued and part of a cohesive, motivated team that is providing outstanding work. Sonic is very pleased to be partnering with The Bridge in this wonderful program."



Partnership improving lives

In partnership with internationally renowned healthcare provider, Sonic Healthcare, The Bridge packs home-testing kits for Australia's National Bowel Cancer Screening Program, which is administered by the Federal Government's Department of Health.

This partnership has spanned nearly 3 years and was featured in Sonic Healthcare's global 2019 Corporate Responsibility Report.

The Bridge is very proud to be involved with this vital health program which aims to prevent serious disease amongst Australians.

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
 Phillip Toovey – Secretary / Chief Executive Officer

Committees

Quality & Risk Committee
 Helena Higginbottom – Chair
 Sally Bennett
 Phillip Toovey
Co-opted members:
 Mary-Jane Stolp – General Manager
 Ausra Wells – General Manager

Finance, Audit & Investment Committee
 Sue Banks – Chair
 John Jeffries
 David Mallinson
 Phillip Toovey
 Jim Hall (Investment only)
Co-opted members:
 Richard Dawe – Chief Financial Officer
 Tetyana Thurston – Finance Team Leader

Property Development Advisory Committee
 Jim Hall – Chair
 Sue Banks
 Phillip Toovey
 Richard Dawe



President and CEO report

2020 heralded a major milestone for The Bridge, our 50th anniversary year.

However, the reality is the past year was indisputably the most extraordinary ever for The Bridge and the entire world.

Starting strong

The first part of the year was positive, with:

- Growth in our NDIS funded individualised services, Your Supports and leisure and respite service, Getaways.
- Commenced day support services in Officer and identified a suitable alternative site in Springvale for day services.
- NDIS Support Coordination services continued steadily growing.
- Granted additional State funding for our youth employment service, Youth2You.
- Disability Employment Services (DES) achieved high performance ratings of 4 and 5 stars.
- Transition to work program Youth Jobs Now! grew rapidly.
- Supported employment came under The Bridge Employment management structure.
- Potential positive partnership with another social purpose enterprise, Soap Aid.
- Project curating The Bridge's 50 years of history was initiated.
- Successfully defended our brand, with another organisation compelled to cease improperly using The Bridge name.
- New Multi-Employer Agreement for staff of The Bridge Connects was formalised.
- Recognised the 20th year of our Webb Street Narre Warren day service in February.

During February a new **2020-22 Strategic Plan** for The Bridge was developed, involving consultations with groups of staff, participants and family members, then a workshop of senior staff and the Board.

Things were going well with a sense of optimism in the air...

Coronavirus crisis

Unhappily, within a few weeks we were dealing with the emerging Coronavirus/COVID-19 pandemic.

In response to this crisis an Incident Management Team made up of key staff met frequently to assess implications, plan and respond to the changing circumstances, with the primary concern being the safety of staff and participants.

With physical distancing restrictions and increased hygiene risks, The Bridge Connects five group-based day services, plus the Getaways leisure service, were suspended in late March.

To conform with restrictions, individualised services by Your Supports were curtailed, as was our transition to work program, Youth Jobs Now! and we closed employment services offices, with remote servicing becoming the new norm.

Our supported employment enterprise adopted COVID-safe practices early and with a smaller than usual workforce, the business continued operating, processing a number of essential products for health and logistics industries.

The impact of the pandemic was financially severe, but fortunately strong financial performance leading up to the outbreak, coupled with the government JobKeeper wage subsidy scheme, meant The Bridge could hold a healthy surplus for the first time in recent years.

There is no doubt that the human impact was profound, the overriding feeling amongst everyone was concern, with periods of high anxiety, strain and fatigue of dealing with the uncertainties and risks presented by this virus.

At the same time, we needed to keep ensuring our business technology was able to accommodate remote servicing and work from home routines, while increasing the protection measures on our network security, to thwart the ever-increasing perverse threat of cyber attacks.

However, we adjusted to the new restricted realities and The Bridge continued on where it could and adopted new ways of offering services, with innovative activities via digital online delivery.

Quality reviews

The Bridge underwent two quality reviews, one in March for our Federally funded DES and Supported Employment services, and the other being our first NDIS Certification Audit, in July and August. Both reviews were conducted in COVID-19 circumstances, in a remote, online mode.

We passed both audits and expect to be certified as meeting NDIS Practice Standards and Quality Indicators under the recently introduced National Quality and Safeguards regulatory framework, which requires independent evaluation of an organisation's service delivery and governance of NDIS services.



GoodHuman partnership

The Bridge has continued to work with technology entrepreneurs, GoodHuman, developing an application to enable NDIS participants more choice and control, while giving service providers an effective system to manage the business of keeping connections and delivering services to customers.

In recognition of our significant contribution to the development of this new software product, GoodHuman provided some share options to The Bridge.

The app is now in deep trial mode with participants and families of The Bridge. We are proud to be part of the development of this exciting technology.

Property project

Despite COVID-19 our Noble Park property development project, Park Grove, has progressed with the first stage of 11 townhouses being completed 12 months on, with 4 already sold and settled. With 7 still to sell, we anticipate these will be bought when physical inspections are allowed.

Further investigation of NDIS housing was undertaken and possible options will be given future consideration.

Royal Commission

At a sector level, a Royal Commission was instigated to examine the experiences of people with a disability in Australia, and this inquiry was expanded to include the impact of COVID-19 on this vulnerable cohort. The Bridge was party to a submission by 33 providers on this matter.

Our Board

Unsurprisingly, it has been a busy year for the Board and its Committees, with frequent meetings required to focus on the risks and impacts of COVID-19, scenario planning and modelling financial implications being key activities.

Looking ahead

While planned exciting celebrations of our 50th year needed to be postponed, we will look to next year for suitable times to reactivate these events.

The work and commitment of our staff during this crisis needs to be applauded. They have gone above and beyond, been adept at changing to keep services going in different, safe ways as well as keeping connections with people who were isolated.

On behalf of the Board we express our sincere gratitude to every staff member, from the management team, business supports, through to frontline staff – thank you one and all.

We know that this pandemic has greatly impacted participants of The Bridge, as well as their families.

We hope everyone will get through these difficult times and look forward to working together to support you in a post-pandemic 'new normal'.

Jim Hall

President / Chair

Phillip Toovey

Chief Executive Officer / Secretary



Our people

Although towards the end of the 2019-20 financial year the COVID-19 pandemic significantly impacted our operations and workforce, for the most part, pleasingly, we were still able to achieve our objectives as outlined below.

Staff

214 staff members worked with us. Remarkably, this was the identical amount as in 2018-19. Of course, this number would have been higher had recruitment not halted due to the COVID-19 pandemic. This included 44 new staff appointments.

Supported Employees

48 supported employees worked with us during the year.

Volunteers

75 volunteers worked with us during the year, complimenting the staff team and providing invaluable support and friendship to participants.

New hire efficiencies

We implemented a new online staff on-boarding system which combined with our online recruitment system, streamlined and improved the new hire experience.

Learning and development

We maintained our commitment to a skilled and adaptive workforce with staff completing 524 training activities during the year (total cost \$58,000). This included accredited/non-accredited and e-learning courses. We were also pleased to achieve 100% staff completion rate of the NDIS Worker Orientation module.

New Multi-Employer Agreement

Following 3-4 years of negotiations across the sector we were pleased to finalise the Victorian Disability Services (NGO) Agreement 2019 which Connects staff overwhelmingly voted in favour of. We implemented this new Agreement for all Connects staff in March 2020.

Staff Health and Wellbeing

Our Wellbeing Committee implemented a range of initiatives including a regular weekly walking group, resilience workshops for staff, promotion of Heart Health Week, training staff in responding to victims of domestic violence and coordination of various RUOK? DAY events across the organisation. In addition to this, The Bridge continued to offer free flu vaccinations, private health insurance discount and the Employee Assistance Program (EAP) for all staff.

Equal opportunity and diversity

We are pleased to advise that The Bridge continues to be compliant with the Workplace Gender Equality Act 2012. With 78% female staff members and 69% of the full workforce being female (inclusive of Supported Employees), we encourage participation at all levels. 50% of our Board of Directors positions are female as is the case with our senior leadership positions.

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

Accountant
Enoch Gandhi

Assistant Accountant
Thushara Ratnayake

**Assistant Accountant /
ICT Coordinator**
Wallace Choy

**Payroll Officer &
RTW Coordinator**
Kirsten Greenway

Finance Officer
Lin He
Sonia Fiaz

ICT Manager
James Righetti

Workforce Relations Advisor
Carolyn Pabst

Workforce Development
Nadia Parzybok

Recruitment Assistant
Sean Lynch

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

NDIS Administration Officer
Naomi D'Rozario

Community Coordinators
Catherine Dunstan
Hayley Jones
Karina James
Tania Swan

Senior Disability Support Worker
Corrinne Brighthope

**Support Coordinator Team
Leader**
Kata Barry

Support Coordinators
Alex Baya
Gill Wightman
Hue Nhi Au
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

Disability Support Workers
Adrienne Heaysman
Aleksandra Gronek
Almaz Weldegewergis
Andika Ibrahim
Angus Kurzeja
Ashlee McFadzean

Atong Alier Dit
Barbara Smith
Ben Sinclair
Bernadette Harper
Bettina Clarke
Brett Barling
Bridget Laughlin
Caitlin Frost
Candida Kottiyali
Caroline Sly
Casey Gould
Casey Pilcher
Celeste Tan
Chiragkumar Patel
Chloe Sund
Christopher Cowap
Cindy Gonsalves
Collen Muduwa
Craig Harrison
Cynthia Karanja
Daniel Moss
Dararath Klongprong
Darren Gibbs
Dhushyanthi Gallearachchi
Diana Lewis
Dianne Popof
Donna Katsaros
Doreen Tolentino
Eluwawalage Charmari
Abeyratne
Emma Collins
Fahria Talukder
Falguni Vaghela
Fiona Sheean
Florame Chan
Freddy Vassallo
Gary Lacey
Gustavo Gibelli
Harry Dimitriou
Hershey Wilson
Hetal Desai
Hue Nhi Au
Jade Kugli
James Yeaman
Jamie Zinner
Jamie-Lee Baron
Jennifer Nelligan
Jennifer Rogers
Joanne Brooks
Karen Mathews
Kevin Taing

Kirstyn Neal
Krystyna Cieslak
Kylie Straughair
Kylie Weidemann
Larissa Gray
Lesley Gonzalez-Mutis
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
Melina Hadjisofocleous
Melinda Rodrigues
Melissa Kelly
Melissa Leeman
Merson Korah
Munish Kareer
Murray Foley
Nadereh Fusca
Natasha Rehman
Noor Mohsin Sheikh
Nora Ryan
Patricia Newton
Paula Newman
Paula O'Neill
Peter Slade
Philip How
Philip Newman
Raelene Daniel
Ray Adcock
Rebecca Stuckey
Rinmanus Ward
Sally Johnson
Samantha Paranaheva
Sandaljot Kaur Dhindsa
Sandra Ginger
Sandra Scott
Sarah Anne Riley
Shannon Clifford
Shona Rodger
Sonia Gedult
Sunny Attri
Surendra Kumar Shrestha
Susan Ringeri
Susan Zebadeyo

Suzie Lake
Tamara Harber
Tammie Stokes
Tania Swan
Tanya Burgess
Tanya Goodman
Tara Lawless
Tara Lee
Therese Green
Tracey Gallagher
Valerie Cox
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

Allied Health Practitioner
Lydia Joy Varghese

Youth Projects Manager
Fili Polataivao

**Customer Relationship
Manager**
Shelley Tubb

DES Manager
Soula Krikelis

Administration Coordinator
Marie Morgan

DES Consultants
Anna Alberico
Matthew Day
Vincenzo Ruffolo

**Employment &
Partnerships Manager**
Marie Hale

**Transition to
Employment Manager**
Cindy Warren

Employment Coaches
Elizabeth White
James McLean
Joanna Gorgen

Joseph Tynan
Martina Netto

Place & Train Consultant
Stephanie Krikelis

Youth Employment Manager
Pollyvianne Faauli

Youth Employment Coaches
Joshua Mansfield
Nathan Merlo
Oscar Persson
Satwinder Singh
Stacey Kraloglou
Terrence Jepsen

Supported Employment

Service Manager
Mel Rees

Team Leader
Nichole Harrison

**Business Development
Manager**
Wayne Broomhall

Training & Support Officers
Ailin Binti Kahar
Hafiza Ibrahim
Nina Moses
Sumaiya Talib Hussain
Vimalkumar Desai

Leading Hand
Sara Ansari

Process Workers
Eugenia Bejenariu
Ilias Krikelis
Joshua Brown
Kwobdoch Kwajakwan
Laila Haideri
Monday Patrick
Muna Nuradin Musse
Nafisa Rasuli
Najiba Ibrahim
Nathan Mazzeo
Nicholas Manolitsas
Noralin Mishuari
Origi Kwajakwan
Simmoen Kabato
Winston Edrisinha

Warehouse Store person
Moe Akai

Volunteer Jig Designer
Peter Smith

Supported Employees
Adam Chirgwin

Alvin Yaw
Anthony Smith
Bree Higginbotham
Cassandra Mery
Christopher Norris
Constans Letelier
Danny Do
Darren Beard
Daryl Cooke
David Abraham
David Cain

David Camenzuli
Dean Dinh Khac Nguyen
Earl Caszo
Edward Treloar
Eva Odriel

Frank Nicolaci
George Francois
Giuseppe Di Benedetto
Gregory Tucker
Hong Yen Xuan Ngo
Ian Williams
Jane Cumming
John Karadeas
Jonathan Burggraaf
Kelly Preer

Kim Houy Men
Kim Thomas

Krishan Dass
Lukasz Domagala
Mark Alvares
Max Bowen
Michael Gelsi
Monica Muth
Nicole Hayse
Nikhil Joy
Paul Robinson
Paul Rushton
Poy Poch

Robert Boribon
Sandra Tram Nguyen
Sean Lynch
Sean McCafferty
Shahrazad Abou-Ali
Thomas Voutier
Tracey Pang
William Wan

Volunteers

Adrienne Tan
Amber Dunn
Anna Allen
Anne Antenucci
Anne Ladlow
Barbara Out
Callista Rusli
Caroline Fittall
David Glover
David Lambert
Deanne Ades
Douglas Wroe
Elizabeth Fernando
Farque Islam
Fluer Morgan
Gaylene Osmond
Geraldine Pay
Gina Manansala
Gurvinderpal Singh Sidhu

Heather Murray
Hendrika Castricum
Ian Maxwell Dudley
Iffat Abbsar
Ilinay Ece Yilmaz
James McNaney
Jawida Maqsoudi
Jeanette Gibson
Joseph Dumicich
Julie Armstrong
Kwok Yin Ki
Latasha Little
Lee Harrison
Linda Duncan
Lindalva Soares
Loretta Sequeria
Lucy Matic
Mahid Al Hassan
Mangala Kalansuriya

Marie Johnson
Mark Titford
Mary Williamson
Melissa Lowe
Meridith Baeck
Michael de Grieve
Michelle Rowland
Ming Gong Kirschner
Mursal Hassani
Neha Rani
Nicole Matthews
Nyamer Jal
Peta Van Horick
Peter de Fontenay
Peter Smith
Rachel Nishara DeSilva
Ralph Beneventura
Rayyan Berjaoui
Rhea Torpy

Rincy Roshan
Rozario Davis
Ruth Kerkula
Ruth Wickramasinghe
Sahil Hase
Sana Iftikhar
Sandra lao
Shane Gellie
Shereef Saad
Sisi Pan
Stuart Scullin
Suzie Rohringer
Thi Kim Ly Dang
Tiffany Tan
Timothy McDermott
Trevor Williams
Vicky Khan
Waleed Malik

Life Governors

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 J Lovett
Mr GM Maynes
Mrs G Meadows
Mr J Mickles
Mr IJ Morgan
Mrs DM Muir
Mr P O'Brien
Mr D Poole
Mr T Roffato
Mr 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 volunteers are invaluable

Due to COVID-19 restrictions, we had to suspend The Bridge volunteer program at the end of March.

We thank the volunteers who could still support The Bridge:

- Mangala produced art works for participants to use for colouring competitions
- Ilinay posted encouraging greetings on our Clyde Rd Facebook page
- Caroline handmade beautiful face masks for participants
- Michelle crocheted beautiful head bands for participants to use with their masks
- Brendon continued to share his business continuity expertise
- Peter and Michael continued to donate time and professional expertise supporting our ICT capability
- Deanne, our longest-serving volunteer, exchanges quick hellos with Douglas St participants when they arrived in the morning. Good on you Deanne, that's dedication!

We look forward to being able to welcome you all back to The Bridge and thank you so much for your ongoing loyalty.





Donors 2019-20

Noble Park Community Centre	\$50.00
Toshihito Handa	\$200.00
Aussie Broadband Pty Ltd	\$250.00
Cranbourne Greyhound Racing Club	\$500.00
Steven Smith	\$500.00
Warren Opportunity Shop	\$1,000.00
The Meadows (GRV)	\$2,000.00
John and Judy Brown	\$2,000.00

Thank you to all our donors

help build The Bridge
thebridgeinc.org.au/support_us

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



Funders 2019-20

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



National Disability Insurance Scheme



Victorian Government

Department of Health and Human Services



Department of Jobs, Precincts and Regions



Local Government



Community Support

Access Skills Training
 Aikido Fitness Cranbourne
 Amanda Kennedy
 Annemarie and Noel George
 Arts Access
 AST Training
 Balla 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
 Cardinia Leisure
 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
 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
 Good Human
 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
 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
 McDermott Commercial
 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
 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
 X Golf Mornington
 XFC Gym
 Yarra Valley FM
 YMCA Endeavour Hills Leisure Centre
 13CABS

Finance overview

2019-20 – What a Year!

The first 9 months of the year saw The Bridge really start to realise the benefits from all the hard work and prior year investments in ensuring a successful transition to a largely NDIS-funded operating model.

We had seen significant progress and growth in all NDIS-funded areas including Youth Jobs Now!, Day Services, Getaways and Your Supports.

Then we were hit, along with everyone else, with the coronavirus pandemic.

That saw our overall operational income reduce by almost 50% pretty much over night with the Connects direct support services most significantly impacted.

On a positive note, it did bring out the creative best in our staff and we were able to find different ways of delivering services through digital mediums. These new ways of working are likely to benefit us into the future.

From a financial perspective, the announcement of the federal government JobKeeper program was significant in both maintaining the strong financial position that we had built during the first 9 months of the year as well as enabling us to retain our staff despite the substantial drop in service activities.

Overall, The Bridge ended the year with operational income of \$14,988,000 (up \$4,155,000 from 2018-19) offset by operating expenditure of \$13,156,000 (up \$1,787,000) resulting in an operating surplus of \$1,832,000. Adding in a surplus from our investments of \$31,000, we achieved an overall surplus of \$1,863,000. This was the first surplus in 5 years having come through a period of being impacted by loss of major contracts and investment in transition to NDIS.

Profit and Loss

Operating Income - \$14,988,000

Overall, income grew by 38% (+\$4,155,000) with Connects growing by 27% and Employment by 18% which demonstrates how well these programs had been going up to March. We benefitted from \$1,447,000 of federal government stimulus income including JobKeeper and the Cash Boost for Business. This stimulus income was offset by \$489,000 of JobKeeper staff costs.

Across the organisation, NDIS funding grew by \$4,746,000 with virtually full transition having occurred and some healthy growth in demand for our services. The relatively small drop in State funding of \$1,359,000 shows how well we have done in growing these services.

Operating Expenditure - \$13,156,000

Total expenditure increased by \$1,787,000. This was all from increased staff costs although \$489,000 of it related to JobKeeper top-up pay.

To have controlled the increase in expenses relative to the growth in income during NDIS transition illustrates how well we have managed to adapt and structure the delivery of our services across the organisation.

Balance Sheet

Development Property

The development work at the property in Callander Road, Noble Park saw the first stage of construction almost completed by the end of the year. This stage saw the first 11 (out of 37) houses being built at a cost of \$3,547,000.

This was mostly funded by a loan that increased by \$3,259,000 and that will be paid off through the sale proceeds of the first few houses.

Subsequent to the year end we were delighted to be able to settle the first house on 14th August.

Cash

With the strong operating result our cash increased substantially from \$757,000 to \$2,320,000 (up \$1,563,000).

Together with investments of \$843,000, this gives The Bridge a really strong Balance Sheet with which to continue to invest into the future and to weather any further storms that the pandemic might throw at us.

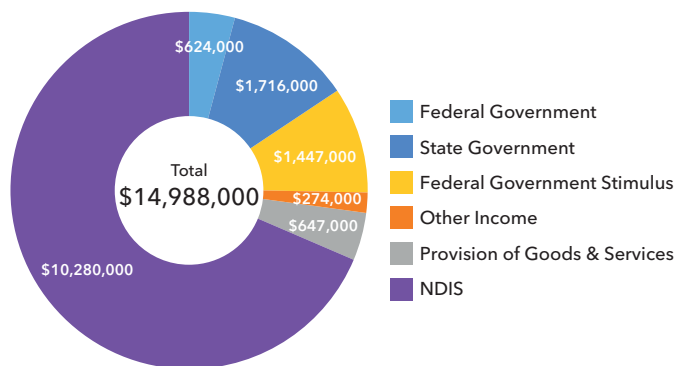
Trade Receivables

Trade Receivables have remained stable with the increase of \$403,000 being mostly due to a month of JobKeeper which is paid in arrears.

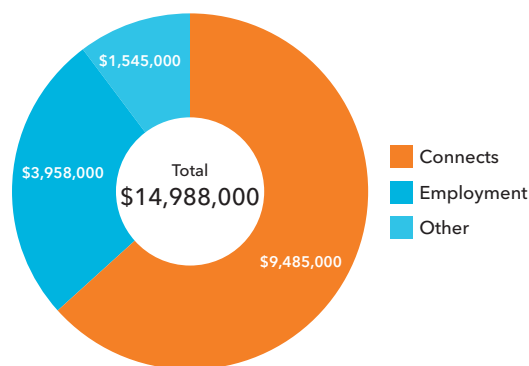
Richard Dawe
Chief Financial Officer

Note: Figures are rounded to the nearest thousand dollars.
2020 Audited Financial Statements are available in a supplementary document.

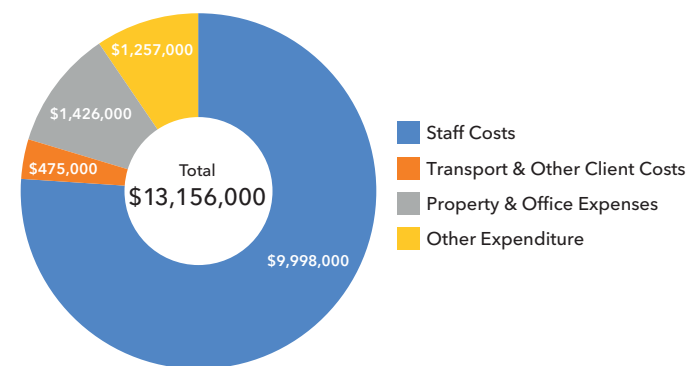
Income by source
for the year ended 30.6.20
Total Revenue \$14,988,000



Income by business unit
for the year ended 30.6.20
Total Revenue \$14,988,000

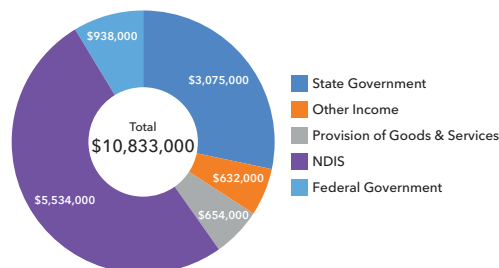


Expenditure breakdown
for the year ended 30.6.20
Total Expenditure \$13,156,000

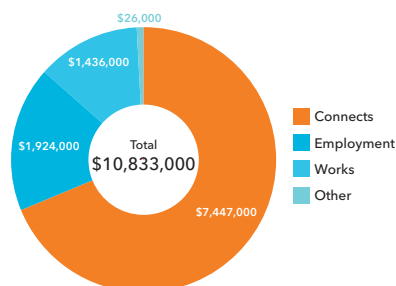


Comparison to 2018-19 Income and Expenditure

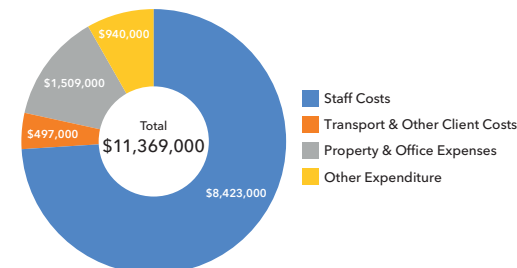
Income by source
for the year ended 30.6.19
Total Revenue \$10,833,000



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







The Bridge Inc.

Registered Office

Suite 3, Level 4
26 McCrae Street
Dandenong Vic 3175

03 8710 8555
info@thebridgeinc.org.au
www.thebridgeinc.org.au

Postal Address

PO Box 7030
Dandenong Vic 3175

Service Enquiries

1800 BRIDGE
1800 274 343
enquiries@thebridgeinc.org.au

Reg. No A0033971H
ABN 31 506 563 698



Registered NDIS Provider

Disability Employment Services Provider
Jobs Victoria Employment Network Provider



thebridgeinc.org.au

The Bridge Connects

Main Office

Suite 3, Level 4
26 McCrae Street
Dandenong Vic 3175

03 8710 8555
info@thebridgeconnects.org.au

Getaways

03 8710 8588

Your Supports

03 8710 8555

NDIS Support Coordination

03 8710 8555

Day Services:

Clyde Road

Berwick Vic 3806
03 9769 3950

Douglas Street

Noble Park Vic 3174
03 9546 8369

Officer Community Hub

Officer Vic 3809

Stawell Street

Cranbourne Vic 3977
03 5995 5250

The Hub

Dandenong Vic 3175
03 9701 7311

Webb Street

Narre Warren Vic 3805
03 9705 9111

The Bridge Employment

Disability Employment Services (DES)

Jobs Victoria Employment Network - [Youth2You](#)

Casey CALD Youth Employment project

Jobs Victoria Support for Jobseekers of African & Pasifika Heritage Program (SJAPH)

School Leaver Employment Support (SLES) / Transition to Work - [Youth Jobs Now!](#)

Supported Employment / Social Enterprise

Main Office

Suite 3, Level 4
26 McCrae Street
Dandenong Vic 3175

03 8710 8555

info@thebridgeemployment.com.au

Suite 8

108-120 Young Street
Frankston Vic 3199
03 9784 3888
info@thebridgeemployment.com.au

Suite 2

387-389 Springvale Road
Springvale Vic 3171
03 9546 2892
info@thebridgeemployment.com.au

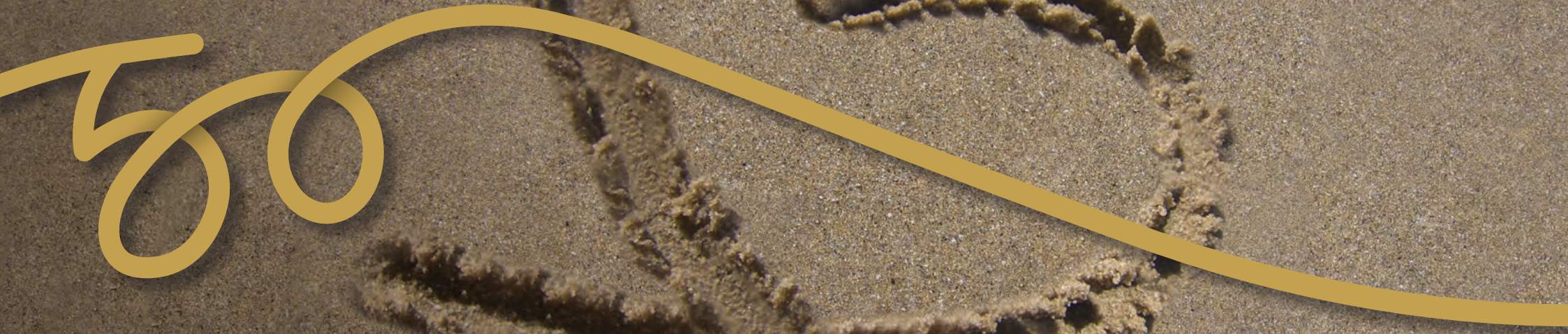
Shop 48

The Mall
Heidelberg West Vic 3081
info@thebridgeemployment.com.au

95A Cheltenham Road

Dandenong Vic 3175
03 9792 2662
info@thebridgeemployment.com.au





Celebrating 50 years