



The Bridge

2024 ANNUAL REPORT



PROVIDING SERVICES AND SUPPORT SINCE 1970.

Welcome to The Bridge 2024 Annual Report detailing 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 support, and their inspiring stories.

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



ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation, The Bridge acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Disability Employment Services Provider | Certified Social Enterprise | Registered NDIS Provider



An accessibility friendly digital version is available via the QR code.



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2024 Audited Financial Statements are available in a supplementary document

Our Strategy 2024-2029



Our Purpose

Empowering lives and inspiring futures by providing holistic support to people with disabilities



Our Mission

Supporting and advocating for individuals through education, employment, life experiences, social and community connections



Our Vision

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



Key Priorities

- Provide services to achieve a greater impact and client experience
- Grow our partnerships to build and increase our community impact
- Be an employer of choice in the disability sector
- Ongoing business transformation to enable growth
- Expand and develop our Social Enterprise and open employment services

Strategic Intent

- **Growth**
To provide more services to more people
- **Lived Experience**
Listening to the voices of clients, families and carers
- **Our Commitment**
To provide unique services through our community based culture
- **Collaboration**
Ongoing input from our partners, staff and leadership to deliver outstanding services

STRATEGICALLY PLANNING FOR THE FUTURE

Following consistently strong performance over the last three years, the Board and Executive embarked on an 'open strategy' process to develop our strategic direction for the next five years.

Throughout our consultation process we were committed to the principles of co-design and clients and carers having a 'voice at the table'.

The Bridge's strategic direction for 2024 to 2029 is bold and ambitious, seeing the organisation double in the next five years. Most importantly, we want to increase our impact on the communities we support by focusing our efforts on:

- More services for more people
- Building centres of excellence using co-design
- Workforce initiatives that embed our high performing teams approach
- Organic growth, partnerships and where appropriate, mergers, to ensure service continuity for clients and carers

Continued focus on viability and sustainable services by expanding social enterprises and diversifying income streams.

THANKS TO THE MORE THAN 100 PEOPLE INVOLVED IN OUR CONSULTATION. THE FUTURE LOOKS BRIGHT AT THE BRIDGE!





OUR IMPACT 2023-24

14%

increase in Support
Coordination delivering

8,063

hours of service

1,000,000+

bowel screening kits assembled for the
Australian Government

Connects services
provided

240,942

hours of service

48

student placements
undertaking a total of

3,871

hours

58

new staff
commenced

29%

increase in Supported
Employees employed by
The Bridge

2

new service sites opened
enabling us to deliver
more services to more
people in the Casey and
Cardina council areas

88%

of employees would
recommend working
at The Bridge to
family and friends

98

new clients commenced

89%

of clients reports a
recent positive experience
at The Bridge

3,874

volunteer hours
provided for FY 23/24

53

hours of leadership
training provided to our
leadership cohort

2

mobile Cleaning Crews commenced
at The Bridge Works, employing

8

people with disability and

2

Training & Support Officers to clean
10 locations across The Bridge

1,032

individual online courses
completed by staff from
January to June 2024

2

new Employment sites
opened in Dandenong
and Mornington



ENGAGING WITH OUR COMMUNITIES

We were honoured to host key events such as the openings of new sites at The Bridge, visits from local Members of Parliament, and open mornings across our locations that showcased our community impact.

These events allowed us to showcase our facilities, discuss important issues, and demonstrate the impact of our services on the community. The MPs' presence helped raise awareness and emphasised the importance of our work in addressing community needs.

In addition, we have strengthened engagement through partnerships with local organisations, volunteer initiatives, and community events. Our new sites in Pakenham (Slattery Place), Dandenong (2Works), and Beaconsfield (Wallace Street) and Mornington opened in response to growing demand, expanding our reach and deepening our community connection.

Open mornings allowed individuals and families to visit, meet our team, and learn about our activities, fostering meaningful connections and positive feedback from attendees. The strong community relationships we've built this year will remain a foundation for our future growth and impact.



Hon Julian Hill, MP - Member for Bruce at 2Works launch



(L-R): Deputy Mayor Cr Tammy Radford, Cardinia Shire, Mary-Jane Stolp, CEO, The Bridge, and Emma Vulin, MP - State Member for Pakenham at Slattery Place Hub opening.



Open mornings at The Bridge.



New Beaconsfield site opening.



The Bridge AGM.



L-R: Mary-Jane Stolp, CEO, The Bridge, Gabrielle Williams, MP - Minister for Government Services, Consumer Affairs, and Public Transport, and Carol Bellew, GM, Soap Aid.



LIAISING WITH FUTURE CLIENTS

This year, we expanded our outreach by participating in industry and school expos, as well as exhibiting at key industry conferences.

These events allowed us to connect directly with future clients, educators, and professionals, providing a platform to showcase our services and how they can support individual growth and community development. Through interactive booths and one-to-one discussions, we were able to demonstrate the value of our services, answer questions, and create a lasting impression on attendees. By engaging in meaningful conversations and presenting our programs to diverse audiences, we raised awareness of our offerings and established valuable connections.

These events have strengthened our outreach efforts, positioning us as a trusted resource within the community and welcoming in the new generation of clients to The Bridge.





CONNECTS ANNUAL WRAP UP

Two new service sites were opened in Pakenham and Beaconsfield, and this enabled us to establish our NDIS footprint in these areas. The new group pricing commenced in January 2024 across NDIS group services following the development of our model resulting in a successful implementation. Interstate supported holidays become part of our offering through Getaways with a total of 42 clients supported across four trips. Work trial opportunities at The Bridge Works have continued to be an area of focus for those with employment goals with some of these trials resulting in offers of employment. Clients can access any services across Connects and Employment for a blended service delivery model allowing them to continue to achieve their goals.

We have continued to see growth on our service delivery hours across the community services from the previous 12 months, with an increase of 6% or 14,942 hours. This is a great outcome for clients and staff and demonstrates our commitment to growth and providing more services to more people.

The annual client / carer survey, completed in March 2024, resulted in positive feedback across all service areas. Service improvements will be made to ensure the quality of service delivery remains at a high standard for the people we support.

I would like to take the opportunity to thank the clients and their families and the fabulous staff within Connects for your ongoing support and commitment to The Bridge. I look forward watching Connects grow and evolve to empower lives and inspire futures for more people.

Nicole Stribbles
General Manager Connects



FINANCIAL YEAR 2023/24 HAS SEEN
CONNECTS CONTINUE TO DELIVER
QUALITY SERVICE TO OVER 400 CLIENTS

"This trip was something we never thought possible. For Phil and I to have this break has been awesome. This would not have been possible without the dedication of the Your Supports team."





MAKING A DIFFERENCE IN THE LIVES OF FAMILIES

Meet the Lanes. Jen and Phil have been married for over 50 years and their daughter, Sarah, is their world.

Up until recently, Sarah hadn't been on her own for more than a few days at a time. With support and encouragement from the team at Your Supports, Jen and Phil decided to take the plunge and spend six weeks overseas, catching up with family and friends. The Bridge helped put the necessary supports in place and Sarah managed exceptionally well and was able to flourish.

Jen said "This trip was something we never thought possible. For Phil and I to have this break has been awesome. This would not have been possible without the dedication of the Your Supports team, and Sarah's main support workers, who showed incredible commitment to enable this trip to happen."

Phil added "One of the best things that has come out of this, is that Sarah has grown so much in her independence, and this break has given us faith that Sarah will be confident and more independent (with support) in the future. Jen and I are very proud of her."



CHANGING CAREERS TO SUPPORT THE COMMUNITY

Karey's journey to becoming a Support Worker at The Bridge is inspiring.

After spending 25 years as a Printer and Sign Writer, he faced a significant career change due to redundancy. Despite being at a crossroads, Karey explored different paths until he found himself drawn to supporting the community.

His transition to becoming a Support Worker was influenced by his experience supporting a young man as a respite carer. This role sparked a passion for helping others in a more direct and impactful way.

Now working at The Bridge Beaconsfield, Karey finds fulfillment in his role by engaging clients in various activities to achieve their goals. Whether it's supporting them with independent living skills, such as making a cup of coffee or engaging in social activities in the community, Karey focuses on nurturing their development and independence.

His approach is characterised by fostering joy and laughter, aiming to make each day meaningful for the clients.







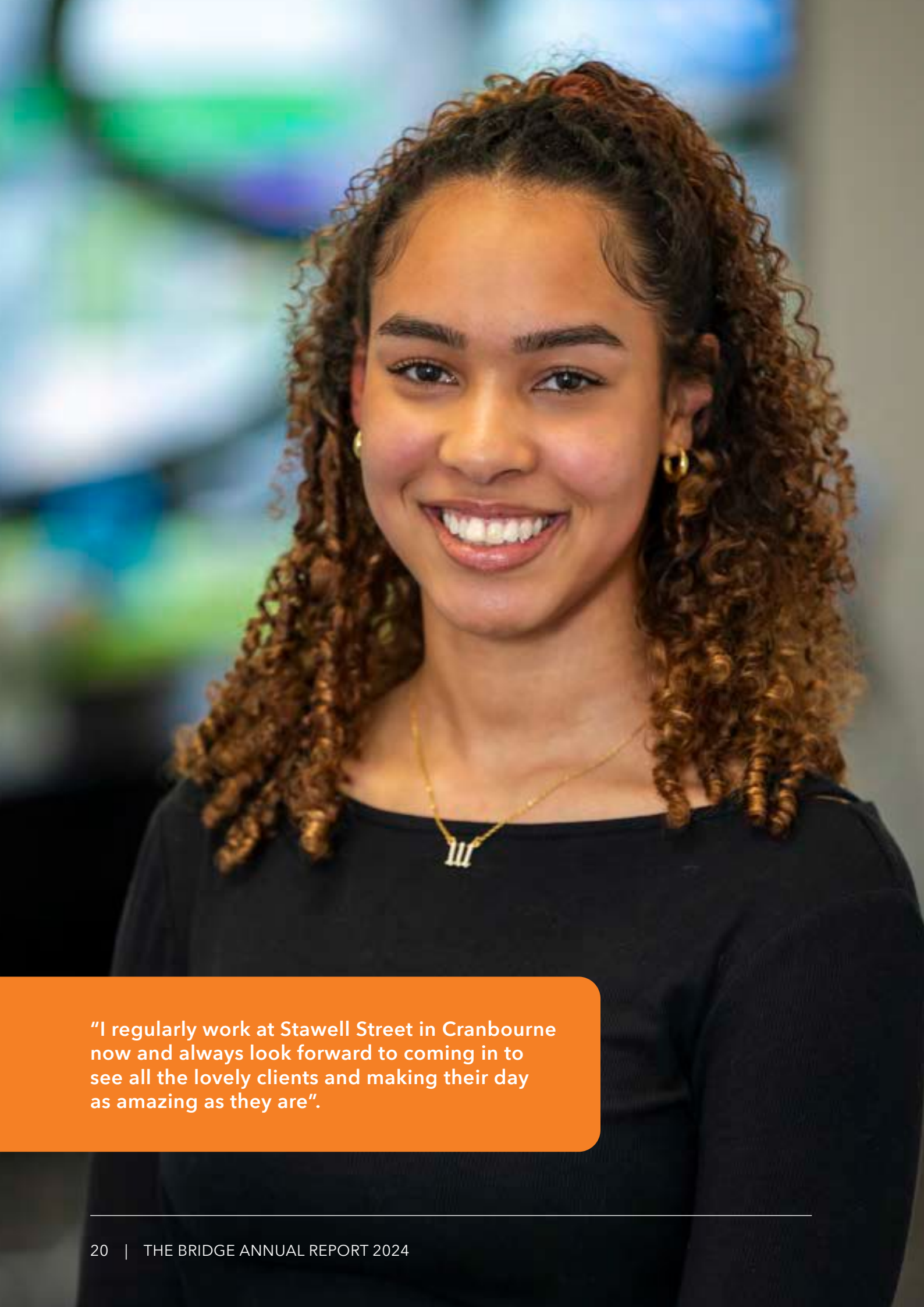
ACHIEVING INDEPENDENCE

Max commenced his journey with The Bridge Support Coordination team in 2019 after graduating from High School.

Max identified that one day he would like to move out of home and be independent. Over several years Max was supported to build his capacity through connections with day programs, individual supports, Allied Health supports and short-term accommodation. Max's overall capacity and confidence grew greatly during this time.

When Max felt he was ready to begin the housing process, support was provided to apply for NDIS funding. After successfully obtaining funding, he was then ready to look for suitable accommodation. In 2023 Max was presented with an opportunity to move into a fabulous unit of his own and achieve his lifelong goal.

This transition has presented new challenges however Max has been supported every step of the way and will continue to be. Max is now enjoying this new chapter and the independence this brings.



"I regularly work at Stawell Street in Cranbourne now and always look forward to coming in to see all the lovely clients and making their day as amazing as they are".

PATHWAYS TO EMPLOYMENT WITH THE BRIDGE

Aaliyah says that completing her student placement at The Bridge was such an amazing opportunity and an experience she will never forget.

Aaliyah found it incredibly valuable to apply her studies in a practical setting, working hands-on with both staff and clients. In recognition of Aaliyah's strengths in compassion, empathy and understanding, demonstrated during her placement, she was offered a casual position with The Bridge.

Aaliyah said "working with clients at different sites and building meaningful relationships with clients and staff has been a great experience and learning curve for me. This has increased my confidence in my work ability and within myself. I regularly work at Stawell Street in Cranbourne now and always look forward to coming in to see all the lovely clients and making their day as amazing as they are".



USING FEEDBACK TO IMPROVE OUR SERVICES

The Bridge's Annual Feedback Survey was open to all clients, carers, families and jobseekers.

We streamlined the process by combining the client and carer surveys into one comprehensive survey. To make it even more accessible, we introduced a QR code option, allowing for quick and easy responses. Overall results were encouraging with:



89%

reported a positive recent experience at The Bridge



86%

reported they feel safe at The Bridge



84%

rated communication with The Bridge as positive



80%

would recommend The Bridge to others

"The Bridge has always been committed to providing an outstanding service."

"Feel staff are well trained to keep participants safe at all times."

"Support Workers take due care and are mindful of the needs of the client."

"Very happy with Friday night social group, camps and weekend activities."

"I think The Bridge is doing a fantastic job in serving the needs of my son."

"The Bridge team are always planning ahead making sure all clients are supported as well as their families."

Importantly, feedback helped us identify some areas where we could further improve our services and support. Actions are being progressed through our Community Voice Advisory Group.







ACHIEVING EMPLOYMENT GOALS

After graduating from school at the age of 18, Paul joined the Connects Dandenong Day Service with a strong aspiration to enter the workforce.

Despite encountering challenges along the way, Paul remained determined to achieve his goal. Over the years, he gained valuable work experience through placements at Coles, McDonald's and Australia Post, preparing himself for employment.

In early 2023, Paul embraced an opportunity for work experience at The Bridge Works. By October 2023, Paul successfully transitioned to working three days a week at Works, while continuing to attend Dandenong Day Service for two days a week.

His determination paid off and in April 2024 he achieved his lifelong dream of becoming a full-time employee at The Bridge Works. Paul's mother, Jan, said "He's loving it! He's so proud of himself, we're so proud of him because it's been 28 years and he's finally made it."

Congratulations to Paul on his remarkable journey and achieving ongoing independence at The Bridge!



EMPLOYMENT ANNUAL WRAP UP

Our focus this year has been on strengthening our business and service models for the future.

In 2023 we delivered our final services for the Jobs Victoria Employment Services Mentors and Advocacy programs. Our incredible work contributed to the unemployment rate in Victoria hitting an all-time low, and as a result State Government funding was cut. The team engaged over 3,400 Victorian Jobseekers, supporting 230 people into employment. We retained staff where we could, to strengthen our services and deliver our new pillars of service across Employment Services.

Our Disability Employment Service Frankston site was remodelled to create new open space, a dedicated job search and training room and a welcoming environment. We also expanded the DES service into the Mornington Peninsula. In January 2024, we transferred the DES operating system from Bridge to JobReady Live, a large undertaking to create a platform to deliver services, train all staff and transfer of jobseeker data. Shortly after we had our external NSDS assessment which we passed with flying colours!

We joined with our Connects colleagues in opening our second co-located service site at Slattery Place, Pakenham, and have been working to grow this new service location. Youth Jobs Now won a State Trustees grant to implement myDRIVESCHOOL. With help from our IT Department, we installed four driving simulators across our Dandenong and Pakenham sites and have been supporting participants in their desire and aspirations to drive.

We expanded our Social Enterprise by opening 2Works to enable us to provide more services for more people. We commenced our second Works Cleaning Crew, purchasing a second van, increasing our team and cleaning more of The Bridge sites. We now have 76 Supported Employees across The Bridge Works and our teams are ready to grow and explore new Social Enterprise ventures into the future.



Our partnership with Soap Aid was strengthened by local, national and international media attention. We were honoured to win the Social Impact Award through the Dandenong Chamber of Commerce and Soap Aid also won an Environment and Sustainability Award and the Social Traders 'Social Enterprise Pioneer of the Year' Award. These achievements were the result of our partnership and hard work. The great media attention contributed to our advocacy efforts and brought new customers to our doors. It also opened the way for Third Party Logistic services to be provided by The Bridge Works, providing more opportunities for Supported Employees and business partners.

David Kazakoff
General Manager Employment



TRANSFORMING LIVES THROUGH EMPLOYMENT

Chan joined The Bridge in 2019, receiving support from The Bridge Disability Employment Services (DES) and pre-employment services via Youth Jobs Now (YJN).

His journey was marked by significant language barriers and comprehension challenges due to his disability, despite working at a fruit shop with assistance from both teams, COVID 19 led to the end of his job. The Bridge was committed to providing ongoing support and throughout this time, Chan attended digital sessions with YJN and accessed support services through Your Supports.

As COVID 19 restrictions eased, Chan undertook work experience through YJN at Upparel, successfully securing employment but unfortunately, due to operational changes, Chan's tenure at Upparel came to an end. In early 2024, Chan participated in work experience at The Bridge Works, and upon completion quickly secured a role with the Works Cleaning Crew. Briefly returning to Cambodia in May 2024 for the birth of his first child, Chan promptly resumed his position upon his return and now proudly works to support his family in Cambodia.





"I really enjoy working at The Bridge and feel privileged to have received the leadership education to support my journey."



COMMITMENT TO SUPPORTING EMERGING LEADERS

Lesley commenced employment at The Bridge in 2019 as a casual Disability Support Worker with Your Supports and Getaways.

In 2022, Lesley successfully applied for the role of Training & Support Officer at The Bridge Works, and in 2023, was recognised with the Outstanding Achievement in Leadership Award. While Lesley was not in a leadership position at the time, she demonstrated her potential as an emerging leader through inspiring others with her motivation and can-do attitude, leading by example, and supporting her team through her actions.

Having worked as a Senior Training & Support Officer for approximately two years, Lesley was recently appointed as Service Coordinator at The Bridge Works where she supports and coordinates services for the Supported Employees.

Reflecting on her time at The Bridge, Lesley says "I really enjoy working at The Bridge and feel privileged to have received the leadership education to support my journey. I have been given an opportunity to grow and learn from working as a casual support worker at The Bridge Connects, to being offered a Service Coordinator role at The Bridge Works where I am able to grow as a leader."



UNWAVERING FOCUS ON SUPPORTING OUR TEAM

As the number of people we support continues to grow, so does our incredible team.

With **58** new starters over the last 12 months, we now have **280** employees, including **77** talented Supported Employees, **28** passionate volunteers, and **48** eager students, our total workforce reached **433**, working across **11** sites to deliver our vital services.

Our dynamic People, Culture and Quality team partner closely with leaders and staff across The Bridge to foster an agile workforce and a thriving organisation. We are deeply committed to career progression and cultivating a culture of continuous learning and development, empowering our staff to achieve their personal and professional goals.

We are dedicated to cultivating a workplace where every team member feels valued, supported, and empowered. Here is how we're making a difference:

Individualised learning and development pathways.

Celebrate with Birthday Leave: We believe everyone deserves a special day just for them.

Paid Parental Leave: Family comes first. Our new paid parental leave policy ensures that our staff can cherish those precious moments with their loved ones without financial worries.

Embracing Diversity and Inclusion: We celebrate and honour the diversity within our team. Our staff have joined us in recognising significant days such as IDAHOBIT Day, Invisible Disability Day, International Day of People with Disability, NAIDOC Week, Reconciliation Week, and many more.



Prioritising Staff Wellbeing: Our staff mental health and wellbeing are our top priorities. We have focused on celebrating key events during the year and providing wellbeing resources, and offering specialised training for our leaders to confidently address and support staff mental health and wellbeing.

We are excited to share our ongoing initiatives aimed at creating a more inclusive, safe, and supportive environment for all our employees and clients:

Creating a Reconciliation Action Plan (RAP): We are committed to fostering reconciliation and building stronger relationships with Indigenous communities. Our RAP will guide us in promoting respect, trust, and opportunities.

Enhancing Safety, Quality and Wellbeing: We are revolutionising our operations with new systems designed to boost safety and employee wellbeing and provide quality systems and support for our clients. These enhancements will ensure a safer, healthier, and more efficient workplace and environment for everyone.

We have a diverse workforce, supporting people with disabilities through Supported Employment and able-bodied employees.

46%

Part Time
Workforce

22%

Full Time
Workforce

32%

Casual
Workforce

18.5%

of our workforce self-identify
as Culturally and Linguistically
Diverse (CALD)

28.5%

of our workforce have a disability
(Supported Employees + those who
have advised they have a disability)

62%

of our workforce
are female

Age Diversity

we have a very equal age distribution of our workforce
- (50+ 31%, 41-50 24%, 31-40 19%, 21-30 25%)

The Bridge remains in the top 10% of NFP organisations and this year's Staff Feedback Survey received a high response rate. Key results were:



90%

of staff feel
their leaders
are invested in
delivering high
quality team
leadership



81%

of staff feel
highly engaged



81%

of staff feel
that team
effectiveness is
valued at The
Bridge



88%

of our staff would
recommend
The Bridge as
a workplace to
their family and
friends



84%

of our staff feel
satisfied with
their job

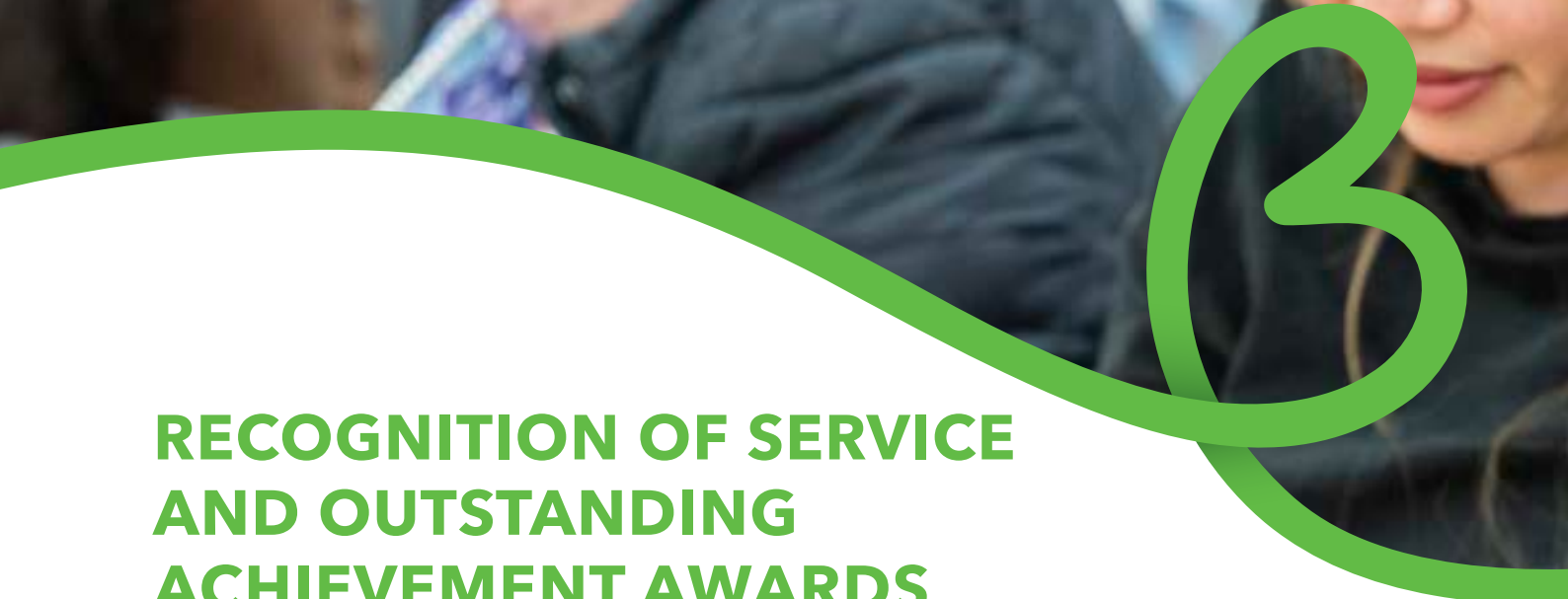
"Putting people first whether it be
clients or staff, they are clearly above
the rest. Very happy to be part of
The Bridge Team."

"Everyone is very dedicated to the
vision and mission; the focus is on
working together to provide great
services for the people and
communities we support."

"I love the flexibility
The Bridge offer."

"The Bridge is a wonderful
place to work."





RECOGNITION OF SERVICE AND OUTSTANDING ACHIEVEMENT AWARDS

Each year at our Annual General Meeting we recognise our employees and volunteers through Service Awards and Outstanding Achievement Awards for those who consistently go 'above and beyond', every day.

At the 2023 Annual General Meeting we presented the following awards:

RECOGNITION OF SERVICE AWARDS

5 YEARS

Almaz Weldegewergis
Casey Pilcher
Chloe Sund
Masooma Hassani
Melissa Kelly
Peter Slade
Richard Dawe
Samantha Paranaheva
Sumaiya Hussain

10 YEARS

Cassandra Mery
Joanne Brooks
Krishan Dass
Melinda Rodrigues

15 YEARS

Ben Sinclair
Bree Wilkin
Caroline Sly
Jenny Duprey
Marie Morgan
Phil Newman

25 YEARS

Thomas Voutier

35 YEARS

William Wan



OUTSTANDING ACHIEVEMENT AWARDS

OUTSTANDING ACHIEVEMENT IN CUSTOMER SERVICE

Nicole Seamons

OUTSTANDING TEAM PLAYER

Kirsty Greenway

OUTSTANDING ACHIEVEMENT IN LEADERSHIP

Lesley Gonzalez-Mutis

OUTSTANDING ACHIEVEMENT IN COMMITMENT TO CULTURE

Lauren Shanmugaratnam
Nichole Harrison

OUTSTANDING ACHIEVEMENT IN COMMITMENT TO SAFETY

Joseph Jones



PROVIDING CAREER PATHWAYS

Amelia initially joined The Bridge in 2022 on a three-month fixed-term contract as the People and Culture Administrator.

With a background in retail and pursuing a Bachelor of Community Development, she quickly became an integral part of our team, providing crucial day-to-day administrative support, particularly in recruitment. Recognising her potential and dedication, Amelia transitioned to a permanent role, taking on responsibility for recruitment across the organisation.

Recently graduating and eager to advance her career, Amelia was appointed as the People and Capability Partner in 2024. She now plays a pivotal role in providing targeted HR support to our teams, ensuring our workforce receives the necessary resources and guidance to thrive.

"Everyone at The Bridge is so dedicated to providing quality supports to our clients. It's amazing to see their passion in action every day and being able to be part of their employment journeys!"



CHAIR AND CEO REPORT

In keeping with The Bridge's strategic priorities 2022-2024, we continued our focus on achieving a greater impact for more people.

We opened four new sites; Beaconsfield, Dandenong, Mornington and Pakenham, to enable us to provide more services for more people. Interstate holidays to South Australia, New South Wales and Queensland were described as 'life changing' by the clients who participated. We relocated our longstanding Clyde Road, Berwick site just up the road to Beaconsfield, to create more capacity for those on our waiting list and better, more contemporary facilities.

Results from our annual client and carer survey and collection of outcome measures showed high levels of satisfaction with client experience. We welcomed 100 new clients to The Bridge for the year and enquiries remain strong. The expansion of The Bridge Works has increased opportunities for the social enterprise to employ more people with disabilities and consolidate our focus on mobile microbusinesses such as our Cleaning Crew.

To ensure an agile, high performing work force, we introduced Employment Hero, overhauled our induction and onboarding process and refreshed our learning and development program. A welcome change in our ICT services has ensured staff have the tools they need to work efficiently and effectively from anywhere. Leadership programs were well received, and we currently have seven current / emerging leaders completing a Certificate IV in Leadership and Management with Chisolm.

A continued focus on marketing and promotion, including the introduction of a CRM system called HubSpot, two grand openings, an awesome AGM event at Bunjil Place, a website refresh, sponsorship of VALID's Having a Say Conference, reimagining all brochures and strategic approach to social media has helped The Bridge attract more clients, high calibre staff and supported our partnerships and advocacy work.

Unfortunately, The Bridge was also affected by the continuing challenges in the building and construction sector resulting in delays to the completion of our specialised disability accommodation at Park Grove. We anticipate these will be finished by the end of 2024.

Viability challenges remain front of mind in our sector and The Bridge will ensure sustainability of our services by continuing to transform our business and diversify our income streams. We have invested in our systems and developed social enterprise and philanthropy and fundraising plans. We prepared and submitted six funding applications and, at time of writing, have been successful for two, strengthening our financial position into the future. We will continue to foster a range of partnerships that support our strategic priorities and allow us to achieve the largest impact.

We have renewed focus on employment services and are excited about our intended partnership with CoAct as we move towards the tender process for DES 2025. With the support of a much larger organisation, we will have the best chance of succeeding in this difficult service area.

In keeping with our focus on excellence and a thriving organisation, we are well prepared for our NDIS re-registration audit and have renewed our Board, expanded our Community Voice Advisory Group and developed our strategic direction for 2024-2029.

In summary, The Bridge is well positioned for the challenges ahead and we remain optimistic about the future. Thanks to our Board and Executive for their leadership, our dedicated team supporting or delivering frontline services, and to the people we support for your contribution to making The Bridge great.

Sue Banks
Chair

Mary-Jane Stolp
Chief Executive Officer / Secretary

OUR BOARD

The Board governs the organisation and is accountable to its members for its performance.

The Board has seven Directors elected by members of the Association. The Chief Executive Officer / Secretary is appointed by the Board.



Sue Banks
Chair



John Jeffries
Deputy Chair



David Mallinson
Treasurer



Sally Bennett
Director
(resigned April 2024)



Andrew Stewart
Director
(resigned April 2024)



Sue Hansford
Director



Siân Slade
Director



Mary-Jane Stolp
Chief Executive Officer / Secretary



Sanjay Gund
Director
(appointed as casual Director April 2024)



Tanya O'Connor
Director
(appointed as casual Director April 2024)

BOARD COMMITTEES

Finance, Audit & Investment Committee

David Mallinson – Chair
John Jeffries
Sue Banks
Sanjay Gund
Mary-Jane Stolp
Richard Dawe – Chief Financial Officer

Quality & Risk Committee

Sally Bennett – Chair
Sue Hansford
Siân Slade
Tanya O'Connor
Mary-Jane Stolp

Co-opted members

Nicole Stribbles – General Manager Connects
David Kazakoff – General Manager Employment
Melinda Cartwright – General Manager People, Culture & Quality

Property Development Advisory Committee

Sue Banks – Chair
David Mallinson
Mary-Jane Stolp
Richard Dawe

Client Experience Committee

Andrew Stewart – Chair
John Jeffries
Siân Slade
Mary-Jane Stolp
Kathy Angus – Community Voice Advisory Group
Wayne Witham – Community Voice Advisory Group

Co-opted member

Naomi Black – Marketing Manager

Mergers & Acquisitions Committee

Sue Banks – Chair
David Mallinson
Andrew Stewart – Consultant
Mary-Jane Stolp
Richard Dawe

FUNDERS 2023-24

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 Families,
Fairness and Housing



Department of Jobs,
Precincts and Regions



Local Government

Department of Social Services





DONATING MADE EASY!

The Bridge now uses Give Easy to make donations just an easy one-click away! **The Bridge Give Easy** (<https://the-bridge-inc.giveeasy.org/help-build-the-bridge>) page offers a simple, secure, and efficient way for supporters to contribute to our cause. With a user-friendly interface, donors can quickly select their contribution amount, set up recurring payments, and receive instant digital receipts. The Bridge uses this platform to ensure transparency by allowing donors to see how their funds will be used, while secure payment processing protects their information.

Your support is crucial in helping us empower individuals with disabilities to thrive. Let's come together to create a brighter future. Your kindness and generosity make all the difference!

Head to our website to help build The Bridge.

THANK YOU TO ALL OUR WONDERFUL SUPPORTERS WHO HAVE DONATED TO THE BRIDGE OVER THE LAST YEAR.



Acknowledgement of community support and partners

AAMTECH	Jesuit Community College
Ace Wire	Jobs Victoria
AFL Community Ticketing	Monash City Council
Brotherhood of St Laurence	Myuna Farm
Bunnings Cranbourne, Keysborough, Narre Warren and Pakenham	Oasis Leisure Centre
Cardinia Shire Council	Reclink
Cheerful Givers	Royal Canin
City of Casey	Sailability Albert Park
City of Greater Dandenong	Sailability Lysterfield Sailing Club
City of Greater Dandenong Libraries	Soap Aid
Family Life	Sonic Healthcare
Find a Penny Foundation	Southern Masters Cycling Club
Frankston City Council	Southern Migrant Resource Centre (SMRC)
Fun Box	Springvale Toy Library
Greyhound Racing Victoria – The Great Chase	Unicharm
Grill'd Casey Central and Fountain Gate	Uniting Church, Narre Warren North
Information Access Group	VALID

We acknowledge and thank all our wonderful volunteers listed below, who contribute so much to The Bridge and the people we support.

Amanda Oliver	Jeremy Long Yan Leung	Peter Smith
Annie Ladlow	Karen Winter	Piyali Biswas
Deanne Ades	Katie Vevers	Roslyn Rogers
Effie Tomaras	Linda Scopel	Ryjev Panes
Evan Lewis	Lois Mitchell	Stephen Hogan
Hafiza Ibrahim	Lucy Majstorovic	Sukaina Mohammadi
Henny Castricum	Mangala Kansuriya	Thereas Flores
Holly Dimitrakas	Michael de Grieve	Vivienne Bayer
Ian Dudley	Margaret Campion	Yudi Jiang
Jayden Dimitrakopoulos	Peter de Fontenay	

WE WISH TO ACKNOWLEDGE AND THANK THE CONTRIBUTIONS OF LIFE GOVERNORS, WHOSE NAMES CAN BE FOUND ON OUR WEBSITE.







2023-24 FINANCE OVERVIEW

Following four years with strong financial surpluses, 2023-24 was the year when, in line with the strategic direction, The Bridge made a number of investments to support growth in services. Our focus remains on increasing our impact by providing more services to more people with disabilities.

This also coincided with not selling any further houses at Park Grove and the loss of \$1,300,000 funding from Jobs Victoria after the sudden announcement at the end of 2022-23 to significantly scale back the JVES program. As a result of these major factors, The Bridge made a deficit in 2023-24 of \$799,000.

Apart from these factors, The Bridge achieved strong intake across most programs with the investment in three new sites at Pakenham, Dandenong and Mornington, starting to deliver sustained growth in activity levels towards the end of the year.

The Bridge ended the year with total income of \$16,748,000 (up \$52,000 from 2022-23 excluding house sales in that year).

Expenses totalled \$17,547,000 (up \$2,232,000 from 2022-23 excluding costs associated with house sales in that year).

Profit and Loss

Income - \$16,748,000

Excluding house sales from the 2022-23 comparative, income grew in 2023-24 by \$52,000. That was a good outcome having lost \$1,300,000 from the JVES program suddenly at the end of 2022-23.

The main contributors to income growth were NDIS services which grew 10% and sales from the supported employment services which grew 38%.

Excluding the lost JVES income, the other Employment services grew by 12% in 2023-24 whilst the Connects services also grew by 10%.

NDIS income represented 87% of all income for The Bridge in 2023-24 which is up from 79% in 2022-23.

Expenditure - \$17,547,000

Expenditure increased by \$2,232,000 from 2022-23. This was primarily from staff costs (up by \$1,595,000) and property expenses (up by \$701,000).

Both of these increases were a result of The Bridge investing in growth by opening three new sites during the year and relocating one service to a larger site. These expansions required additional staffing ahead of the anticipated service growth. All other costs reduced slightly as we kept control on other expenses. Note that there were no costs from Park Grove as we had no sales with all building work adding to the Inventory account on the Balance Sheet.

During the year The Bridge spent \$160,000 on innovation projects designed to try out new ways of working to transform business operations and improve the quality of service to clients.

Balance Sheet

Park Grove Development Property

With no additional houses sold at Park Grove, the only change was \$1.6M that was paid on ongoing construction at the site.

Cash

As a result of not selling houses (and continuing to build) as well as the financial deficit for the year, cash at the end of the year declined by \$2.6M. At the year end, cash and investment reserves totalled \$5.6M:

Cash and Bank \$962,000 (down \$2,647,000)

Investments \$4,601,000 (up \$23,000)

This position is very strong and enables The Bridge to complete the remaining Park Grove construction providing disability accommodation and to continue investing in organisational growth.

Net Assets

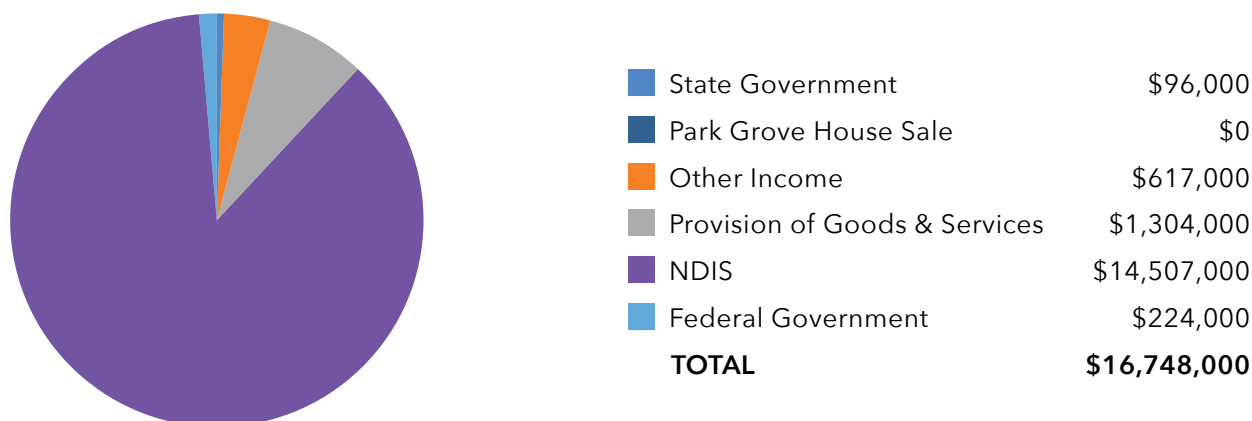
The net assets at the year-end were a healthy \$14,912,000. Once construction is completed at Park Grove, The Bridge will be financially well positioned to invest in future strategies supporting innovation across all areas, particularly in relation to client experience and delivery of more services to more people with disabilities and disadvantage.

Richard Dawe
Chief Financial Officer

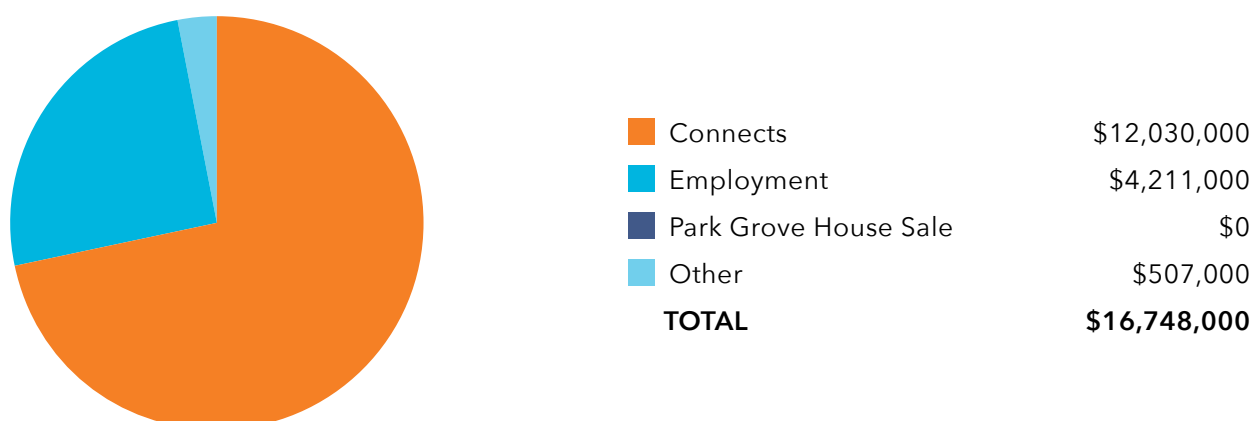
Note: Figures are rounded to the nearest thousand dollars. 2024 Audited Financial Statements are available in a supplementary document.

2024 FINANCIALS AT A GLANCE

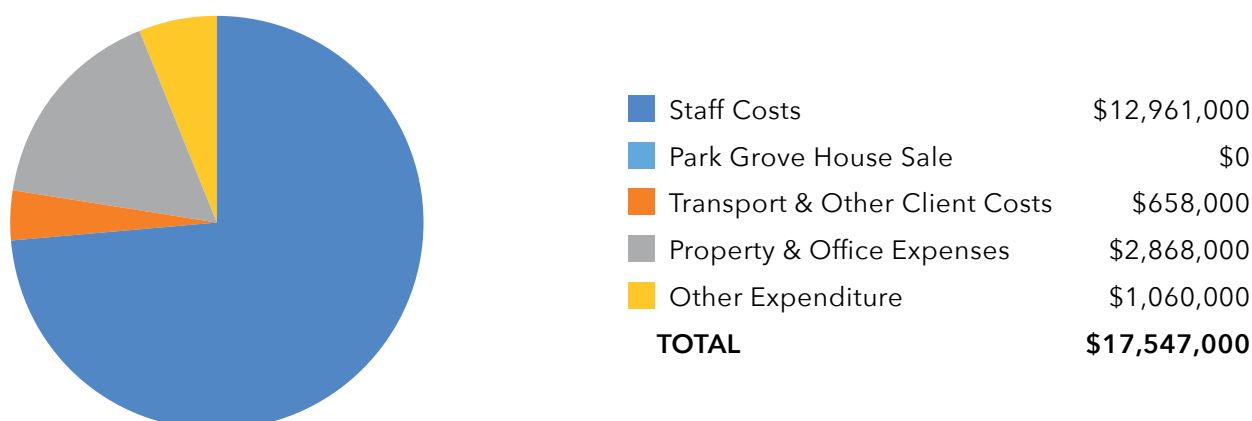
Income by source for the year ended 30/6/24



Income by business unit for the year ended 30/6/24

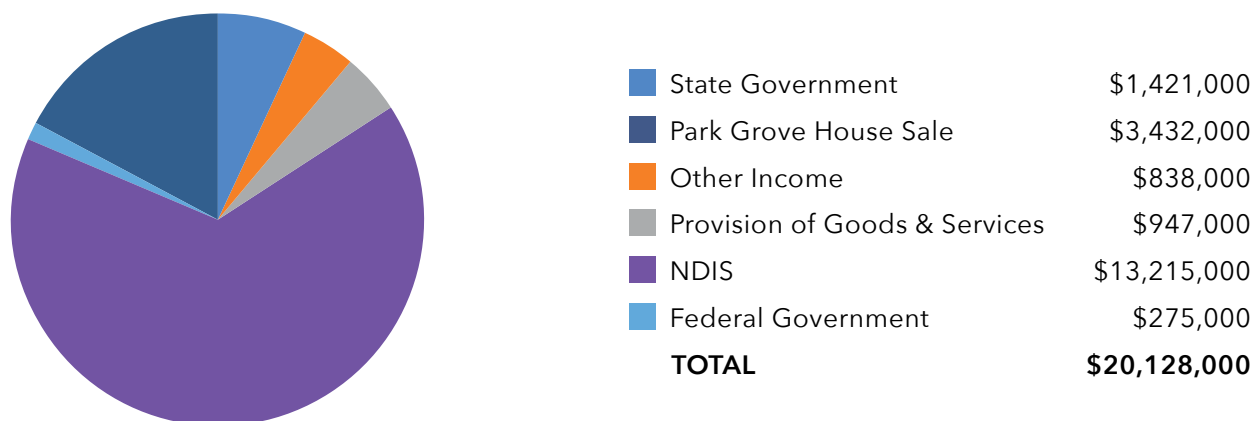


Expenditure breakdown for the year ended 30/6/24



Comparison to 2022-23 Income and Expenditure

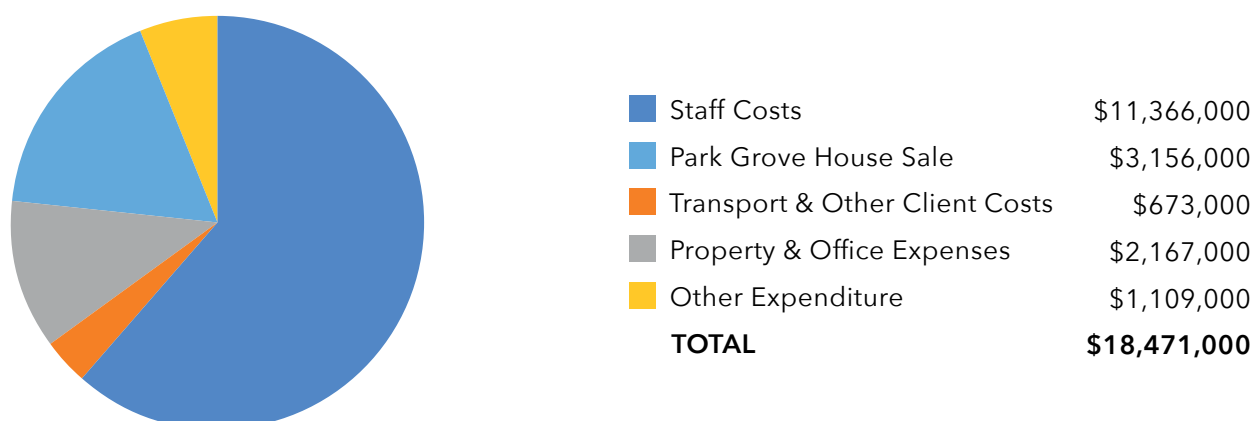
Income by source for the year ended 30/6/23



Income by business unit for the year ended 30/6/23



Expenditure breakdown for the year ended 30/6/23





The Bridge Connects

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Dandenong VIC 3175
03 8710 8555
info@thebridgeconnects.org.au

Getaways 03 8710 8555

Your Supports 03 8710 8555

NDIS Support Coordination 03 8710 8555

Day Services

69-71 Athol Road
Springvale South Vic 3172

Level 1, 31 Princes Highway
Dandenong Vic 3175

89-91 Slattery Place
Pakenham Vic 3810

3 Stawell Street
Cranbourne Vic 3977

49 Wallace Street
Beaconsfield Vic 3807

67-69 Webb Street
Narre Warren Vic 3805

The Bridge Employment

Disability Employment Services (DES)
Casey CALD Youth Employment project
School Leaver Employment Support (SLES) /
Transition to Work - Youth Jobs Now
Supported Employment / Social Enterprise

Main Office

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info@thebridgeemployment.com.au

Disability Employment Services (DES)

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Frankston VIC 3199
03 9784 3888
info@thebridgeemployment.com.au

4/216 Main Street
Mornington VIC 3931
03 9784 3888
info@thebridgeemployment.com.au

Youth Jobs Now (ages 16-24)

Your Job Now (ages 25+)

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