



BAYLEY HOUSE ANNUAL REPORT 2018–2019

“Hello! Welcome to Bayley House. My name is Courtney and I have been coming here for nine years.”

Bayley House was the first place I looked at and I didn't need to look any further. I like the programs at Bayley House. I like the staff and I know I can have a bit of a talk to them if I need to.

This year my main goal was to write a book. I'm proud to say I achieved this. I have written a book with the support of my instructor, Paul and our volunteer, Diana. It has been a very good activity and I am happy with what I achieved. COURTNEY TONKIN



A MESSAGE FROM THE CHAIR

Welcome to our annual highlights of what's been a transformational year. Bayley House has progressed from strength to strength.

We turned over more than \$ 14 million in income – a 23% cent increase on the previous year. We now work alongside over 200 clients assisting them to live a life rich with greater opportunity. Our people have also grown in numbers and we now employ more than 180 staff.

While we tackled the changing landscape of the National Disability Insurance Scheme, we continued to effectively deliver new and responsive group activities as well as continuing our much-needed transport and accommodation services.

We are grateful for your continuous support and I sincerely thank everyone who sustain us to grow and for their valuable assistance. I congratulate our CEO Warwick Cavanagh, his leadership team and all individuals (staff and volunteers) for their dedicated work, loyalty to our clients and families and recognise their enthusiasm for proactive and constructive change.

I thank my fellow Board colleagues for their generous and capable work, our sponsors, donors and supporters and most of all, our clients and families who entrust us to work with them, thank you.

Rhonda Whitfield
Chair



Jye has been coming to Bayley House for just over a year and loves helping at afternoon transport time.

NDIS & BAYLEY HOUSE

The National Disability Insurance Scheme has introduced a new model of service delivery for Bayley House, our clients and families. It has provided opportunities for a more flexible support model which makes it easier for people to access a wide range of service providers and activity options. This is the beauty of the NDIS in action but also one of the challenges for group based activities.

Bayley House has been working on streamlining its Service Agreement and billing processes whilst developing new and exciting activity options for our clients.

Two new service areas that commenced during 2018/19 are the Out of Hour activities that have been made possible through the acquisition of the JCAAA Hype and Fresh programs, the introduction of a Saturday Exercise and Movement Class and Support Coordination which continues to grow at a rapid rate.

The greatest challenges we face at the moment are the inconsistencies that occur through funding allocations from planners, the price rulings delivered through the release of the new price guide and the struggle for service providers to get consistent support from the NDIS. Our aim, as always, is to deliver the best possible service offerings for our people and we remain optimistic that the future will see many new and flexible options available.

Bayley House acknowledges the traditional owners of the land and pays respect to the Aboriginal Elders, past and present. Our head office is located on the land of the Wurundjeri people of the Kulin nation and we welcome all Aboriginal and Torres Strait Islander people who visit our facilities or access our services.

85

PEOPLE USED SUPPORT
COORDINATION

49

PEOPLE ACCESSED OUR
RECREATION PROGRAMS

9

NON BAYLEY
CLIENTS ACCESSED
OUR RECREATION
PROGRAMS

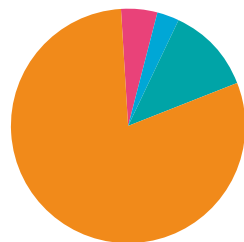
TREASURER'S REPORT

With most of our clients transitioning to NDIS funding during the year we were presented with some significant financial challenges.

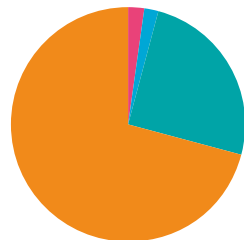
The uncertainties of NDIS funding rates and packages, together with cash flow changes resulting from now receiving income in arrears from a large client base when previously income was received in advance in lump sums, made budgeting and administration particularly difficult. However, the finance team rose to the occasion and with twelve months' experience with NDIS we now have greater financial predictability. An increase in NDIS Accommodation funding will significantly support our clients, but we continue to advocate for sustainable NDIS Group Based funding for centre-based activities.

Our operating surplus for the year was \$540,868. After taking into account income from our investments and donations the overall surplus was \$990,401 compared with a total deficit of \$501,443 over the previous 5 years. This welcome surplus is enabling us to invest further in our facilities for the benefit of our clients whilst continuing to maintain a strong balance sheet.

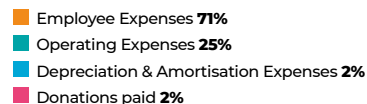
Further financial information can be found on our website.



WHERE THE MONEY CAME FROM IN 2019



WHERE THE MONEY WENT IN 2019



In 2019 we launched the Bayley Babble podcast. The Bayley Babble is made entirely in house and has taken over from the popular Bayley FM program with the aim of keeping listeners up to date with news and events. You can listen on any podcast platform, just search for Bayley Babble.



"I love my friends at Bayley House. I love coming here" MEI SZE WONG



A MESSAGE FROM OUR CEO

Writing this I am approaching my first anniversary at Bayley House; one year since the Chair walked me through the front door and gave me a tour of 52 Middle Crescent. I remarked to my family later that it was a little like entering the Tardis. But even more remarkable was the welcome I received. In every room I was introduced and in every room I was welcomed unequivocally. Clients were interested, curious, questioning but without hesitation uniformly accepting and welcoming of me to the Bayley House family. The warmth of that unqualified acceptance was powerful and an impressive expression of the culture of Bayley House.

I have spent almost my entire professional career in the disability sector. In my time I have been part of Wolfensberger's Social Role Valorisation revolution, deinstitutionalisation, changes from block funding to unit pricing, and of course in more recent years individualised funding (in Victoria) and ultimately the NDIS Australia-wide. Each of these changes has been a positive step forward towards empowering people with disabilities to access their rightful place as valued members of society, and at Bayley House we embrace that belief and that culture. Policy is important but culture is what transforms policy into reality and community is what supports people to thrive.

Each day at Bayley House I know why I want to be here. Whether it is Bar's baritone query of how my weekend went, or Mei Sze's questioning of have I 'been behaving', or indeed Jye's non-verbal but utterly unambiguous welcoming grin and a wheelchair stretch that threatens its very stability, I know that I have the privilege to be part of an amazing, diverse and embracing community which values people for who they are and encourages them to aspire to be whatever they want.

My thanks to the extraordinary staff, volunteers, families, friends, donors and most importantly the clients who make Bayley House a community where everyone is encouraged to Grow, Learn and Belong.

Warwick Cavanagh
Chief Executive Officer



DEDICATION

Paul Masterson started working at Bayley House in 1995. Next year will mark 25 years. He has a background in teaching and like many other people, knew of Bayley House before applying to work with us.

Paul continues with Bayley House after nearly 25 years because of his commitment to our clients as well as the job satisfaction he gains from them, his colleagues and people he meets through programs in the wider community.

Within our community and centre based activities, there are a number of activities that stand out as being popular and unique; two such activities are computers and TAFE.

Technology can be daunting for a lot of people, in particular those we support, so when computers were introduced many years ago to Bayley House, it was Paul who championed the move to computer based literacy and numeracy programs. While there was some initial hesitation for those who had never used computers before, Paul encouraged the transition by introducing software such as 'Money and Shopping' which offered real world scenarios while learning new life skills.

This paved the way for additional computer programs to be introduced and the eventual introduction of iPads. Computers is now one of our core activity offerings.

Given Paul's background in teaching, he has been instrumental in supporting our TAFE based courses at Holmesglen Moorabbin. He took on a lead role without hesitation. This has also been reflected through his involvement with VALID (Victorian Advocacy League for Individuals with Disability), ensuring that Bayley House clients are aware of and engaged with this service. We have been active participants each year at the VALID Having a Say Conference and attend the Southern Region Network meeting each month.

Over the past 25 years, Paul has been instrumental in ensuring our clients are provided with invaluable knowledge and awareness on a wide range of topics such as education and advocacy.

"Bayley House has a real heart that makes it a human service not just a business" PAUL MASTERSON

EXPERIENCE

One of the greatest gifts you can give, is your time. After 30 years in banking, Brett Agg decided to take a career break.

With spare time on his hands, he decided that volunteering was a good option. Brett had previously volunteered with environmental organisations which was encouraged and supported by his corporate employer as part of their Corporate Social Responsibility.

A lifelong resident of Brighton and having attended Brighton Grammar School, Brett was aware of Bayley House but had no experience with us. A chance encounter at the Sandringham Driving Range introduced Brett to our clients and gave him an opportunity to see exactly what is involved with volunteering for Bayley House. He enjoyed this experience so much that he went home and downloaded the volunteer forms from the Bayley House website and had a meeting within the week. That was two years ago.

Initially, Brett was unsure of what he wanted to achieve by volunteering at Bayley House

– a feeling of giving back to the community; helping others? What he didn't expect was to make so many new friends and the sense of community and belonging that exists at Bayley House. Brett heads out with our basketball teams each week, providing support to the players on and off the court.

Volunteering at Bayley House is a unique experience which has provided Brett and our clients with the opportunity to meet new people and share new experiences.

We are so fortunate to have such a wide variety of volunteers who are passionate about helping in our many different program areas.

"I wasn't sure what I would get out of volunteering at Bayley House, I think the more we can break down barriers and change perceptions, the better all of us will be." BRETT AGG



TRUST

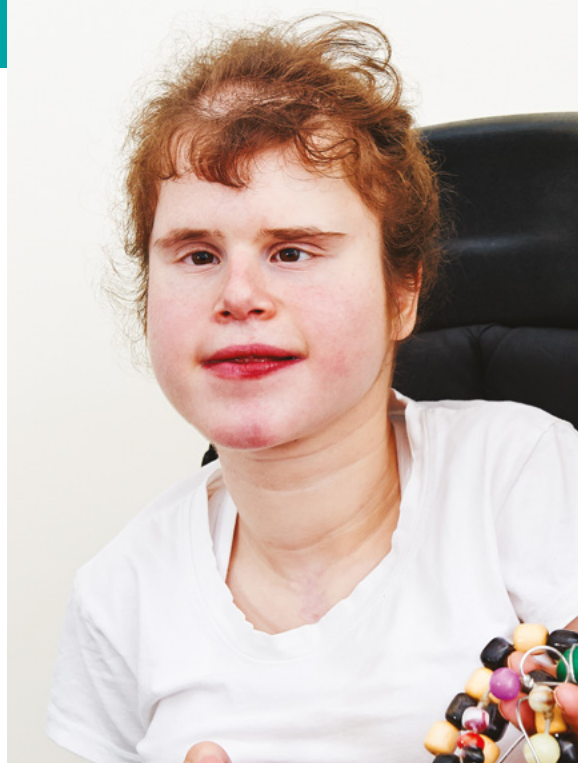
Our daughter, Julia recently received an award for 10 years attending Bayley House.

Many of our friends' children had started at Bayley House long before Julia. The awards were celebrated with the usual chaos when our daughters and sons are together.

Some quickly grabbed their award and scurried back to their seats, some got the wanders, others stood and pumped their fists at their achievement. However, what was consistent and noticeable was the joy on the clients' faces and the cheers of encouragement from other clients and staff as each received their award.

Bayley House is close to our home so we had known about it for some time. It had such a good reputation. At that time, you could not think of Bayley House without mentioning the former General Manager, Faye Barrow OAM who had fashioned Bayley House into such a caring and client centred organisation. After a number of years of consultation, Julia was finally offered a place in the high support area at Bayley House and we were absolutely delighted. Thank you, Faye.

Julia's 10 years at Bayley have passed very quickly. Over that time there have been many challenges for all of us as Bayley has adapted to major changes. Relevant to us have been more clients with high support needs, a new high support room and the transition to the NDIS. These have not all been smooth transitions. In spite of this it is obvious Julia enjoys her days at Bayley House. Some days she is positively



glowing which may be the makeup on personal grooming days, or a result of the hydrotherapy days or maybe the outing days or just an interesting event! What also stands out for me is the delight expressed by staff in person or in the communication notes, about something Julia has enjoyed.

If anyone is considering attending Bayley House, come and have a look for yourself to see if it suits the support needs of your children. Walk around and see how staff and clients interact. Don't hesitate to ask difficult questions of staff and other clients. For us, it is also important to consider the future and the possibility that Julia may outlive us.

Bayley House could ultimately be her home.

– Christine Stone, Julia's Mum

CONNECTION

Our relationship with Premium Health began many years ago.

They were neighbours of ours when we had our retail store in Martin Street, Gardenvale in the mid 90's. Ray Fairley, our Vocation Manager at the time, remembers meeting Phillipa Wilson, the Founder and Managing Director of Premium Health. They initially discussed our first aid needs. From there, Phillipa also learnt about Bayley House, and Bayley Industries which was our vocation packing area. Given that Premium Health provide first aid training services to much of Melbourne, packing their educational material proved to be quite a big task for their in-house staff. And so, our working relationship was established. This was by far, our largest contract at the time.

Over the years, many changes have occurred and our working relationship with Premium Health has taken on many different forms. It was not uncommon to see a workshop full of first aid booklets spread out or a large pallet of boxes with the Premium Health logo in our vocation area. Quite often we could be found in their offices while dropping off the finished packs, curiously looking through their first aid props.

Premium Health now have new offices on Nepean Highway in Moorabbin which are much bigger so we now have space onsite to pack their booklets. This gives us the opportunity to experience their workplace environment and work alongside their employees. We enjoy the long standing relationship we have with Premium Health and pride ourselves on the high standard of work we produce for them.



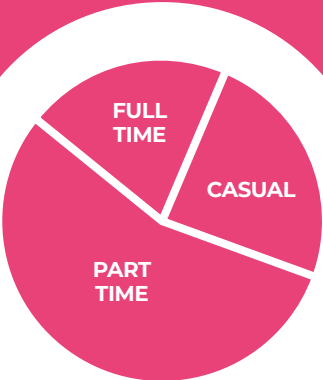
OUR PEOPLE

186

EMPLOYEES ACROSS COMMUNITY & LIFE SKILLS, ACCOMMODATION OPTIONS, CORPORATE SERVICES AND TRANSPORT

29

CORPORATE SERVICES & TRANSPORT EMPLOYEES



206

PEOPLE USE OUR TRANSPORT SERVICE EACH WEEK

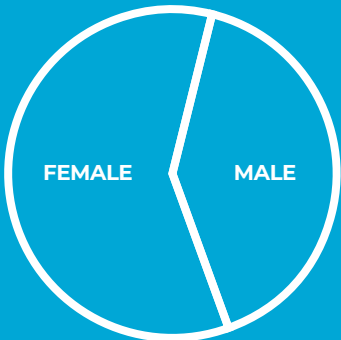
67

SUBURBS WITHIN OUR TRANSPORT ZONES

OUR VOLUNTEERS

59

VOLUNTEERS



THANK YOU

Brett Agg
Susan Agostino
Dan Baker
Faye Barrow OAM
Di Betts
Sue Brain
Margot Broadway
David Calver
Pat Calver
Paul Carr
David Cole
Richard Dalton
Damian Dalton
Sasha D'Arcy
Tom de Meyrick
Thomas Degaris
Elizabeth Dikranian
Annie Dunn
Paul Fallon
Kathy Finlay

Helen Gibson
Mark Goldberg
Paul Hede
Deborah Hemming
Bill Hodgson
Gillian Kay
Andrew Kerr
Marianthi Kougioumtzis
Diana Lawrenson
John Lawrenson
Anne Listokin
Jeffrey May
Naomi Milgrom
Belinda Mitchell
Stephen Mitchell
Jude Mulcahy
Wendy Patton
Gillian Peatling
Norm Peatling
Ann Peters

Cheryl Peterson
Elaine Polonsky
Tony Pook
Gayle Pook
Fiona Prosser
Helena Rann
Christopher Renwick AM
Marie Rowell
Ian Spence
Lesley Swallow
Drashti Thakkar
Maree Thompson
Beverley Walker
Lucy Whelan
Rhonda Whitfield
James Wilson
Kym Wood
Richard Zylan

FAMILY

211

PEOPLE ACCESS DAY PROGRAMS
AS THEIR PRIMARY SERVICE



102

PEOPLE USED OUR SHORT STAY
ACCOMMODATION SERVICE THIS YEAR

65

EMPLOYEES IN
ACCOMMODATION OPTIONS

45

PEOPLE LIVE IN OUR
ACCOMMODATION SERVICES

4

HOUSES OWNED
BY BAYLEY HOUSE

4

SEMI-INDEPENDENT
UNITS OWNED
BY BAYLEY HOUSE

COMMUNITY

64

PEOPLE HAVE PLACEMENT
WITHIN OUR COMMUNITY
ENGAGEMENT PROGRAM

29

BUSINESSES OFFER COMMUNITY
ENGAGEMENT PLACES

**“We choose to keep
the relationship we
have with Bayley
House because the
work undertaken
is of such a high
standard it is integral
to our business.”**

PREMIUM HEALTH

Our Community Engagement program has grown over the past year, seeing more businesses come on board offering placement to Bayley House clients.

Bambini Early Learning
Centre – Centre Road
Bambini Early Learning
Centre – Wilson Street
Bambini Early Learning
Centre – Asling Street
Brighton Button Shop
Brighton Grammar Early
Learning Centre
Brighton Medical Clinic
Brighton Recreational
Centre
Coles – Brighton

Coles – Hampton
Coles – North Brighton
Collingwood
Children's Farm
Gentech Lighting
Glen Eira Learning Centre
Lakeside Financial Pty Ltd
Middle Brighton
Newsagency
Middle Brighton
Train Station
Mind My Lead
Mitre 10 – Caulfield

New Street Medical Centre
Ocean Made Seafood
Premium Health
Red Cross Op Shop
Brighton
St Kilda Mums
St Mary's Pre School
Sports Conscious
St Stephens
Opportunity Shop
Wilson Street Kindergarten

BAYLEY HOUSE
TRANSPORT ZONES



HONORARY
LIFE MEMBERS

Mr C Godfrey* 1955
Mrs K Bayley* 1956
Mr C Elliott* 1963
Mr S T Glassborow
MBE* 1974

Mrs E M Glassborow
BEM* 1974
Mr P P Blood* 1994
Mr K E Davidson* 1994
Mr R O Ball* 1976
Mr R J Black OAM* 1983
Mr T Haddon* 1983
Mrs E Tonkin* 1984
Mr T Mulcahy* 1990

Miss B Fookes OAM* 1994
Mr P Blood* 1994
Miss S Ruthven* 1994
Mr W Hodgson 1995
Mrs M Andrawartha* 1997
Mrs P Arnott* 1997
Mrs J Kennedy* 1997
Mrs L Morgan* 1997

Mrs G Vulcan* 1997
Mrs S Ball* 1998
Mrs M Duffield 1998
Mr J Grover* 1998
Mr J Malone* 1998
Mrs J Grover* 1999
Prof P Vulcan AM 1999
Mrs F Barrow OAM* 2001

Mr G Gude* 2001
Mr R Fletcher* 2002
Mrs T Waite* 2002
Mrs M Bettess* 2003
Mrs L Fraser* 2003
Mr J Jamieson* 2003
Mrs J Walter* 2007
Mrs V Doolan* 2004

Mrs S Stewart* 2004
Mrs J Browne* 2005
Mrs E Campbell* 2005
Mrs L Dugan* 2005
Mrs G Hance* 2007
Mrs C Sullivan* 2007
Mrs J Walker* 2007
Mr P Lee* 2008

Mr P Bennett* 2009
Mr H Walker* 2009
Mrs H Glotzer-
Rozenfeld* 2009
Mr J Bainbridge* 2010
Mr R Fairley* 2010
Ms K Hodgson* 2011
Mr G Savage* 2012

Mrs F Matthews* 2013
Mr W Matthews* 2013
Mrs S Kudreviita* 2014
Mr N Peatling* 2015
Mrs P Bennett* 2015
Mrs P Calver* 2016
Mrs J O'Connor* 2018

* Denotes has passed away

THANK YOU TO OUR SUPPORTERS

We extend our thanks to everyone who has supported us over the past year. Your generosity ensures we can continue to deliver such high-quality services.

PATRON

Bill Hodgson

AMBASSADOR

Christopher Renwick OAM

BEQUEST SOCIETY

AMBASSADORS

Faye Barrow OAM
Gwenda Hance
Janet Walter

ESTATES

The Estate of the Late
Dawn Mellers
The Estate of the Late
Hector Walker

FOUNDATIONS & TRUSTS

Australian Communities
Foundation
Bayley House Foundation Ltd
Bell Charitable Foundation
Bendigo Bank Sandringham –
Community Enterprise
Brian M Davis Charitable
Foundation
Brighton Masonic Charitable
Foundation
Deafness Foundation
Intellectual Disability Care
Foundation (Robert Oswald Ball)
Lording Family Foundation
Lord Mayor's Charitable
Foundation
Macquarie Group Foundation
Mazda Foundation
Morgan's Client Giving
Foundation
Open Gardens Victoria
The Amelia Eliza Holland Trust
The Honda Foundation
The Johnstone Family
Foundation
The William Angliss (Victoria)
Charitable Fund

FUNDRAISING COMMITTEES

Bayley Birds
Bayley House Family & Friends
Bayley House Residential Raisers

BUSINESSES, CLUBS AND
COMMUNITY PARTNERS

Brighton Flower Shop
BWS Elsternwick Hotel
Church Street Traders
Association
Church Street Butcher
BMW Brighton
Buxton Brighton
D'sassi
Dendy Deli
Elwood Newsagency
Fish Shoppe
Flight Centre Brighton
Freelance Clothing
Frankie and Swiss
Grill'd Elsternwick
Half Moon Brighton
Hall Chadwick Chartered
Accountants
Hampton Market
Holy Grounds
Hymans Valuers and Auctioneers
Jimmie Jamz Elwood
Kay and Burton Bayside
Keith's Homemade Cakes
Lakeside Financial
Las Chichas
Macquarie Bank
Mercedes Benz Brighton
Morgan's Financial Brighton
Mr Tuppy's Elwood
Mylk Café Brighton
NAB Moorabbin
Nick Johnstone Real Estate
Oak Capital
Petbarn Brighton
Resicom
Tennyson Elwood
The Pantry
TOMS The Organic
Meat Specialist
Singing Butcher
Sports Conscious
Snap Fitness Hampton
St Stephen's Anglican
Church Gardenvale
The St Kilda Angels
Supporters Group
Trinity Uniting Church Brighton

\$500+ DONORS

All Souls Opportunity Shop
Barry Fink Holdings Pty Ltd
Bayside City Council
Biccy's Opportunity Shop
Bridge At Blake
Brighton Grammar School
Coles – North Brighton
Davies Bakery Pty Ltd
HD+Co
Hymans Valuers & Auctioneers
Kay Burton Real Estate
Lakeside Financial Pty Ltd
Les Clefs d'Or Australia
Macquarie Bank
Nardoo Land Co
Pacific Trends International
Pty Ltd
Peter Wain Plumbing Pty Ltd
Table of Plenty
The Crescent Brighton
Social Club
The Victoria Golf Club
– The Monday Boys
Wendy Anderson
Dan Baker
Peter Bassanetti
Sandra Bassanetti
Janet Batey
Sam Beck
Diana Betts
Warwick Cavanagh
Pat Cherry
Yu Kee Chong
Kristine Christopoulos
David Cole
Celia Cole
Valerie Comport
Stephen Cordner
Damian Dalton
Gerard Dalton
Kathy Dalton
Kristine Dalton
Paula Dalton
Pat Dalton
Richard Dalton
Shaaron Dalton
Neal Ellis
Pat Fitzgerald-Parker
J Fraser
Nicolas Gelber
John Goodall
Graham Gude
Dale Harrington
David Hart
Paul Hede
Dave Hughes
Alexis Johnstone
Steven Keats
Leanne Keats
Alan Kermond
GJ King
Susan Lau
Helen Law
Diana Lawrenson
John Lawrenson
Michael Mansour
Suellen Mansour
Wally Matthews
John McKenna
Simon McKeon
Matthew Minucci
Stephen Mitchell
Michele Moorhouse
Brigid Moriarty
Judith Mulcahy
Arlene Murkies
Ross Nankivell
Debra Page
Warwick Papst
Norm Peatling
Alan Pham
Gerald Rawson
David Ross
Jill Ross-Perrier
Jeremy Ryan
Gregory Sheehan
Philip Silverstone
Michael Smith
Paul Smith
Michael Taylor
Dr Anthony Vulcan
Beverley Walker
Ted Walker
Rawle Watson-Jones
Rhonda Whitfield
Phillipa Wilson
Stuart Wood
Louise Zylan
Richard Zylan

Thank you
Ian Hyman
and team

The Ian Hyman Charity
Lunch has been in existence
in Sydney, for the past 25
years. Now, well known
in Sydney, Brisbane and
Melbourne, this annual
lunch supports people with
an intellectual disability.
The lunch has gathered
widespread support and as
such has draw cards from
many sporting codes willing
to offer their time each year.

The support Bayley House
has received from Ian
Hyman and his teams'
fundraising luncheons can
be attributed to our former
client, Dominic Savage. Our
relationship with Ian Hyman
began with an introduction
from Dom's niece, Kate
Hulsman. When looking for
a Melbourne based service
that supports people with
disability, Kate suggested
to Ian that Bayley House
would be a willing and very
deserving recipient. The rest
as they say, "is history."

We have been the
beneficiary of the
Melbourne lunch since
2014 with over \$420,000
being raised for Bayley
House. The 2019 lunch was
by far the most successful,
raising over \$185,000.
Ian and Kate's personal
dedication and passion for
supporting people within
our community is second to
none and we are extremely
grateful for having been
introduced to Ian, Kate and
their team.

The funds raised by the lunch
are one part of the day and
what is absolutely priceless
is the awareness that is
provided to people who
might not have ever met
anyone with an intellectual
disability. There is a strong
sense of understanding that
prevails and Ian manages
to effortlessly encourage a
room of 400 people to dig
deep into their wallets and
support a great initiative.

With sadness, yet
understanding, we learnt
that Ian intends to retire.
Thus the full leadership
baton will be skillfully picked
up by Kate, who with her
own passion, dedication and
understanding will no doubt
continue to run the event
with the same success Ian
has achieved.

\$429,630
TOTAL AMOUNT RAISED
AS AT 30 JUNE 2019

To find out how you can
support Bayley House please
head to bayleyhouse.org.au



We honour our heritage and
founders of the Brighton and
Districts Helping Hand Association.

Bayley House ABN 79 262 349 071 ACN 617 500 633
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bayleyhouse.org.au