

annual report 2018-2019

brite
☺

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from the chair and ceo



Helena Gillies
Chairperson

Brite continues to successfully support people with disabilities to achieve their goals and reach their potential, providing clients with excellent service and linking with partners to achieve more through collaboration.

During 2018-2019 the multiple changes in our sector offered us both challenges and opportunities. In response we focused on building our business and improving our services in line with client, employee and government expectations.

To help meet our financial targets we expanded our Brite Pak operations to include unaddressed mail distribution, print and print brokerage. As a result of these successful initiatives we expect this part of our business to grow in the future.

The past year saw us secure major contracts for Brite Plants with new strategic partners, lifting our commercial revenue to 53 per cent of total sales revenue compared to 46 per cent in 2017-2018. And training provision through Brite Institute, now relocated to Broadmeadows, continued to service the needs of our community, with two new courses added to our scope of registration.

During the year we also finalised our Customer Service Charter, a key document that outlines the way we work and treat each other and our stakeholders. We are proud to say that this has input and support from the whole Brite community.

New ways to work with partners were explored and led to positive results. One key project, in conjunction with RMIT University and NORTH Link, is development of the Brike – a wheelchair bicycle that will be Australian made and customisable. This is an exciting initiative that will provide new employment opportunities for the Brite community, both in assembly and maintenance. We anticipate

that the Brike will be launched in February 2020 and we look forward to reporting more next year on this important initiative.

In line with Brite's forward focus, we undertook a new branding exercise. Our new corporate image will better reflect the organisation and position it for the future.

For Brite, 2018-2019 was another positive year with 8 per cent growth in revenue achieved across all business divisions. Our financial position remains strong, with improving revenue enabling additional investment in new systems and services for our community. Together with strong governance, this provides us with a platform for continued success that continually builds our impact.

Our sincere thanks to our dedicated Board directors, whose hard work and commitment make us very proud. Our staff have delivered outstanding outcomes this year and we are immensely grateful for their tireless professionalism and enthusiasm.

We would also like to acknowledge our Patron, Her Excellency the Honourable Linda Dessau AC, Governor of Victoria, whose ongoing support of our work is very much appreciated.

Finally, on behalf of the Brite community, we thank all our partners, collaborators and donors, without whose support our ongoing success would not be possible.

We look forward to continuing our positive results into 2019-2020.

The past year saw us secure major contracts for Brite Plants with new strategic partners.



Nicholas Mac Hale
Chief Executive Officer

A man, Shane Browning, is smiling and holding a large potted plant in a greenhouse. The background shows rows of other plants in trays. A large yellow circle is overlaid on the right side of the image, containing text.

shane browning

employee

Shane is a plant propagator who shows great attention to detail. He understands the different technical skills required to undertake cuttings for a variety of plants.

"It's good being outside working with plants. I like my job. And I have lots of friends here at Brite."

2018- 2019 at a glance



218
employees



\$4,778,522
input into the local economy



29,093
hours of employment support provided



2,477,522
items labelled, packed or assembled



206,440
hours of training delivered



112,798
plants sold



90%
student satisfaction



trish niceforo

education support officer

Trish progressed from a volunteer student officer role to a paid role, and also moved from supported employment to an open employment opportunity.

"I've done different jobs at Brite. Before I didn't have much confidence. Now I know how to do things in the office and I can do more at home."

what we do

For more than 40 years we have been changing people's futures by providing our community with jobs and opportunities.

We know that real employment is a catalyst for change, breaking down barriers and setting people up for success in life.

Through our pick pack dispatch facility, plant nursery and training, we empower our community and offer our business customers quality services.

We know that everyone has the potential to make a genuine contribution. Our purpose is to transform people's lives through meaningful work and give our customers the best possible results.

our strategic drivers 2017–2020

- Brite is recognised locally as a provider of choice and nationally as a market leader in the delivery of NDIS services and supports.
- Brite is commercially focused and financially viable.
- The Brite culture consistently delivers high impact outcomes.
- Brite is acknowledged as a partner of choice.
- Brite achieves improved access to government, philanthropic and corporate funding opportunities.
- Brite Board, executive and management performance is well understood and well managed.

our vision

Equity and access to a better life.

our mission

Provide sustainable services that create opportunity and support for people living with a disability or who are vocationally disadvantaged.

our values

Courage, Dignity, Compassion,
Accountability, Flexibility, Performance



kate raymond

employee + student
Brite Student of the Year

Kate works in the both the production and nursery areas of Brite and is also undertaking courses in transitional education and independent living. She takes new students under her wing, ensuring that they feel welcome and supported.

"Brite is a great place. I learn different skills that help me in my job so I like to help others too. Because of my courses I'm more confident and I can speak up. I couldn't do that before."



key achievements 2018-2019

growing our business

brite plants

Brite Plants continued to provide wholesale, high quality plants to customers at competitive prices.

Our contract growing facilities met a wide range of requirements during the year, from large scale residential developments to infrastructure projects and more.

In 2018-2019 we made significant progress in lifting our commercial revenue from our plant operations, achieving a 33 per cent increase on the previous year. This was mainly due to growth of sales related to large-scale infrastructure landscaping projects.

This financial year also saw commercial revenue lift to 53 per cent of total sales revenue compared to 46 per cent in the previous year. This was the result of a continued drive for increased revenue from plant sales and other services.

Becoming a supplier of choice for major plant supply projects required significant effort during the year. Partnerships formed with commercial businesses through the social procurement framework included YMCA Rebuild. These new partnerships as well as those already established with our commercial partners allowed us to offer a complete service package (plant supply and maintenance) for plant supply contracts.

This year we undertook our first contract growing arrangement for a major Victorian Government project (Mernda Rail Program). This was followed by the successful completion of much larger plant supply contracts with Eseo Pty Ltd. Each of these major projects was completed professionally and delivered in full and on time, despite challenging timeframes.

brite pak

During the past year Brite Pak continued to offer quality, reliable contract packing solutions and warehousing/fulfilment services at a competitive cost, with a strong focus on delivery in full and on time.

Our manual and semi-automatic processing services include assembly, labelling, kitting or sealing for both food products (dry goods) in our HACCP accredited clean rooms and for non-food items in our spacious factory and two warehouses comprising 700 pallet spaces.

In addition to our core services, Brite Pak also commenced unaddressed mail distribution services to support major construction companies and government departments with their stakeholder communication projects both on an ad-hoc and regular basis. We recently extended this service to include printing and print brokerage and we expect this part of our business to grow over the coming years.

Across all Brite Pak areas we fulfilled more than 1500 shipments during the year and processed in excess of 2.47 million units on behalf of our commercial partners. This is a 10 per cent increase on the work we did over the preceding year.

We increased activity and momentum with our valued clients such as Oates, Natio, Pure Beauty Australia, Roast Art and Gideon Services, while welcoming new customers such as Timbermate, Cherry Active Australia and Peters Ice Cream.

Behind the scenes of our busy factory and warehouses we also completed stage 1 of our scheduling and productivity systems upgrade, which now allows us to monitor all current and upcoming jobs via a live production schedule and review completed jobs against productivity targets.

diversifying our training offer

brite institute

For more than 25 years we have provided high-quality training, offering our students the skills, knowledge and confidence they need to follow the career they want. In addition, we provide ongoing assistance to help build confidence and achieve learning goals.

In December we relocated to the main Brite site at Broadmeadows, consolidating our operations and resources, and continuing to provide quality training locally and in many areas of Melbourne through partnerships within the aged and disability sectors. Our overall completion rate remained at more than 80 per cent, significantly above the average for VET courses.

This financial year we underwent a business process audit conducted through the Skills Victoria Training System. This highlighted some areas for continuous improvement, which have been taken on board to ensure quality compliance and training are foremost in our approach.

Brite Institute revenue was maintained at the previous year's levels despite major changes to business operations.

In the coming year we are looking at diversifying our training, broadening the offerings and opportunities for people within the disability sector.

Evaluation of this program led to modifications and development of a more comprehensive program that includes customised wrap-around services. To be known as Brite Pathways, the new program will be launched late 2019 for commencement in early 2020.

ndis programs

During the year we tested a series of new programs in line with NDIS opportunities. Topics included cooking, performing arts, and health and wellbeing. These programs provide a learning source that allows people to increase their independence. They also give those who are transitioning from employment an opportunity to remain in the Brite community. Feedback from individuals and families has been positive and an evaluation is underway to determine if these programs will continue into the future.

additions to scope

As a registered training organisation, we have a defined scope of registration that governs the courses we are authorised to deliver. During 2018-2019 we added two courses to our scope of registration – Certificate I in Transition Education and Certificate I in Literacy and Numeracy. This enables us to broaden the training we can offer across our activities.

student survey

The results of our most recent student survey showed that over 90 per cent of our vocational education and training students were satisfied with the training we provided. This compares favourably with a state average satisfaction rate of 76 per cent. We also performed well above state average in other key areas including perception of teaching (86 per cent), perception of assessment process (88 per cent) and students who would recommend Brite to others (85 per cent).

meeting our strategic objectives

masterplanning

Our comprehensive Site Development Plan is well underway and will be presented to the Board for endorsement in October. This plan will guide future development of the two-hectare site in Broadmeadows, focusing on improving utilisation and financial return on the land, growing the business and enhancing connection of the site and our work to the wider Broadmeadows community.

customer service charter

During 2018-2019 we developed and implemented our first Customer Service Charter. The Brite Customer Service Charter clearly states our commitment to provide all our customers with quality services and outlines standards that make our performance measurable. It fully communicates all aspects of what customer service means to Brite.

Development of the charter involved all our staff and stakeholders over a period of six months. When the final draft was accepted, we implemented staff training to ensure that it was fully understood and that the Customer Service Charter is upheld during all our internal and external interactions.

upgraded branding and website

During the year we contracted a professional design agency to completely rebrand Brite in a way that fits with our vision and goals for the future. The result is a striking and memorable branding that will be progressively rolled out across all Brite marketing collateral including our website, publicity materials, signage, style guides, ad-words, social media and more. It will lift our brand awareness and support increased revenue across all business divisions.

The new Brite brand will be officially launched in late 2019. The branding exercise was made possible through a grant from the Victorian Government Department of Education and Training.

improved administrative systems

Launch of our first Brite intranet in July allowed us to centralise the majority of our data and automate workflows, removing duplicated efforts and streamlining data collection across the organisation.

In March we commenced our dashboard project, which involves developing systems to display clear and accurate data across all our business areas. Centralised and accessible data allows us to use higher level detailed analysis and comparison of data. And in March, we commenced work on our Quality Improvement Plan. When this is completed, we will have one central action plan for all improvements across the organisation.



new case management model and employee assistance plans

During the year we began delivering our services to employees using a new Case Management Model. Benefits are that each of our supported employees now has one 'go to' person for all their Brite needs. This contributes significantly to accountability, monitoring individual progress and full utilisation of wrap-around services including family engagement.

We also introduced a new Employee Assistance Planning approach in December, which is a person-centred approach that involves customised employment and discovery methodology. We are already seeing an increase in individuals meeting their goals and we will conduct evaluations in July that will inform future planning and rollout. Design and pilot of our customised employment model was made possible through a grant from the Jobs Victoria Innovation Fund, delivered by the Victorian Government Department of Jobs, Precincts and Regions.

meeting new human services standards

We met the Victorian Government's new Human Services Standards to ensure that we are at the forefront when the NDIS National Quality and Safeguards Framework is introduced in 2019-2020. In line with our commitment to continuous improvement, we also undertook a wide-scale overhaul of all our policies and procedures.

A man with short brown hair, wearing a dark blue Brite uniform, is working in a greenhouse. He is holding a small plant in a black pot with both hands, looking down at it with a focused expression. The background is filled with rows of similar plants in pots, and the lighting is warm and yellowish, typical of a greenhouse environment.

jake lynch

employee

Jake is a skilful worker on our potting machine. He has refined his skills to keep up with production needs and can be relied on to quality check the work of his team.

“I’m proud that I can do a good job. I like my work. When I started here I was shy and couldn’t speak to anyone. But that doesn’t happen now, we’re all mates. We talk and laugh.”

collaborating for success

partnerships

In July, we signed a Memorandum of Understanding (MoU) with NORTH Link and RMIT University, which led to initiation of the Brike project. This project is developing a range of e-bikes designed for people with disability and their families. The first prototype (wheelchair bike) is expected by late 2019, with production possible by mid-2020. Together with project partners, including manufacturers in Melbourne's north, we plan to build a wheelchair bike that will also provide employment opportunities for the Brite community.

Also in July, we signed an MoU with Brophy Family and Youth Services and the Centre for Disability Employment Research and Practice to deliver a project under the Victorian Government Department of Jobs, Precincts and Regions' Jobs Victoria Innovation Fund. The project involves testing the efficacy of a new employment model for people with disability.

In August, we signed an MoU with YMCA Rebuild. This partnership will lead to further opportunities for expansion of our plant operations. Our goal is to work collaboratively on joint tender submissions, particularly social procurement opportunities.

In September, we agreed to undertake sales site maintenance on behalf of Gorway Projects. Gorway is redeveloping the old Yakka site in Broadmeadows with a range of apartments and townhouses. Our team are using their local knowledge and passion for plants to ensure the site looks its best.

A new partnership with the Victorian Department of Health and Human Services, to be formalised in July, will see Brite Institute providing training to government disability sector employees.

family engagement

During the year we increased our efforts in connecting with families to ensure that we provide the best support and services to our employees. The additional resource investment provided further positive impact in our community.

Our quarterly Family Forums continued to attract an average of 60 participants at each event. The forums provide a valued opportunity to connect with families, answer their questions, give an update on our work and flag new initiatives.

awards

Victorian Disability Awards: Lifetime Achievement Award – Helena Gillies

Chairperson of our Board, Helena Gillies, was awarded a Lifetime Achievement Award at the 2018 Victorian Disability Awards for her services to Brite and to the Victorian Vocational Rehabilitation Association. Helena has served as a Director on the Brite Board for 21 years, the last six years as Chairperson, and has worked tirelessly to lead Brite to the position it holds today.

Hume Business Awards

In October, we were proud to take out two awards at the Hume City Council Annual Business Awards:

Hume Business Award – Diversity

Hume Business Award – Human Resources.

This recognition was testament to the great work of the Brite team across all areas.

Northern Industry Student Placement Program Employer of the Year 2018

In December, our work with local tertiary students was recognised when we were awarded the Northern Industry Student Placement Program Employer of the Year. Student placements provided us with valuable input during the year and contributed to many of our projects and activities.

bronwyn willis

employee

Brite Employee of the Year

Bronwyn was supported with her transition to NDIS while employed at Brite. Today she works in the food room and on the factory floor, and will soon take up a casual position at Reception.

"It's easy to learn at Brite because people help me. I know my social skills are better. I'm happier about my future because I get on better with people and work is good."



our supporters

Ability Works Australia	Glenroy Special Development School	National Disability Services
ACEVic	Greenlife Industry Australia	National Quality Safeguards Commission
Adult, Community and Further Education Board	HACCP Australia	NORTH Link
Broadmeadows Special Development School	Hume City Council	Nursery & Garden Industry of Victoria
Brotherhood of St Laurence – Local Area Coordination (Hume Moreland & North East Metro Area)	Hume Valley School	Oak Possability
Capiire Consulting Group	Jacana School	Penola Catholic College
Centre for Disability Employment Research and Practice	Jackson School	RMIT University
Croxton School	John Holland Pty Ltd & CPB Contractors Pty Ltd	Social Traders
Department of Education and Training	Kangan Institute	Tasty Plate – Brophy Family and Youth Services
Department of Health and Human Services	Kolbe Catholic College	Victorian Registration and Qualifications Authority
Department of Social Services	La Trobe University Business School	Working Communities Network: E-Focus
Finsbury Green	McConnell Dowell	Yarra View Nursery
Gateway School	Melbourne Polytechnic	YMCA Rebuild
	Melbourne's North Food Group	Yooralla
	Moonee Valley City Council	
	National Disability Insurance Agency	





catherine geary

employee + student

Catherine works in our packing facility and lives semi-independently with limited family support. Since undertaking our cooking classes, she is confident in preparing healthy meals at home.

“At Brite I feel safe. I like to laugh with my friends and learn new skills. I do courses that help me use these skills at home and work. Everyone says I’m a good cook now.”

ways to give

You can make a
valuable contribution
to the work we do.

Here's how.

make a donation

Since we began operations in 1976, Brite has empowered thousands of people. But we need support to do more. All donations to Brite are gratefully accepted and will help us to continue our important work. Donations over \$2 are tax deductible.

spread the word with a brite fundraiser

By holding a fundraiser for Brite, you can have a great time with friends and family while helping people in our community. There are lots of different ways to raise funds. Organise a morning tea at work, set up a 'home bake' sale at your local school, host a high tea or barbeque in your home – all for a donation. It doesn't need to be a big event to make a real difference.

become a brite volunteer

Our volunteers make a huge contribution to the work we do. We are interested in hearing from people who are interested in a student placement, keen to get some experience in the caring profession or in the production workplace, or wanting to help out in the local community.

make a bequest

People who make a bequest to Brite in their Will are giving a helping hand to people who need it and changing lives for the better. It is a positive way to be remembered.

become a corporate partner

Aligning your brand to Brite will deliver value to your stakeholders and improve your triple bottom line. There are many different ways to get involved with us, including supporting a project or training program, sponsoring sponsor an event or activity, employee fundraising and more.



jessie arena

support worker

Jessie studied for a Certificate IV in Disability at Brite Institute. During her course she did a successful work placement at Brite and was offered part-time employment.

“Disability support was new for me and the training I received at Brite Institute was excellent. I love the fact that my work directly contributes to helping people have a better life. I’ve definitely chosen the right career!”

financial reports 2018-2019

Brite Services

Statement of profit or loss and other comprehensive income For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue			
Government grants and sales	2	3,573,163	3,175,865
Other income	2	133,774	156,831
		<u>3,706,937</u>	<u>3,332,696</u>
Expenses			
Employee benefits expense		(2,227,775)	(2,182,262)
Depreciation expense	7	(98,133)	(88,652)
Repairs, maintenance and vehicle running expense		(82,478)	(84,973)
Fuel, water and power expense		(74,033)	(76,202)
Rental expense		(17,936)	(14,760)
Staff training expenses		(31,116)	(29,305)
Audit, legal and consultancy expense		(31,203)	(20,970)
Production expenses		(324,316)	(225,531)
Marketing expenses		(33,478)	(14,438)
Doubtful debts		15,000	(1,760)
Grant expenditure		(300,000)	(92,294)
Other expenses		(411,459)	(279,767)
		<u>(3,616,927)</u>	<u>(3,110,914)</u>
Profit for the year		<u>90,010</u>	<u>221,782</u>
Total comprehensive income attributable to members of the company		<u>90,010</u>	<u>221,782</u>

The above statement of profit or loss and other comprehensive income should be read in conjunction with the full annual financial statements.

Victorian Vocational Rehabilitation Association
ABN: 82 005 499 650
Statement of comprehensive income for the year ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue	2	860,716	851,419
Other income	2	52,436	52,501
		913,152	903,920
Expenses			
Employee benefits expense		497,056	568,394
Depreciation and amortisation expense	5	56,359	54,110
Repairs, maintenance and vehicle running expense		9,337	3,492
Fuel, water and power expense		5,258	8,491
Rental expense		43,733	72,187
Staff training expenses		12,729	19,561
Audit, legal and consultancy expense		6,900	14,214
Marketing expenses		27,456	3,911
Donations	14	30,000	-
Loss on disposal of assets		10,294	-
Other expenses		37,967	33,564
Administrative support	14	95,004	90,780
		832,093	868,704
Profit for the year		81,059	35,216
Other comprehensive income:			
Revaluation of land and buildings		1,460,762	-
Total comprehensive income attributable to members of the entity		1,541,821	35,216

The above statement of profit or loss and other comprehensive income should be read in conjunction with the full annual financial statements.

have a brite day!

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