



Exceptional support for people  
with intellectual disability



**Annual Report Snapshot 2023-2024**





2024 saw the return of the Client Longevity Awards



# A message from our Board Chair and CEO

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We are delighted to present the 2023 - 2024 Bayley House Annual Report.

The theme this year is 'creativity' and this shines through in all we do at Bayley House. From our wonderful creative arts studio in Highett to our drama, music groups and photography, we have been able to showcase the incredible and talented people who enjoy these programs. As you will see throughout the report, we have much to celebrate, Bayley Arts is up and running, our partnership with BlueCHP and MediStays is flourishing and Hidden Disabilities goes from strength to strength.

In late 2023, Deb Stuart was appointed CEO, replacing Warwick Cavanagh upon his retirement. It has now been almost a year and Deb has brought a new perspective to the organisation, working closely with the Board on strategic and financial priorities. In the ever-evolving landscapes in which we work, 2023 - 2024 has been a year of consolidation across our new initiatives building on the success of the new start-up projects in the previous year.

The Bayley House Annual Report provides a glimpse into our diverse, complex work, sharing stories of the often-profound impact of our efforts. We are so grateful to our partner organisations and generous donors, the individuals who trust us with their care, and most of all to our brilliant staff and volunteers.

Our committed and experienced Board have contributed so much as they work alongside the CEO and Executive Team to support and guide the projects and initiatives currently underway.

Although the disability support sector is facing considerable change and uncertainty, we believe that a positive and creative mindset that anticipates and leads the way in creating the future we hope to see, is the surest path to success. While it certainly isn't easy, and we will continue to advocate and fight for legislative and procedural improvements to the NDIS, we should look forward to Bayley House making an ever-increasing contribution to people with disabilities in our community.

**Thank you all for being a part of Bayley House.**



**Deb Stuart, CEO & John Ashby, Board Chair**

# At a glance

We've been busy creating greater access to vital programs



Total number of clients attending Bayley House

**354**

Home & Living

**52**

Day Programs

**242**

Support  
Coordination

**121**

Short Term  
Accommodation

**123**

In Home Support  
Service

**53**

Transport

**159**

Medium Term  
Accommodation

**6**

Allied Services

**107**

New to  
Bayley House

**64**

Specialist Disability  
Accommodation

**26**

Client Advocacy

**7**

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# A year in review

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## **Day Programs**

2023-24 was a big year in the Day Programs space. Community is at the core of our Day Programs, with many relationships strengthening and developing over 2023-2024. Our Community Engagement program has gained further momentum with additional businesses coming on board to offer volunteer work placements for our clients.

## **Bayley Arts**

September 2023 saw the much anticipated opening of Bayley Arts. This is an inclusive arts space for all abilities to create, learn and connect through art in all its forms.

Located in Highett, our purpose-built arts hub was launched to over 400 people across a bumper weekend.

## **People & Culture**

Throughout the 2023-2024 year, the People and Culture, Quality, Risk and Compliance teams focused on streamlining key areas to improve organisational efficiency. This has enabled effective delivery of operational outcomes and further ensures sustainability of the organisation.

## **Home & Living**

In the past year, Home and Living Support has continued to demonstrate significant growth and service excellence across our core areas: Supported Independent Living (SIL), Short Term Accommodation (STA), In Home Support Service (IHSS).

Our SIL service is currently at full capacity, supporting 45 residents with no vacancies. This reflects both the increasing demand and our commitment to providing high-quality care.

## **Finance and Client Services**

In 2023-2024 we introduced structural changes across these core areas. These changes were designed to strengthen our organisational capacity, capability and culture to enable us to achieve our goals for our current strategy and into the future.

We are committed to respecting our history, staying true to our values and building on our strengths.

# BAYLEYARTS

## 12 months

A year of creativity, growth and greater opportunities.

Original artworks created  
by Bayley Artists sold

**90**

Tickets sold for  
classes and workshops

**200**

Exhibitions  
hosted

**7**

Pieces of art licenced

**26**

Visitors to the  
gallery

**1,348**

Art Classes held

**40**



Jacqui and Bronwyn officially open Bayley Arts

In September 2023, Bayley Arts was officially launched with two opening events. Over 400 people were welcomed to the new space, with many contributing to an interactive art piece.

[www.bayleyarts.com.au](http://www.bayleyarts.com.au)







# People & Culture

Fostering a supportive and inclusive culture.

Day Programs Staff

120

Home & Living Staff

98

Corporate/Admin Staff

42

Total Staff

260

# Hidden Disabilities

Making the invisible, visible

Non-visible disabilities recognised in AU/NZ

950

Organisations signed up

700

Lanyards distributed

75,000





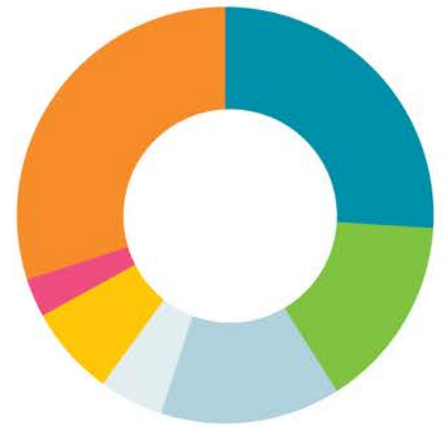
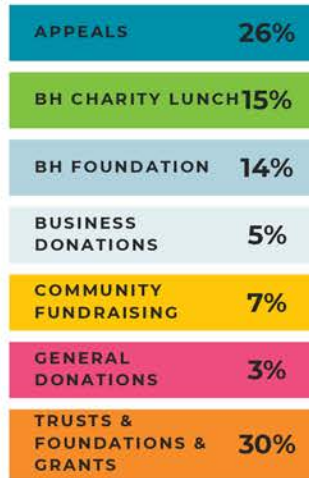
# Fundraising & Philanthropy

Community generosity enabling our clients to thrive.

Thank you to our wonderful donors and supporters.

Thank you to every individual, family or organisation who donated to Bayley House this year. You have positively impacted the lives of people with intellectual disability.

Your support is vital to ensure we can continue to offer exceptional programs and service to our clients.



## Legacy Giving – A Strong Foundation for Future Impact

The past year marked a milestone with the successful establishment of Bayley House's Gifts in Wills program. Through this initiative, we invited our community of supporters to consider including a gift in their Will to the Bayley House Foundation, creating a lasting legacy for future generations.

For more information as to how you could include a gift in your will, contact [legacygiving@bayleyhouse.org.au](mailto:legacygiving@bayleyhouse.org.au)

For anyone interested in learning more about how you can make an impact and support Bayley House, please scan the QR code or contact [fundraise@bayleyhouse.org.au](mailto:fundraise@bayleyhouse.org.au)



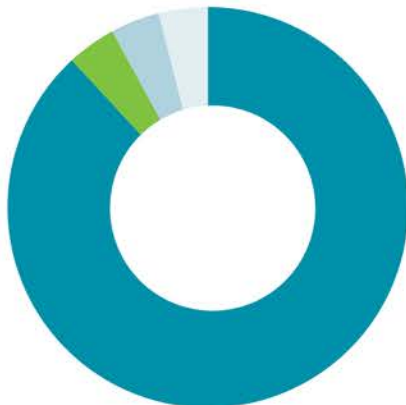


# Finance

Ensuring financial health and transparency to support our mission.

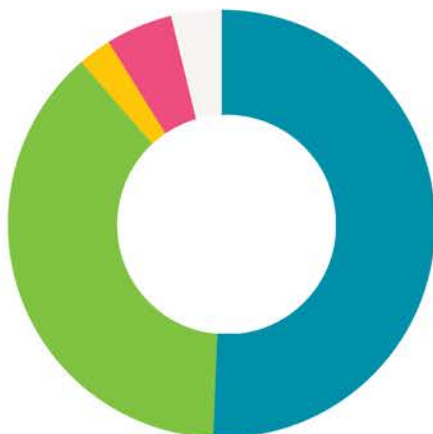
## Where the money came from

|                         |     |
|-------------------------|-----|
| CLIENT REVENUE          | 89% |
| COMMERCIAL INCOME       | 4%  |
| OTHER INCOME            | 4%  |
| DONATIONS & INVESTMENTS | 4%  |





## Where the money went

|                      |     |
|----------------------|-----|
| HOME & LIVING        | 48% |
| DAY PROGRAMS         | 38% |
| SUPPORT COORDINATION | 2%  |
| COMMERCIAL           | 4%  |
| CORPORATE & OTHER    | 3%  |





## Stay in Touch

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Thank you for your support.





**View the complete 2023-2024  
Annual Report here:**



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