



Biography handovers to clients resumed

Financial Year 2021-2022

The Biography Program

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SUCCESS SNAPSHOTS

- Resuming biographies as access to clients in aged care resumed. Our Program Coordinator made this happen. We will build a team to support Dan Kavanagh's tireless work.
- Successfully running our training program in June 2022 with our new training team.
- Training 16 new biographers
- Informing and connecting biographers through our monthly newsletter
- Improving support and mentoring between biographers through a monthly Zoom Biographers' Forum
- Growing our IT capability
- Strengthening our financial position with a financial surplus. We are grateful to Blue Cross and Uniting AgeWell for their sponsorship, as well as some generous donations.

BOARD CHAIR REPORT



This year has seen extensive progress on our strategic plan. The near closure and transition, described in our last report, are behind us and a strong and sustainable organisation is being built. However, it is a work in progress. COVID-19 continues to disrupt aged care making biographer access difficult and there are still financial challenges.

The board's fundraising sub-committee now includes the whole board joined by Lyn Davies, who writes about our progress and fundraising strategy in this report. Sponsorship of ten thousand dollars, donations and careful use of resources has put us well into the black this year.

The board met twenty-five times in the year, including in-depth meetings on reviewing ourselves and rescuing the finances. The co-option to the board of Nigel McQuitty and Dianne Parslow has brought valuable new ideas and perspectives.

We enjoy working together as a very hands on Board and all our Board members will continue to serve. I am confident new faces and skills will further strengthen the board in the next year.

My thanks to all the board for their enormous commitment to Beyond Words and good governance of the organisation.

RICHARD HILL

PUBLIC OFFICER REPORT



I can confirm that the necessary compliance and governance matters have been completed for the past year for the Biography Program trading as 'Beyond Words', as and when required.

Insurance coverage is in place, which protects individuals involved in the work of the organisation, as well as the company.

The company's Beyond Words trademark is protected through its ongoing registration.

The program remains registered with the Australian Charities and Not-for-profits Commission. As public officer I am the primary contact for the company, and I lodged our Annual Information Statement with the Commission when required.

BRIGID RYAN

TREASURER REPORT



On behalf of the board and organisation, thank you to Vera Considine for her hard work in overseeing and reporting on our accounts and financial position; making sure we receive much appreciated sponsorship funds and donations as well as ensuring our expenses are met. Vera has prepared our yearly financial statements which are presented for consideration and endorsement.

At the end of Financial Year 2021-2021, the organisation's cash reserves were \$1,479.82 with a net loss that year of \$9,099.16. My report accompanying those figures set out that the proposed winding-up had been halted, efforts made to regroup and that we were committed to reducing our costs.

I am pleased to report that with oversight from the board and with the leadership of Richard Hill and Dan Kavanagh, we have made good on that commitment. We have approximately halved our yearly expenses while approximately trebling the amount taken in sponsorship funds and donations. Every little bit counts and with our Fundraising Sub-Committee benefiting from the expertise of Lyn Davies, the ambition for the coming year is to continue seeking sponsorship funds and to apply for grants to support our work.

We want to continue investing in training new volunteers and of course, publishing biographies. Healthy finances enable us to share and celebrate the life stories of our wonderful clients across Melbourne. For Financial Year 2021- 2022, I'm pleased to report that for our expenses as at 30 June 2022 were \$6,624.94 with cash reserves of \$6,637.00.

TOBY HAYES

FINANCIAL STATEMENTS

Balance Sheet and Profit & Loss Statement

The Biography Program, Trading as: Beyond Words

Financial Statement

Balance Sheet as at 30th June 2022

Current Assets		
Cheque Account	\$ 6,579.59	
Savings Account	\$ 57.41	\$ 6,637.00
Other Asset		
Prepayment Phone	\$ 150.00	
Stock: Recorders x 14	\$ 1,683.00	\$ 1,833.00
Fixed Assets		
HP Laser Pro	\$ 692.00	
Start up Capitalisation	\$ 859.00	\$ 1,551.00
TOTAL ASSETS		\$ 10,021.00
Liabilities		
		\$ -
NETT ASSETS		\$ 10,021.00
Equity		
Retained Earnings	\$ 3,396.06	
Current Year Earnings	\$ 6,624.94	
TOTAL EQUITY		\$ 10,021.00

The Biography Program, Trading as: Beyond Words

Profit & Loss Statement as at 30th June 2022

Income		
Donations	\$ 2,192.00	
Sponsorship	\$ 10,000.00	
Bank Interest	\$ 0.03	
Miscellaneous Income	\$ 27.00	\$ 12,219.03
Expenses		
Bank Charges	\$ 44.00	
Commission	\$ 1.54	
Computer/IT Repairs	\$ 148.00	
Fundraising Costs	\$ 125.00	
Gifts	\$ 120.00	
Insurance	\$ 530.00	
Motor Vehicle	\$ 973.00	
Office Supplies	\$ 1,195.89	
Postage	\$ 157.30	
Recorders	\$ 1,683.00	
Telephone	\$ 541.61	
Web Hosting	\$ 74.75	\$ 5,594.09
NET SURPLUS		\$ 6,624.94

FUNDRAISING SUBCOMMITTEE REPORT



The Fundraising Subcommittee has focused on creating structure and strategy in 2021. Starting from the first principles of why we need to raise more funds, we identified our greatest and most immediate need is to appoint a paid administration officer to alleviate the pressure on our volunteer leadership team. This pressure is a limiting factor to Beyond Words increasing in scale, reach and impact. We are now pursuing two main avenues that have the greatest chance of providing the funds needed for such an appointment.

One small team of volunteers with passion and experience in developing corporate partnerships will nurture this program to provide sustainable revenue as well as in-kind support for our activities. The value of partnering with Beyond Words comes from the unique impact our work has on the lives of people living in aged care facilities. Many corporate organisations operate in this sector and our Corporate Partnerships team are working to develop relationships with those we have existing links with. Please get in touch if you can facilitate an introduction to key decision makers in the corporate sector.

A further team of volunteers are charged with exploring and responding to philanthropic grant opportunities and developing specific resources that will help when we come to building our general donation income, a memorial program and a bequest program. There is plenty of room in the team for anyone who would like to help us write grants or get these new fundraising programs off the ground sooner rather than later.

Our organisation is gifted in capturing the stories of others; our challenge is to capture our own story and show the impact of what we do for the people we work with. It is through this storytelling that we may inspire more supporters to join us in celebrating the lives and legacies of our community elders.

OPERATIONS COORDINATOR REPORT



My role is to ensure that we have well supported people and processes to effectively pursue and improve our work as biographers. Currently all those people are volunteers.

A growing community of over sixty volunteers has now joined us with a passion for capturing the biographies and celebrating the lives of our elders. Many have offered other skills and experience to create an organisation which can capture more and better biographies in the future.

Wherever possible we share the load in teams so that knowledge is shared, and volunteers can move on when they wish, whilst sustainability is ensured. This is evident in the reports below.

The organisational chart on the next page shows the organisation as it now operates. We expect the organisation to evolve and improve over the next couple of years as we pursue our Strategic Plan.

RICHARD HILL

BW Organisational Structure July 2022

Board

Chair	Dep Chair	Treasurer	Secretary	Member	Member	Member
Richard	Vacant	Toby	Brigid	Nigel	Dianne	Austin



Coordinator Operations	ACF / Program Coordinator
Richard	Dan



Fundraising S-C
All Board Members + Lyn



Finance Off	IT, Website	News & Forums	Training	Admin & records	ACF Liaison	Editorial team
Vera	Caroline, Rachel	Anne, Chris Richard, Dan Julie - Forums	Richard, Dan, Julie, Nigel, Margie	Dan, Richard Anne Foster Dianne	Dan Reg team	Nigel, Brigid, Val, Andrew, Hanna, Dianne



Biographers

Supported by all the above. When established the regional volunteers will be their first calling point and makes sure they can find whoever they need for a particular issue.

PROGRAM COORDINATOR REPORT



In May 2021 we recruited and trained 16 new volunteers with some confidence that the Melbourne lockdown was behind us and these Biographers could be linked with clients. However, only half the group had commenced when the next lockdown was imposed in June and remained until October.

Ongoing visitor restrictions meant that many Residences were off-limits until well into 2022. Even so there are still widespread lock-downs due to individual breakouts. So effectively, we were able to move closer to normal activity for only a fraction of the reporting year. Nevertheless, we have managed to complete 30 Biographies since we resumed after the 2020 lockdown.

Over the reporting year, many established relationships with Residences became stale due to Lifestyle Coordinator turn-over in the sector, but a pro-active outreach effort has enabled renewal of these relationships and formation of new partnerships.

Throughout the year we continued to receive many approaches from prospective Biographers in all States and Territories, as well as approaches from family members seeking the service for their relatives.

With the increasing numbers of people taking up in-home care arrangements, we will need to address this service gap when we are in a position to do so. We will also need to expand our presence to Regional Victoria.

Administration, Outreach and Assessments create a heavy workload that needs to be shared and this needs to be substantially addressed in the 2022-2023 Reporting Year.

Thanks to Board, Volunteers, Lifestyle Coordinators whose efforts in this disrupted year produced results that demonstrate the value and potential of Beyond Words.

DAN KAVANAGH

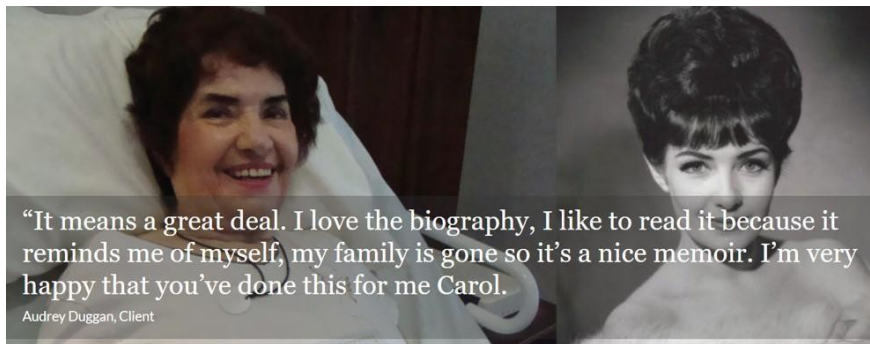
EDITORIAL TEAM REPORT



The flow of completed biographies to the editorial team has been understandably slow this year. Disruption caused by lockdowns has been frustrating for clients, biographers, and editors. Completing a biography in these disruptive times is a remarkable achievement, but we have had some incredible life stories land on the editor's desk.

Our small editorial team continues to meet monthly to discuss projects, hone our skills and improve our processes and we contribute to the newsletter with editorial and photographic tips and suggestions. The quality of our editing and the speed we send edited and formatted biographies for printing has been a pleasing feature of the year. We understand the importance of ensuring biographies are clear, concise, well formatted with photographs and presented on time to ensure this legacy for our clients.

NIGEL MCQUITTY



I.T. REPORT



We have undergone an IT review to streamline our activities and reduce annual costs.

In order to centralise our data and improve our ability to work together, we have established cloud storage for our data. Beyond Words email addresses are now also available for operational volunteers.

There was opportunity to reduce our IT costs and this was achieved by bringing website updates and technical maintenance in-house and changing to lower cost hosts for the website and existing email address. Thank you to Rachel of JDC Digital Solutions for assisting with the technical aspects of the transfer.

Website analytics tools have been installed on the website to enable measurement of visitor activity and referral sources.

To help support biographers, a new password protected web page has been established for them to find all current policies, forms and templates needed for their work.

To modernise and bring colour to our brand, the Beyond Words logo is being revised with the help of a graphic designer. The colours have been decided and are shown to the right. Work will begin soon to finalise the logo and update the website and marketing materials.

A social media policy has been approved by the Board and Facebook and LinkedIn accounts will be created once our logo redesign is complete.



CAROLINE TRUBRIDGE

TRAINING TEAM REPORT



In a nutshell, Beyond Words - The Biography Program trains volunteers in the art of capturing a life story. They learn to look at the client's life in the context of the whole and to present it as a reminder of what was achieved. The biography becomes a permanent record passed down through the generations of ideas, values, philosophies and information. It is a personal reflection, perhaps even healing of self and relationships. It is an oral history, published in a written form, in first-person narrative, about anything the client wishes.

Sixteen people were trained in 2022, over a three-day program. Some topics covered were: the role of the volunteer biographer; communicating with clients and issues for residents in Aged Care; technical steps from recording, transcribing and the use of templates; exploring completed biographies; and awareness of support systems. Also, the future of Beyond Words was explored, for the purpose of better utilising volunteers' organisational skills.



All the trainee biographers are to be paired with clients across the metropolitan area of Melbourne, and we look forward to celebrating the completion of their first biographies.

JULIE BUTCHER

MENTORING REPORT



The experience of undertaking the first biography can be daunting for the volunteer. At Beyond Words we believe it is essential to provide guidance and support during the weeks and months spent capturing a story and completing the final product to the satisfaction of all concerned.

We offer “information sharing” by such ways as: a monthly forum held via the Zoom platform, an informative monthly newsletter, and one-on-one mentoring where an experienced biographer will meet with the new biographer for discussion, reassurance and relevant computer skills development. Following the training sessions, we provide an in-service, half-day forum at a pleasant venue open to all our biographers.

Also, we offer professional counselling (pro-bono) should anyone require guidance or debriefing during the biography process.

JULIE BUTCHER

WITH THANKS

We are a volunteer organisation and rely on donations to undertake and publish biographies.

We appreciate the generosity of our **donors** and acknowledge the financial contributions of our current **sponsors**; aged care providers Blue Cross and Uniting AgeWell.

