



Colac Otway
Disability
Accommodation Inc.

Annual Report 2018

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Leadership and Administration Team

Chief Executive Officer
Monica Provan

Administration Officer
Wendie Fox

Administration Support
Carla Mason

Clinical Practice Manager
Mitzi Featherstone

Finance Officer
Jan Verouden

Finance Officer
Jennie Woods

Intake Officer
Denise White

IT & Infrastructure Manager
Kat Bryan

Quality and Compliance Manager
Sue Gregory

Thomas Street Development Project
Jacqui Suares

Vision

An inclusive community in which people have the opportunity to fulfil their unique potential.

Mission

CODA Inc. is committed to providing our clients with a range of quality, community based support programs which are flexible, accessible, affordable and safe, while promoting each persons' independence and value as a member of the community.

Our Values

All organisations have a culture which is built on shared values of it's people. These values guide us in all our decisions and are fundamental to compliance with the CODA Inc. code of conduct.

- Respect
- Integrity
- Honesty
- Independence
- Empowerment

Board Members



Ross Suares
Chair



Ed Morrissy
Vice Chair



John Scarrott
Treasurer



Karen Brady



Mary Carew



George Roberts



David Schram



Miffy Shelton



Monica Provan
Chief Executive Officer

*"It's an honour to
work with a team so
dedicated to the best
interests of our
organisation and
each individual
client"*

Executive Report

Another year has flown by and in its passing comes yet another whirlwind of NDIA driven changes for pricing and service delivery for the coming year. It seems like we just start to draw breath and reflect on our progress and our achievements, when we have to swiftly change tack again. Keeping our vision and mission firmly in mind provides a linchpin for decision making, as we continue to navigate our way through the ever-changing service system.

Our biggest body of change work for 2017-18 has been reviewing and updating our financial management systems to meet our growth needs and the new business framework we apply to our problem solving and decision making. We have moved from an annual accrual to a monthly accrual accounting process, which is serving our needs for current financial information much better. We continue to automate our finance systems as much as possible, and are making headway in to using our client management system more efficiently to support invoicing. Jennie Woods and Jan Verouden have worked steadily through some minor internal restructure of tasks and process reviews to increase the overall accuracy of financial management and reporting down to the level of individual service streams. With the knowledge we have gained through these activities, we have been able to return a good surplus this year and have the tools to respond more rapidly to challenges in the coming year.

Quantam Service undertook our quality and compliance audit in February 2017.

Considering how frequently we have to change processes these days we are pleased with the overall outcome, only having a minor non-compliance at one of our four services. Our congratulations and thanks go to Sue Gregory, the supervisors, support staff and the administration for continuing to provide such a high quality service to our clients.

We have continued to seek feedback from our service users and staff and these comments help us to improve our services and strategic planning.

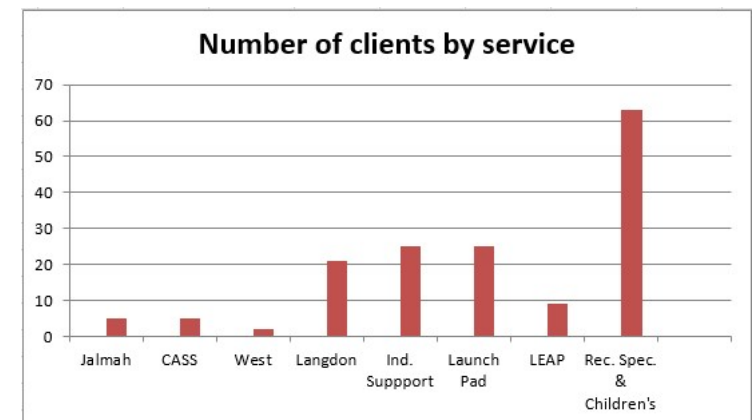
We have contributed to a range of external reviews regarding organisational performance under the NDIS, including the annual NDS market survey, the National Disability Providers Benchmarking Survey and the McKinsey Independent Pricing Review. Participating in these surveys ensures that small regional experiences are included in the statistics and provides us with benchmarks for tracking our performance against other similar organisations. In individual follow up over information provided, each surveying agency has commented on the comparatively limited staff turnover at CODA Inc. We do truly appreciate the wonderful staff who work for CODA Inc. and thank them for their continued commitment and resilience as we respond to changes the NDIS brings.

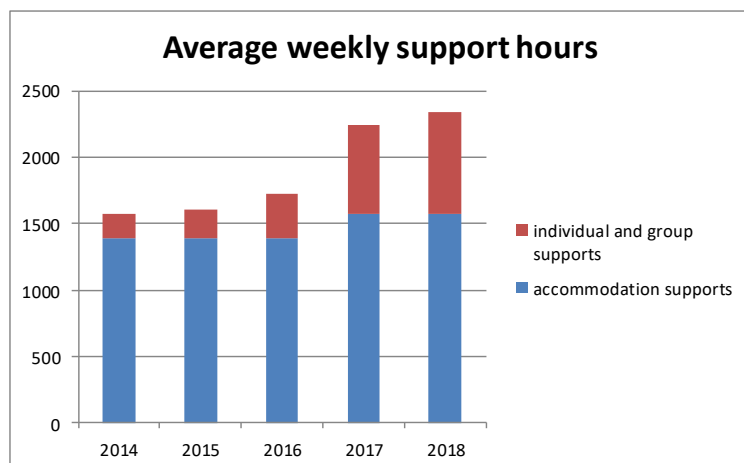
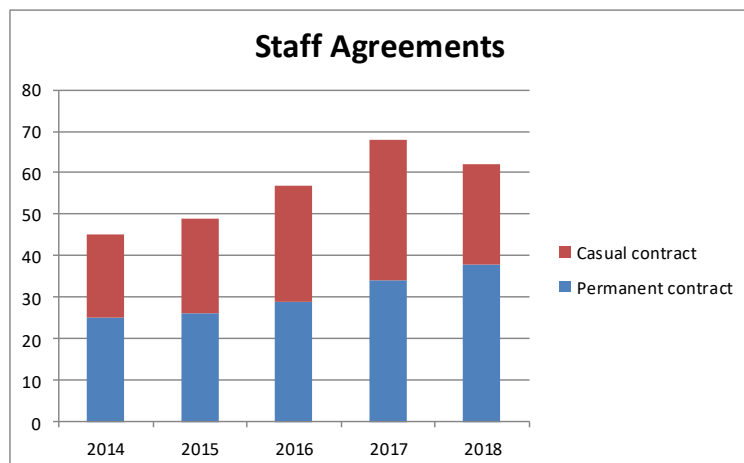
The Clinical Practice Manager, Mitzi Featherstone, works tirelessly to support our supervisors and coordinators, administration staff, clients and families with the regular changes and challenges of new NDIA plans.

The Intake Officer, Denise White, and Mitzi continue to improve the intake and plan change processes for all concerned. Our Administration Officer, Wendie Fox is sharing her skill set and now also takes a strong and knowledgeable role in our Emergency Planning processes. Kat Bryan, the IT and Infrastructure Manager, has worked hard to ensure the dramatic change to NBN services had as little impact as possible on our service delivery. Carla Mason has recently joined the team to support these roles.

The average length of service for a support worker at CODA is 100 months.

CODA's clients range in age from 5 years—71 years.





A few key staff have left the organisation this year which creates both sadness and joy as we remember their contribution. Bruce Edwards has retired from the Board of Management after eleven years of service. Sue Gregory has become our latest 'clayton's retiree' resigning in June but continuing to review our policies and procedures as required.

We also fare-welled Kerrie Black, a long term supervisor, and we wish her well with her new career path and Sandy Barber retired after reaching a significant milestone of 20 years with CODA.

We would also like to acknowledge the support of our other retirees, Jacqui Suares and Philippa Watt who continue to willingly share their knowledge and experience.

Our service supervisors, Bernice Reynolds, Lucy Morrissy, Jo Cook, Sue Gamble, Ketrina Hester, Renee Wilson and Carla Marshall show such patience and commitment as we continually redesign their role, to support clients via NDIA funding.

We would like to thank the Board for their ongoing commitment to CODA as we respond to the challenges both past and before us. The Board steers the organisation through strategic issues and their role in decision making has certainly become more complex than ever before.

Re-establishing an equilibrium between funding and quality service delivery has become a ubiquitous challenge each new financial year, this coming year will hopefully also see the fruition of a few exciting projects that the Board has approved.

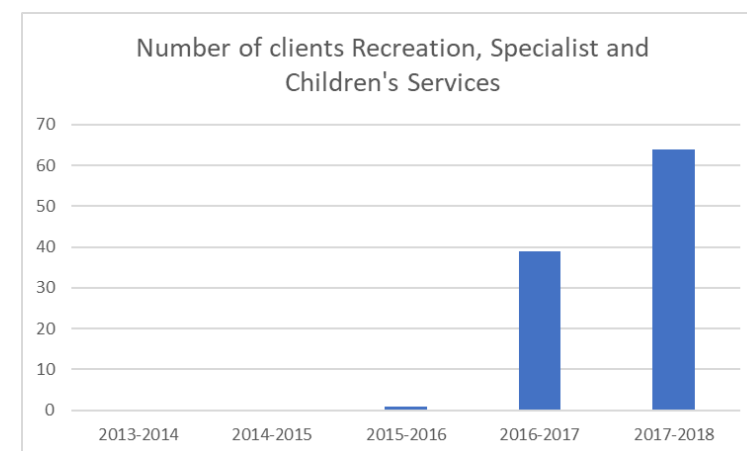
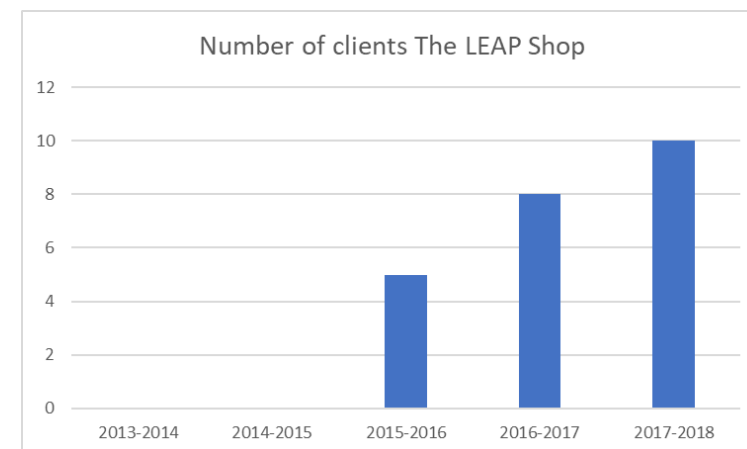
The LEAP Shop team has been actively looking for a new site to expand into and have recently secured a new lease in a great location. People are already requesting additional days to work in the shop. Any surplus from sales through the shop will support accommodation developments and other CODA service projects

Recreation, Children's and Specialist Services continues to grow at a rapid rate and the new site will hopefully also allow opportunities for these services to expand. We now support 54 children between five and sixteen years.

Work on the Thomas Street residential development continues and we are eagerly looking forward to the completion all of the back-ground work so we can 'turn the sod'.

We hope you enjoy reading a few of the many stories our clients have to share, about their journey in our community and you join in the celebration of individual and organisational achievement.

*"The LEAP Shop is
unique in Colac, it's the only
charitable shop where your donation
of goods supports local families"*





Bernice Reynolds

Cass House Supervisor

*"Working
together as a
TEAM is the
only way to
achieve
your goals"*

Cass House

Cass House is a home with 24 hour care for five residents with an intellectual disability or acquired brain injury. Our aim is to provide a home that is happy, stable, safe and enriching for each individual, while delivering quality support appropriate to individual needs.

Achievements and Activities

- Residents enjoyed some outings to Werribee Zoo, Queenscliff and Sorrento during program breaks. Outings were undertaken in two small groups to make it enjoyable for all.
- A new top loader washing machine has been purchased and is greatly appreciated by all.
- The vegetable garden has been looking good with lots of tomatoes, silverbeet, beetroot and strawberries produced. We also tried to grow some pumpkins but had no luck.
- A new and improved cleaning roster schedule has made life easier for all.
- DHHS have undertaken some upgrades to the house including new panels on bathroom cupboards, a shower base in the second bathroom and guttering near the front door.
- All residents have enjoyed going out for tea over two nights in small groups.
- TAC has replaced Simon's ceiling hoist in his room and John received a new shower chair.
- Residents have enjoyed visits from families.

Well this is my first annual report so here I go. I started at Cass House as a Supervisor in September 2017. I have learnt so much with the great help of Monica, Mitzi and staff at the office. I have also learnt a lot from the team here at Cass House, we have all worked together as a team and have made some changes for the better.

It has been a big challenge to take on this role but it has also been very rewarding — thank you.



Simon enjoying a post-lunch rest with Matt at Werribee Zoo, Simon enjoyed seeing all the different animals especially the lions.

Raymond enjoyed a coffee in the sun after catching up with his Dad for lunch.



Jim enjoys celebrating his birthday and loves to sing Happy Birthday every day.



Boyd really enjoyed his day at Verribee Zoo — this is him on the safari bus tour.



John enjoying
the sun and all
there is to see at
Werribee Zoo
with Jason.



Sandra

Sandra's Goal

Increase my mobility, health and well being post stroke.

Our role in supporting achievement

CODA supported Sandra by providing transport so she could attend daily hydrotherapy and rehabilitation sessions at Bluewater Leisure Centre.

CODA staff also supported Sandra to undertake home tasks, shopping and resume work at Trinity College on limited hours.

Sandra has made considerable progress and now works independently again.

"Without the amazing support provided by CODA, I would not be back at work doing what I love"

"The non—judgemental support approach by CODA staff was something I will never forget"



Individual Support

Individual Support is a team that assists clients to live interdependently within the community.

Our clients largely make their own life decisions and are able to advocate for themselves. We aim to uphold the rights, dignity and self-determination of each client in the least restrictive environment possible and to be accessible and flexible to support their rights and needs.

Achievements and Activities

- Supported clients to:
 - Develop healthy meal plans within budgets.
 - Undertake weekly shopping.
 - Prepare meals and store appropriately.
 - Attend medical appointments.
 - Undertake personal banking and shopping.
- Supported a number of clients to participate in outings outside the home and immediate area.
- Provided 8,440 hours of tailored support to individuals.
- Supported a client recovering from a stroke by providing transport to attend hydrotherapy sessions, community access and to return to work. This client has progressed so well that they have now returned to work on limited hours independently.
- Two new clients have engaged Individual Support services.
- Staff participated in palliative care training.



Marlene, a long term client of CODA passed away in March this year with her family and CODA staff by her side. Marlene is fondly remembered by her many friends as a woman who spoke her mind regardless of where she was, which led to many funny situations and stories.

Marlene loved going to everyone's birthday celebrations and other special events.

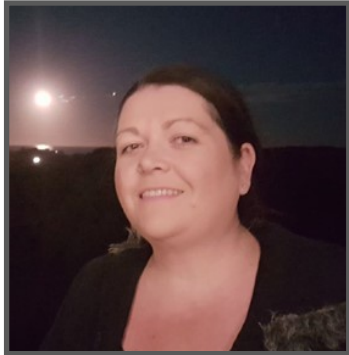
A remarkable woman who will be missed.



Sue Gamble

Individual Support Supervisor

"Our team strive to uphold the rights of all our clients and to provide a platform that allows them to grow and achieve in their everyday life"



Lucy Morrissy
Jalmah Supervisor

*"I think its important
residents have the
opportunity to make
their own choices and
feel comfortable in
their own home"*

Jalmah

Jalmah is a shared supported accommodation house which provides 24 hour care for five residents. The aim of Jalmah is to provide quality support, incorporating assistance with developing living and social skills. Jalmah promotes and encourages community participation and inclusion for residents.

All residents actively participate in decision making processes related to their day to day activities and those of the house.

Achievements and Activities

- All residents enjoyed a five day break away to Ballarat, where they stayed in a Homestead at Buninyong and enjoyed visiting Ballarat Wildlife Park, Sovereign Hill and the Plaza for some shopping.
- All residents have enjoyed support from their families and have spent varying times with them during holiday breaks and weekends. Some have had the opportunity to holiday with family interstate.
- Supported residents to attend to their own personal banking, shopping, medical appointments and individual activities.
- Construction of a new clothes line under the covered area has been a welcome addition by all.
- Program breaks have provided great opportunities for residents to enjoy some outings. Outings have included day trips to Camperdown, Lorne and a movie or two.
- Residents have enjoyed going out for dinner once a week to a place of their choice.



One of Ben's jobs is to
check for mail and
bring in the
paper everyday.

"Cooking is my
favourite thing
to do"
Mary



"I like
washing my
own linen and
I like the top
I am
wearing"
Angela



"I like spending time in my room after
work, I like having pink teddy in my
room and my family photos.
My room is perfect" Mia



Michael
enjoys putting
his washing
away.



Lachlan

Lachlan's Goal

To develop independent living skills.

Our role in supporting achievement

The Langdon House team supported Lachlan to increase his independent living skills.

Lachlan participates in daily living tasks including making breakfast, setting the table, vacuuming and making his bed.

*"It has been great watching
Lachlan adapt to living
away from home"*

*"Lachlan loves a joke and a beer
at the end of the day"*

Jo Cook, Langdon House Supervisor



Langdon House and West Street

Langdon House provides Short Term Accommodation (STA) services to clients with intellectual, physical and sensory disabilities living in the community. It also provides a supportive space to develop independent living skills and opportunities for social and other learning experiences.

West Street aims to provide an immersive environment for clients to build on initial independent living skills acquired at Langdon House or at home and also affords a space for CODA to support crisis accommodation requests.

Achievements and Activities

- Langdon House has seen a decrease in the number of clients accessing STA services, but an overall increase in the total number of client hours of those accessing Langdon House for independent living skills.
- Clients have enjoyed many social experiences whilst staying at Langdon House over the last 12 months, including outings to Carroll's by Candlelight, The Blues Train, Adventure Park and the ever popular Time Zone in Geelong.
- The Langdon House clients with some help from the Children's Services groups designed and crafted a new sign for Langdon House. The sign is soon to be installed at the entrance.
- West Street provided 7,101 hours of individual living skills development support.
- Two clients previously supported at Langdon House have furthered their independent life journey by taking up permanent residential opportunities in the community.
- The vegetable gardens at Langdon House and West Street have continued to develop and produce great crops. Clients have been involved in the planting, watering, harvesting and cooking of many vegetables.
- Construction of cupboards in the garage at Langdon House has provided a solution to much needed storage space.
- West Street provided 300 hours of accommodation support.



Jo Cook

Langdon House and West
Street Supervisor

"I'm really proud of my team, they have stepped up to the challenges of working between both houses and have tirelessly supported our clients to achieve their goals"

Steven

Steven's goal

To further develop my employment skills.

Our role in supporting achievement

CODA has supported Steven to work towards achieving his goal by providing transport and support to undertake workplace tasks. Steven is supported to interact with staff and customers and undertake the tasks assigned to him.

"Steven enjoys the opportunity to chat to the customers and staff and is a valued member of the IGA team"

Julie Minster CODA Support Worker.

*"I like working here at IGA
I do volunteer work and
I feel part of the team"*



Launch Pad

The focus of the Launch Pad is to support clients through learning and capacity building.

The Launch Pad offers group and individual support including swimming, art, technology, physical fitness, volunteer work and life skills including targeted in-home supports and development of social skills.

Achievements and Activities

- Greater inclusion of clients in community activities.
- Supported a client to research his family history.
- Support individuals to utilise the services available at the Library.
- Art and technology program has made items to be sold in the LEAP Shop. Making small items increases fine motor skills in a valued way.
- Continued to support individual achievement of personal goals including:
 - Improved fitness.
 - Improved clarity of speech.
 - Increased interaction in community sporting activities.
 - Independent cooking and cleaning.
 - Budgeting, banking and shopping.
- Continue to build client independence with day to day living activities.
- Provided 7,551 hours of tailored supports to clients.
- Group outing to AFL game in Geelong.
- Continued independent living trials.

The Launch Pad aims to build confidence, empowering and skilling people in ways that give more choice, enrichment, independence and promote informed decision making.



Ketrina Hester

Launch Pad Supervisor

"My first year leading the Launch Pad team, has been a very rewarding experience. I am incredibly appreciative of the wonderful support my team has given me"

Ellie

Ellie's Goal

To increase my employability skills.

Our role in supporting achievement

Through the LEAP Shop CODA has provided an opportunity for Ellie to volunteer in a retail environment and develop employability skills.

Support staff have worked with Ellie to enhance her knowledge of the retail environment, and in particular the various functions of the new cash register. Ellie can confidently serve customers and only occasionally needs some assistance with the change required.

"I have loved watching Ellie grow in confidence handling money. She has great pride in how far she has come".

Carla Marshall, The LEAP Shop Supervisor

"I like to make the cards to sell in the shop because it's so relaxing"



The LEAP Shop

The LEAP Shop is a recycled goods store, which stocks clothing, home-wares, toys and fashion accessories.

The LEAP principals are: Learn, Engage, Achieve, Participate.

The LEAP program provides a space where people can:

- Learn and practice new skills, including those which may lead to employment.
- Engage in the community and practice social inclusion.
- Have a retail outlet for their artistic creations.
- Generate income that will assist the organisation to achieve its mission.

Achievements and Activities

- Creating gift cards to sell in the shop has been very successful. Staff and clients have received many compliments from customers.
- Increase in high quality donations.
- Provided 1,797 hours of support to individuals.
- Electrical test and tag equipment purchased and staff member has obtained qualification to test and tag electrical appliances for future resale in the new LEAP Shop.
- Established a solid customer base.
- Over the last 12 months we have seen a steady increase in sales.

The LEAP Shop has continued to grow over the last 12 months with many new customers remarking, that they didn't know about the shop. We are looking forward to having a larger and more prominent location soon, where we hope to be able to support additional clients and expand the shop to include furniture and electrical goods.



Carla Marshall

The LEAP Shop Supervisor

"Its great getting feedback from people about how they love coming into the shop and always find a treasure to take away with them"

Jack

Jack's Goal

To socially engage with his peers.

Our role in supporting achievement

CODA has supported Jack to attend a regular boys group each fortnight, to participate in the CODA Kids holiday program and fortnightly swimming and craft activities.

These activities have provided Jack with an environment where he can safely gain experience interacting with his peers.

"Jack has been so happy making new friends in the holiday program and the other boys group he attends. It has given him the chance to do things outside of school. He loves it and looks forward to going each time"

Brooke — Mum



Recreation Specialist and Children's Services

Recreation, Specialist and Children's Services provides a range of services that:

- * Support activities outside the family unit.
- * Provide parents and siblings with a break from their caring role.
- * Support positive behaviour.
- * Support and encourage peer to peer friendships.
- * Provide opportunities for experiential learning outside of immediate home area.
- * Tailored to individual support plans.

Achievements and Activities

- Butterfly girls group continues to grow. The group has focussed on self care and self esteem, as the girls work on various art projects.
- Initiated a younger persons (5 - 8 years) Lego group that meets weekly.
- Coordinated outing opportunities available to all clients. Outings included Werribee Zoo, The Blues Train, Carols by Candlelight, the Air Force Museum at Point Cook and the theatre at GPAC.
- Provided 8,453 hours of tailored support to individuals and groups.
- CODA Cadets boys group meets fortnightly and has welcomed new members this year. The group has enjoyed fishing, woodwork, art, eating out and bowling.
- Our young men's group continues to meet regularly and go out on Saturday nights.
- Interest in the school holiday program has grown significantly, resulting in the need to split into two age groups. This program delivers creative and engaging learning opportunities in a variety of environments.
- A strong focus to deliver positive behaviour strategies to identified clients.

In my second year leading this team, I have been witness to such growth. We have welcomed many new faces and had the determination to see the magic in play. My team allow the children to source learning in their experiences. We allow them to bang on pots and pans, we encourage giggles, surprise them and read books aloud with joy. We remember how small they are and celebrate the new friendships our teenage groups are making. We seek the positive and appreciate each goal achieved.

I am very blessed to work at a job with the most professional and creative staff. I love each and every day.



Renee Wilson

Recreation, Specialist and
Children's Services Supervisor

*"Children are not
a distraction
from more
important work.
They are the most
important work"*

Dr. John Trainer



Kat Bryan

IT and Infrastructure Manager

"Thank you to our clients who allow me to reflect every day on what an amazing world this is with such awe inspiring and unique people in it"

IT and Infrastructure

When I come to write about my job, I feel like it must come across as the most boring subject in the world. However, since CODA started to trial the NDIS, there has been such rapid and inexhaustible change that our IT processes and hardware being able to cope with the increased demand has been an integral part of our managing these new paradigms.

Achievements and Activities

- Completed OHS and Infrastructure worksite inspections for residential facilities.
- Development of in house "How to" document for staff to understand how CODA uses our client management system.
- Review of CODA website.
- Created Facebook page for the LEAP Shop.
- Actioned support requests from staff at an average of 18 per month and provided 1:1 training of CODA systems for new staff.
- Progressed work ensuring that our client management system can be used for claiming payments from the NDIS.
- Worked on securing our data to a much higher level in line with new regulations.
- Review of telecommunications connectivity and transition to the NBN.
- Corporate look created for emails
- Digitised paper records in line with record holding regulations.

I have worked with CODA for many years and never had an opportunity such as this to thank everyone for their continuing patience with me as I come to terms with not only a more complex work practice, but new and added responsibility.

Clinical Practice Manager

This year has brought about a change of role for me - one that came with a couple of title changes and venue! Settling in to a broad, do whatever needs to be done role, was difficult, but made easier with support from Pip Watt and Sue Gregory - thankyou.

Supporting Monica to lead the organisation is never dull. CODA has managed to remain a client driven organisation in these money driven times - a credit to the Board, Monica and all CODA staff.

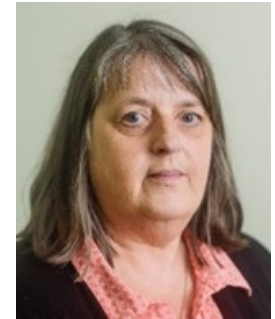
Supporting the Supervisors has proven to be rewarding, challenging and ever changing, which also reflects their roles. The organisation is lucky to have such a dedicated team, all bringing individual skills to the workplace.

The Supervisors deal with day to day client issues, staffing and rostering, meeting deadlines and targets, while always putting the needs and care of our clients first. Thank you to Bernice, Carla, Jo, Ketrina, Lucy, Renee and Sue.

CODA has seen an increase in clients accessing our service, with NDIA supporting a broader community. Our accommodation services remain stable, short term accommodation fluctuates, and the LEAP Shop and Recreation Specialist and Children's Services continue to grow.

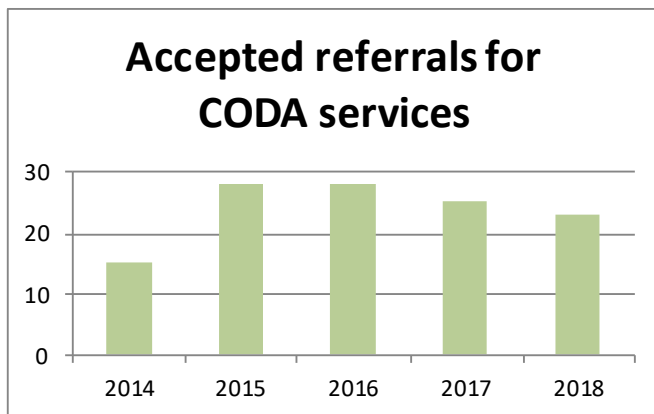
Crisis accommodation thrown in the mix has seen the need for more staff and we seem to routinely employ new staff to meet the individual needs of our clients and services.

Supporting the Supervisors and staff to maintain the high level of service CODA provides will be the focus for the next year- and managing to stay within funding budgets will be the challenge!



Mitzi Featherstone
Clinical Practice Manager

*"I love the fact
that CODA is
still a
client focused
service—client first"*



Staff development undertaken has included:

- Respectful workplace training.
- Zero Tolerance Framework.
- Leadership development.
- Medication administration awareness training.
- Ageing and disability awareness.
- Introduction to understanding and managing epilepsy.
- Administration of emergency medication.



Tyler

Tyler's Goal

To socially engage with his peers.

Our role in supporting achievement

CODA has supported Tyler to build his social skills within a group setting. He is motivated to learn through play and is supported to practice his social skills with his peers.

There is a reason he calls Langdon House "Fun House" and we smile each time he walks through the door.

"Tyler absolutely loves the holiday program, he constantly asks when the next school holidays are coming so he can spend time with the amazing carers that have now become a very important part of his life and the amazing friends he has made along the way".

Kasie Buckingham—Mum

Board Member Milestones — Certificates

Congratulations to the following Board Member on reaching a significant milestone in the last financial year.



George Roberts—15 year certificate of service

Staff Milestones — Certificates

Congratulations to the following staff on reaching significant milestones in the last financial year.

Nick Rainey 10 year certificate of service

Kat Bryan 5 year certificate of service

Ketrina Hester 5 year certificate of service

Lucy Morrissy 5 year certificate of service

Sue Spokes 5 year certificate of service



"We do truly appreciate the wonderful staff who work for CODA and thank them for their continued commitment and resilience through such a long period of substantial change"



Butterfly Group

Butterfly Group Goal

We have two butterfly groups and supports are primarily aimed at increasing the girls independence, engaging them in learning opportunities in a home setting and within the community, whilst spending time with their peers.

Our role in supporting achievement

Each fortnight we give the girls an opportunity to hang out and work on a craft project together.

They socialise, chat and have lots of fun. They then prepare a meal to eat together for dinner. Both groups have built on friendships and welcomed new members along the way.

*"I am a girl! I am smart and I am strong
and I can do anything"*

*"Our butterfly group is full of friendship,
good food and amazing art activities.
To empower their own talents and gifts is
an honour. We are building the next
generation of strong women who can do
anything and be anything they choose"*

Renee Wilson - Recreation, Specialist and Children's Services Coordinator

Acknowledgements

Ball and Croft Better Home Living

CoConnect

Colac Library and Learning Centre

Coltek Leading Edge Computers

Crowe Horwath

GenU

Mercy Place Colac

Pam Radcliffe – Music Volunteer

SkillsConnection

The Footman – Frank DeLorenzo

Barongarook Gardens

Colac Area Health -
Ali Weedon – Palliative Care Team, Michelle Hamblin

Colac Otway Regional Advocacy Services

Corangamarah

DHHS Local Engagement Officers –
Lauren Duffield, David Birrer, Glenys Lorne, Melissa Moore.

Hillview Cattery

NDS – David Moody, Sarah Fordyce, Henry Newton
Stephanie Worstelling.

Philippa Watt

South Western IT

Trinity College Colac

Botanic Café

Colac East IGA

Colac Primary School

Corangamite Clinic

dKnet Partners – Focus, Mawarra Centre Inc., MiLife
Victoria Inc., La Trobe Lifeskills, Pinarc Disability Support and
Management Governance Australia.

Jacqui Suares

Otway Medical Clinic

Rob Montano – Colac Glass and Screens

Star Printing Terang

William Jamieson and all at SupportAbility

THANK YOU



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Email: coda@coda.org.au

www.coda.org.au

CODA acknowledges the support of the Victorian Government

