



Colac Otway
Disability
Accommodation Inc.

Annual Report 2019

40 YEARS ANNIVERSARY

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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 its 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

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 Manager
Kat Bryan

Quality and Compliance Manager
Julia Currell

Thomas Street Development
Jacqui Soares

Board Members



Ed Morrissy
Chair



Karen Brady
Vice Chair



John Scarrott
Treasurer



Mary Crew
Member



George Roberts
Member



David Schram
Member



Miffy Shelton
Member



Ross Soares
Member

40 Years of Chairs

Betty Baker

David MacBryde

Robin Perrin

Lyn Bard-Brucker

Paul Cabrie

Geoff Wallace

Andrew Wright

Trish Stephens

Margaret Carter

Ross Soares

Ed Morrissy

40 YEARS ANNIVERSARY

Chair and Executive Report



Ed Morrissy

Chair

"CODA is an
unsung hero
within the Colac
community.

We are so fortunate
to have so many
caring people
working with us at
CODA."

This year Colac Otway Disability Accommodation Inc. (CODA) celebrates 40 years of service to people with disabilities and their families in our community. Reading through old minutes and annual reports certainly evidences the incredible change this organisation has moved through since its first formal committee meeting on 25 September 1979. Throughout the following years CODA has supported and enacted significant legislative change in its service delivery and we continue to improve and refocus services to support people to live the best possible life of their choosing.

The 2018 — 19 year was our fifth year of supporting people with funding provided by the National Disability Insurance Scheme, the most significant change to affect disability services for most of us. As with many of our peer organisations, CODA has struggled to provide a seamless, quality service whilst the Scheme is still maturing and developing appropriate funding responses for the individuals we support. Some individuals are still waiting for equipment approved in 2014 or 2015, some participants and families are still reporting reductions in supports they consider essential and others report they still feel they are fighting to keep every support they have. One of our greatest challenges as a provider working within the guidelines of the Scheme has been declining requests for service. If the level of supports funded won't cover the cost of the administrative requirements, the entire travel to and from someone's house in our rural context or we lack staff availability, we must now, regretfully, refer people to other services.

Officials of the Scheme anticipate it will take another six or so years for the Scheme to mature. We will continue to provide our collective experience, stories and statistics to the Agency and National Disability Services to continue to advocate for the sector in a rural context and we hope the sharing of this information influences policy direction, to benefit other organisations and people with a disability and their families. We look forward to the NDIA taking on board the feedback from participants, carers and the sector and develop a well-functioning scheme that provides the supports people need to live their lives well.

In order to respond to the direction and redirection of the Scheme, Board Members and staff regularly review and update our Strategic and Business plans. June 2019 saw the end of the last three year planning cycle and despite a constant flurry of altering templates and policies and procedures, we still managed to achieve many of our medium term goals.

Key achievements this year included identifying and establishing a new site for The LEAP Shop and commencing minor works to bring the site up to current universal access standards. The move to Bromfield Street has resulted in increased customer traffic and turnover which supports minor works and other programs for our clients. Aging and damaged facades at Langdon House and Jalmah have been upgraded and given a fresh coat of paint. CODA's digital systems have been reviewed and updated against government recommendations to protect the privacy and security of personal information of clients and staff. The recent purchase of virtual reality equipment will introduce an exciting and innovative approach to some of our learning programs and creative activities for our clients.

We continue to maintain strong staff retention rates, however recruiting qualified and experienced direct support staff has become critical to meet demand for services. We will continue to look for innovative ways to attract staff so we may grow our services as per the requests of local people and their families. Our administrative staff have been analysing, reviewing and adjusting processes to meet the challenges presented by the Scheme. Improved financial management practices, some increased efficiencies and regular reviews of individual service delivery have increased the viability and continuity of service of our organisation as we continue to negotiate the ever-changing policy environment.

We are justifiably proud of our comparative performance in the national benchmarking of contributing services, with CODA being in the one third of services continuing to make a strong surplus. We acknowledge the tremendous work of Board Members, executive, administrative and direct support staff in achieving and maintaining this outcome; this can only occur in the current environment if challenges are met with determination and commitment to CODA and the people we support.

We thank the clients and families who choose to access CODA's services and contribute to the strategic direction of our organisation. For forty years, your service requests, feedback and ideas have driven the growth and improvement of our services to our community. Whilst we still face considerable challenges in the coming years, we look at the individual and organisational outcomes we have achieved together and know there is, and will be, much to celebrate.

Ed Morrissy Chairman

Monica Provan CEO



Monica Provan

Chief Executive Officer

"Our staff, from the Board through to direct care workers, are displaying an extraordinary commitment to service improvement in the midst of complex sector reform."



Bernice Reynolds

CASS House Supervisor

*"Unity is strength ...
when there is teamwork
and collaboration,
wonderful things
can be achieved."*

Mattie Stepanek

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 have enjoyed outings to the movies in small groups.
- Two residents received new Hi-Lo beds.
- All at CASS House have appreciated some new additions to the kitchen, these include a small upright freezer, rice cooker and powerful blender to help puree food.
- Staff are enjoying the new mattress in the sleepover room.
- James received a bright new wheelchair.
- Residents have enjoyed a holiday at Caloola House in Portarlinton, the house is designed and fully equipped for high-need clients. All enjoyed the relaxing space offered at Caloola House and some sightseeing, however a visit to Daniels Donuts in Queenscliff was a highlight for all residents.
- Residents have enjoyed visits from families.
- All residents have continued to enjoy going out for tea over two nights in small groups.
- Residents were joined by one of CODA's Individuals Support clients for Christmas Day and all had a lovely day.
- Staff have provided 16,024 hours of support to residents at the house.
- New evacuation mats have been purchased and installed in residents bedrooms.

This is now my second year at CASS House and there have been many challenging moments and also some very rewarding ones. One of our major challenges this last year has been managing the changing health issues of residents.

Organising the holiday to Portarlinton and watching the reactions of the residents on holiday and how relaxed they were on their return was a wonderful experience.



Raymond on holiday
enjoying a coffee in the sun
at the Bakehouse in
Portarlington .



John enjoying the
beautiful day
outside in the sun.

Boyd relaxing at
Christmas time



James enjoying
some 1:1 time
with staff
out in the
community

Simon on
holiday enjoying
some time
at the
Bakehouse in
Portarlington.



Andrew

Andrew's Goal

To attend recreational activities within the community including attending an annual AFL football game in which his team Hawthorn plays.

Our role in supporting achievement

CODA has supported Andrew to achieve his goal by providing transport and working with him to attend and participate in recreational activities and meet new people in the community.

CODA staff support Andrew to attend his annual Hawthorn AFL football game by assisting with organising tickets, bus travel and staff support on the day.

"I like to see the Hawks win and the bus trip down and back with my friends."



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

- Seven new clients have engaged Individual Support services.
- 3784 activities delivered to clients, an average of 10.3 per day.
- Staff have provided 8,495 hours of tailored support to individuals.
- Supported clients to:
 - Develop healthy meal plans within their budget
 - Undertake weekly shopping
 - Prepare meals and store appropriately
 - Attend medical appointments
 - Undertake personal banking and shopping
- Staff participated in manual handling training.
- Undertaken transitional training with a client to assist them in their move from Colac to Geelong.
- Supported clients to attend outings to the Birregurra Festival, Australian Open Tennis and an AFL football match.

In the past twelve months the Individual Support team has been a little quieter than in previous years. Although our level of support has remained stable for individual clients, our client base has changed up and down. We have had some short term clients who have utilised our services in order to access the community and also have had a client who has left our service due to health reasons. Although these clients come and go, we still strive to assist and support our clients wherever they require it.

One of the barriers we have faced in providing supports to our clients is that they are not receiving as much funding as in previous years to be able to access more group activities and 1:1 Community Access to attend activities that they would not be able to attend without that support.



Sue Gamble

Individual Support
Supervisor

*"Coming together is
a beginning.
Keeping together
is progress.
Working together
is success."*

Henry Ford



Lucy Morrissy
Supervisor Jalmah



Wendy Owen
Acting Supervisor
Jalmah

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

Achievements and Activities

- Residents have been supported to attend personal appointments, shopping and banking.
- Most Saturdays residents go out for lunch, they enjoy spending time with each other and staff over a nice meal.
- On a Saturday or Sunday, residents have an opportunity to walk Oscar. Usually going around the block or to the corner store to collect the weekend paper. Oscar's company is also enjoyed whilst relaxing of an evening.
- All at Jalmah have appreciated some new appliances, these include a kettle, toaster, sandwich press and cd player/radio.
- Exterior maintenance and painting has freshened up the house.
- Residents have enjoyed outings to Lorne, Torquay and Camperdown.
- The residents look forward to the big occasions and love celebrating with each other at Jalmah. At Easter the residents were ecstatic when they woke up to find Easter eggs that had been left for them.
- Residents birthdays were celebrated with all going out for lunch and on staff birthdays residents enjoyed surprising staff with a birthday cake.
- Residents enjoy spending one on one time with staff baking muffins, cakes or jellies in the kitchen.
- All residents have enjoyed support from their families and have spent time with them throughout the year.

"It's the smiles and achievements made, that bring the reward and fulfilment within."



Mary and Michael
enjoying a day out in
Torquay



Mia and Angela
enjoying lunch out in
Camperdown



Ben enjoying the
Camperdown Car
and Bike Show

Toby

Toby's Goal

To develop independent living skills.

Our role in supporting achievement

The Langdon House team have supported Toby to increase his independent living skills by working with him to gain experience undertaking a range of daily tasks.

These tasks include preparing meals, setting the table, clearing the table and doing the dishes, vacuuming and making his bed.

*"I love having my calendar
so I can see when I am going
to Langdon House and
how long I get to stay"*

*"It's been rewarding to see Toby's skills grow
and develop during his stays at Langdon House."*

Corina Henriksen — Langdon House Supervisor



Langdon House

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.

Achievements and Activities

- Langdon House provided 9,408 hours of Short Term Accommodation (STA) / independent living skills development support to clients.
- There has been an increase in the number of clients accessing STA over the last twelve months, however the number of hours per client has reduced. Langdon House has this year provided STA opportunities to 24 different clients.
- Clients have enjoyed social experiences whilst staying at Langdon House, these have included outings to Carols by Candlelight, the Colac gardens, Camperdown and local markets.
- The house has had some much needed exterior maintenance undertaken and is now looking good with some fresh paint, new sliding fly wire doors and window screens.
- All at Langdon House are enjoying the new outdoor table setting and kitchen chairs.
- A client previously supported at Langdon House has furthered her independent life journey by moving into shared accommodation in the community.
- A new visual board communication tool has been developed to assist in determining individual client food preferences. Use of the tool has resulted in clients trying new foods and making their own choices about what they want to eat.

This is my first year as Langdon House Supervisor and I have enjoyed the challenges of the last twelve months. There have been many changes for all and our team, families and clients have faced them together.

The most rewarding part of our journey has been seeing the progress our clients have made and the enjoyment they get from coming to Langdon House. I look forward to the rewards of the next twelve months and they journey continuing.

"My passion is my work and learning more every day about where we are heading brings me great pleasure."



Corina Henriksen

Langdon House Supervisor

"It's fantastic to see how well families and clients are adapting to the many changes as we move forward."

Catherine

Client's Goal

To obtain and maintain skills in the food and hospitality field.

Our role in supporting achievement

Through the Lemon Twist Café CODA has provided a supported environment for Catherine to work towards achieving her goal.

At the café, Catherine is supported to undertake a range of activities to further enhance her skills in the food and hospitality field. These include food preparation, taking customer orders, preparing food and drinks for customers, and clearing tables, washing, drying and putting away dishes.

Catherine is also supported to build further skills in handling money by receiving payments and giving change using the cash register. Catherine is encouraged to speak with customers and answer questions.

*"I really like working at the café,
I like doing the prep for the salad bar."*

"Catherine is a cheerful young woman, her skills have increased and she is a pleasure to work with, and a great help in the café."

Melissa Benallack — Lemon Twist Café



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.

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

Achievements and Activities

- 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 and shopping.
- Supported a client to attend the Ballarat Railway Expo and another to attend a musical production.
- Supported clients to attend weekly community singing sessions at Corangamarah, Mercy Place and Barongarook Gardens. The residents comment on how they enjoy having the ladies visit each month.
- Provided 9,064 hours of tailored supports to clients.
- Supported clients to undertake outings to places of interest including, Geelong, Birregurra Festival and the Speedway.
- Supported a client to work towards achieving his goal of further developing his employment skills.
- Continue to build client independence with day to day living activities.
- Clients supported to attend the library, are now accessing library resources with minimal support.
- Clients continue to create their own art and craft and items to sell in The LEAP Shop through the Art and

I'm now in my second year as Launch Pad Supervisor and am enjoying the many challenges and opportunities that come with the position. I am appreciative of all my support workers and the wonderful support they provide to our clients. I have undertaken some computer training and this has helped me greatly in completing my administration tasks.



Ketrina Hester

Launch Pad Supervisor

"It makes me smile
when I see clients
participating and
enjoying themselves
while out in
the community."

Jane

Jane's Goal

To become confident communicating with customers.

Our role in supporting achievement

The CODA LEAP Shop has provided a space for Jane to volunteer in a retail environment, learn new skills and develop confidence in interacting with people.

Staff have worked with Jane to increase her confidence in a retail environment by supporting her to prepare the shop for customers, communicating with and serving customers.

"The staff are friendly and helpful, I enjoy serving the customers."

"Jane provides a lift in the shop, her energy is very pleasurable to be around."

Carla Marshall, The LEAP Shop Supervisor



The LEAP Shop

The LEAP (Learn, Engage, Achieve and Participate) Shop is a recycled goods store, which stocks recycled clothing, homewares, toys, fashion accessories and furniture.

It is a supported space where people can learn and practice new skills which may lead to employment, assist them to engage in the community, provide an outlet for their artistic creations, and generate income that assists CODA to achieve its goals.

Proceeds from The LEAP Shop supports other activities CODA provides.

Achievements and Activities

- Moved to a larger shop in September 2018.
- Three new clients and three new community volunteers have joined the team.
- Staff hours have also increased significantly. Provided 3,124 hours of support to individuals, an increase of 1,327 hours from the previous year.
- The shop has continued to receive high quality donations.
- Expanding the shop to include furniture has been successful.
- Sales have steadily increased since the move in September and the ability to stock a larger range of client created gift cards, recycled clothing, furniture and other household goods.
- Clients are settled at the shop and enjoying the increased responsibilities that the larger store has created.
- Held a sale day supported by MIXX FM radio.
- Shop is open from 9:00am till 4:00pm each day.

The LEAP Shop has continued to grow over the last 12 months, with many new customers discovering the shop. We are looking forward to including recycled electrical goods that have been tested and tagged in the coming year.

I would especially like to thank everyone who volunteered their time and energy last September to help us move the contents of the old shop and the many stored items of donated furniture to the new shop in Bromfield Street.



Carla Marshal
The LEAP Shop
Supervisor

"It's a great atmosphere in the shop, the clients and staff always have fun whilst achieving great results."

Allan

Allan's Goal

To participate in after school activities.

Our role in supporting achievement

CODA has supported Allan to attend a regular boys group each fortnight and also the CODA Kids Holiday Program.

Staff have worked with Allan through the CODA Cadets and holiday program to increase his confidence in engaging with his peers.

"Allan is our pocket rocket
and makes us all smile,
it's lovely to see him
forming relationships with
the other boys in the group."

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



Recreation Specialist and Children's Services

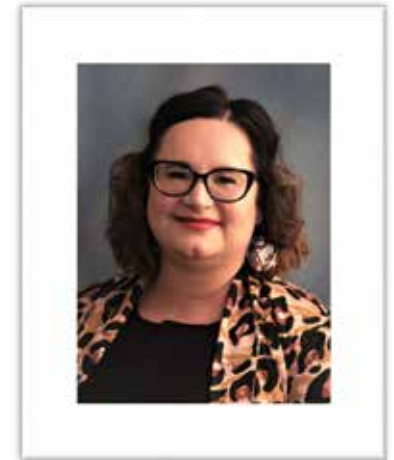
Recreation, Specialist and Children's Services provides a range of services that:

- 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.

Achievements and Activities

- The CODA Butterfly girls group and the CODA Cadets boys group have both continued to grow and have now split into two groups.
- Our Junior Lego group has also grown and split into two groups.
- The Butterfly and Cadets groups enjoyed attending Bunnings workshops where they potted plants and created Bee houses as Mother's Day gifts.
- The School Holiday program has also continued to grow, with the junior group doubling in size. All have enjoyed wonderful activities including; roller skating, visits to the movies, and a sand exhibition at the Geelong museum, rock pool scrambling at Lorne and arts and crafts activities at the upcycle centre in Geelong.
- The young men's group transitioned to the Launch Pad early in 2019.
- The two teenage groups designed their own t- shirt and tie dyed them in a variety of colours. They wear them proudly.
- We had our first CODA Kids camp in Portarlington, We took the ferry from the Portarlington Pier to docklands in Melbourne and spent the day in the city. We had dinner, then enjoyed the city lights on the return trip, so many memories were made and fun was had.

I am enormously grateful to the adults and children I have in my service. I learn things about them and with them each day. This past year we have had some really wonderful moments. I've seen participants reach goals and learn new skills they would never have had the opportunity to work on before. I have witnessed friendships blossom during our girls and boys groups and our little ones navigating the very beginning of their social awareness with each other. Sharing toys is a big deal guys! I look forward to what's to come. My team is focused on bringing our energy and creativity to the big and little people we serve.



Renee Wilson

Recreation Specialist and
Children's Services
Coordinator

"Never give up on
what you really
want to do.
The person with big
dreams is more
powerful than one
with all the facts."

Albert Einstein

Caetlin

Caetlin's Goal

To develop independent living skills.

Our role in supporting achievement

CODA has provided support for Caetlin to trial independent living. This allows Caetlin the opportunity to explore her skills in a safe environment and develop short term goals to focus on.

Meal planning and shopping is one area Caetlin has chosen to focus on. Caetlin is supported to develop a meal planner for each weekday and from this develop a shopping list of the ingredients required for the week. Shopping and meal preparation then follow.

“Learning the techniques of using
the self checkout makes
me feel empowered.”

“Seeing Caetlin's skills continue to grow
is incredibly rewarding.”

Melissa Benallack — Support Worker



West Street

West Street provided supported independent living services to clients with intellectual, physical and sensory disabilities living in the community and aims to provide an immersive environment for clients to build on initial independent living skills acquired at Langdon House or at home. It also provides opportunities for social and other learning experiences.

The West Street team has also supported crisis accommodation requests.

Achievements and Activities

- Supported clients to successfully research their ancestry. Staff have assisted clients to travel to the State Archives in North Melbourne and Victorian Registry of Births Deaths and Marriages in the city, where one client successfully researched his family history back as far as the 1700's.
- Provided 21,817 hours of tailored supports of Independent living skills and crisis accommodation supports.
- Clients have celebrated birthdays, enjoyed outings to Mamma Mia the Musical, the movies, the State Library and the Aquarium
- Supported clients to host a BBQ tea for staff, family and friends to celebrate the holiday period. They made placemats, decorated inside and out with tinsel and lights.
- Supported clients in developing living skills including, cooking, cleaning, shopping and gardening.
- Staff have learnt many new Positive Behaviour Support skills and strategies to assist them in working with our crisis accommodation client.
- The vegetable garden has continued to grow in size and produce lots of great vegetables that have been enjoyed by all.



Jo Cook

West Street Supervisor

"I am very lucky to work with amazing and experienced staff. Coming to work is often challenging, but always rewarding. Our clients are the reason why we love our job and turn up to work every shift."



Staff Milestones — Certificates

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

Jo Cook 15 year certificate of service

Bernice Reynolds 10 year certificate of service

Megan Billing 10 year certificate of service

Marcia Pellegrino 5 year certificate of service



*“A time to look
back with
admiration,
a time to look
forward with
anticipation.”*

Rita B. Thuot



Acknowledgements

A2Z Traders	Ball and Croft Better Home Living	Barongarook Gardens
Bunnings Colac	Chris Featherstone	CoConnect
Colac Primary School	Colac Area Health Speech pathology, Dietitian, Pathology	Colac East IGA
Colac Library and Learning Centre	Colac Otway Regional Advocacy Services	Colac Primary School
Coltek Leading Edge Computers	Corangamarah	Corangamite Clinic
DHHS Local Engagement Officers – Melissa Moore.	dKnet Partners – Focus, Mawarra Centre Inc., MiLife Victoria Inc., La Trobe Lifeskills, Pinarc Disability Support and Management Governance Australia.	Findex
GenU	Hillview Cattery	Hulms Bakery
Jacqui Soares	Lemon Twist Cafe	Men Only Hair Design
Mercy Place Colac	NDS – David Moody, Sarah Fordyce, Henry Newton Fiona Still.	Otway Medical Clinic
Pam Radcliffe – Music Volunteer	PharmaSave Colac Pharmacy	Philippa Watt
Rob Montano – Colac Glass and Screens	SkillsConnection	South Western IT
St Vincent De Paul Shop Colac	Star Printing Terang	StevCom
SupportAbility	The Footman – Frank DeLorenzo	Western Waste

THANK YOU

Callam

Callam's Goal

To build self-confidence and independence.

Our role in supporting achievement

CODA has supported Callam to achieve his goal by providing opportunities for him to engage socially with his peers through the CODA cadets program, overnight stays at Langdon House and the Portarlinton camp.

"He loves going to programs and wants to attend everyday.
It's nice for Callam to be around kids his own age."

Anne Jackson — Callam's grandmother



“I do not have a disability, I have a gift!
Others may see it as a disability,
but I see it as a challenge.
This challenge is a gift because I have to
become stronger to get around it,
and smarter to figure out how to use it;
others should be so lucky.”

Shane E Bryan



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