



Colac Otway
Disability
Accommodation Inc.

Annual Report 2020





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Colac Otway Disability Accommodation Inc. Board Members



Ed Morrissy
Chair



Karen Brady
Vice Chair



John Scarrott
Treasurer



Mary Crew
Member



George Roberts
Member



David Schram
Member



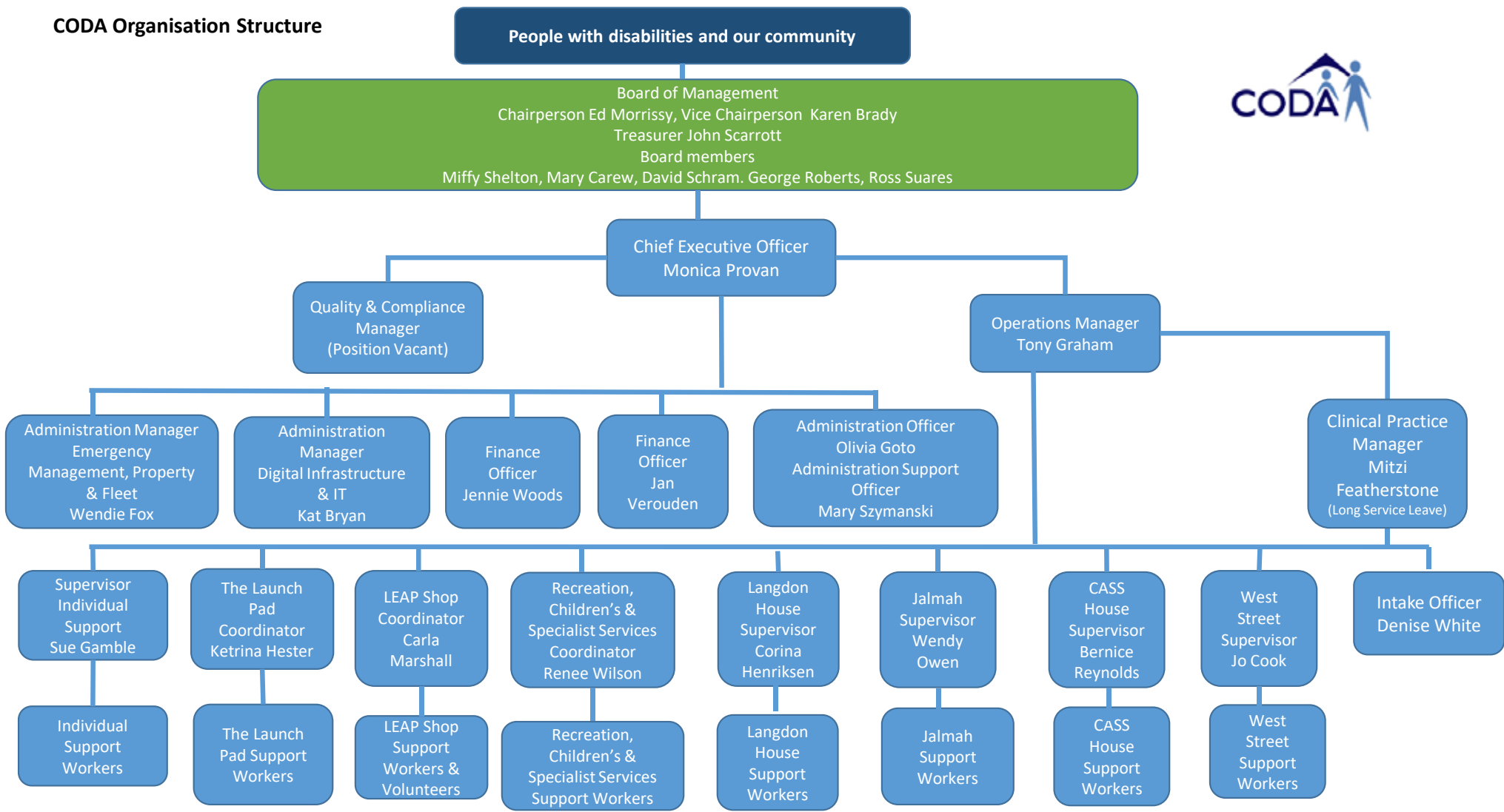
Miffy Shelton
Member



Ross Suares
Member



CODA Organisation Structure



Leadership and Administration Team

Chief Executive Officer - Monica Provan

Administration Officer - Olivia Goto

Administration Support Officer (Project) - Cicely Benson

Administration Support Officer - Mary Szymanski

Clinical Practice Manager - Mitzi Featherstone

Finance Officer - Jan Verouden

Finance Officer - Jennie Woods

Intake Officer - Denise White

IT Support Officer - Steven Thomson

Manager IT and Digital Infrastructure - Kat Bryan

Manager Property, Fleet & Emergency Management – Wendie Fox

Operations Manager – Tony Graham

Quality and Compliance Manager - Julia Currell

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

A Year in Review

Chair and Chief Executive Officer Report



Ed Morrissey
Chair

“It’s been a difficult and challenging year for everyone at CODA. The Board, clients and staff have worked together to make it a successful year.”

As we reflect on the year that has passed, we recognise that the extraordinary activity the organisation has undertaken was largely unforeseen. The major goals and tasks we have worked towards and achieved, have not only been significant, externally driven policy changes that affect administrative and operational service delivery but these tasks have also been progressed in an environmental and social context unprecedented in our working lives. Our reflections are usually based on progress against our Strategic and Operational Plan but this year we have to add a new mirror to acknowledge the achievements of all working for Colac Otway Disability Accommodation (CODA) Inc.

The 2019-20 year was the first year of CODA’s current Strategic & Operational Plan, and we have made both some significant inroads but, not surprisingly, also have had some delays. The year started with purpose as we began reviewing and updating our internal quality management documents to meet the Practice Standards of the NDIS Quality and Safeguarding Commission, in order to maintain our registration. This process of transition involves updating every approved policy and procedural document that guides all aspects of our business, from governance to direct service delivery, and reframing our activity to match the new standards.

Olivia Goto commenced in the Administration Officer role in August 2019 and has played a strong role in supporting the administration staff to review and embed the new Practice Standards within our quality framework. With the intense work required for this transition, Mary Szymanski also joined the administration team, supporting the front office responsibilities.

Whilst supporting the administration staff to review and update policies and procedures, the Quality and Compliance Manager, Julia Currell focused on improving the Clinical Governance underpinning our services, specifically improving processes for safe, accurate medication management and infection control. External auditing against our application of the Practice Standards and internal continuous improvement is the next stage of this transition in the lead up to re-registration.

Our new Operations Manager, Anthony Graham commenced in September 2019, which was perfect timing to contribute to the final state-wide negotiation of the new Mutli-Employer Agreement for Support Workers resulting in the Victorian Disability Services (NGO) Agreement 2019. The Agreement was approved by the Fair Work Commission in late January 2020 with internal application of the roll out in March 2020. The Operations Manager, Supervisors, and Finance Officer, Jennifer Woods, put in significant hours to reframe both the rostering and payroll processes to implement both the new and intersecting requirements of the two Agreements we now work under.

We were just beginning to work through the first rounds of Agreement implementation challenges when the pandemic affected our State, our social and community environments and our service delivery. A continuous raft of directions started arriving from DHHS and, a little while later, from the NDIA imposing requirements on our service delivery, residents and staff in order to keep everyone safe. As CODA supports people with multiple vulnerabilities, and in some high-risk settings, our challenges to minimise transition of the Corona virus have been significant in the face of the scarcity of approved personal protective equipment.

CODA has collaborated with our peer organisations, dKnet partners and others to source and jointly purchase PPE and also share experiences of service delivery and infection control within lockdown, quarantine and isolation directives through communities of practice and working groups.

In preparation for business continuity through this time, we have developed multiple intersecting tables detailing essential services, key tasks and appropriately staffing teams. We now have a strong understanding of what our clients consider as essential service and the key tasks we need to perform to continue to deliver this service in times of crisis under both a new funding model and set of Practice Standards that aren't necessarily reflective of a cohesive Scheme.

CODA continued to provide essential services through the lockdown periods and during the first period 22% of services were cancelled by clients and/or their carers. This means that 78% of our service provision is considered essential by the people that access our supports and needs to be provided, albeit in a different manner for some. The Operations Manager and Supervisors worked diligently through these periods of cancellations to ensure that support was reallocated fairly (and with a view to client need) amongst staff that experience reduced hours of work. We congratulate our staff on continuing to provide and maintain a high quality, safe service to people experiencing disability; it has been a challenge to remain focused and joyous supporting people in our community through such times of uncertainty.

How we create and maintain the connections with others in our workplace has certainly changed. We have all learned new ways of conducting meetings and working from home. The Board of Management have started rounds of training as per the expectations of the new Practice Standards and have also moved to online meetings – new skills for all! CODA's Intake and Assessment Officer, Denise White, continues to explore ways of engaging new participants and ensure client service details are up to date when it is difficult to meet face to face.

CODA commenced the separation of the provision of Supported Independent Living services (staff support in home) and the provision of Accommodation Services (tenancy), allowing residents of CODA owned homes to choose any provider for staffing support. A Property Management Portfolio has been established with Wendie Fox taking on responsibilities for managing rental arrangements and house maintenance.

With CODA's insurance through DHHS coming to an end on 30 June 2020, considerable work was completed to understand CODA's property and assets under each service stream and the implications for both damage to property and resulting loss of business under these streams. We now have a comprehensive suite of insurance to ensure that our essential services can continue and lost revenue will also be covered.

Kat Bryan has commenced the tremendous project of recreating our new digital information framework in order to record, maintain and search our digital documents. Digital archiving is now also a part of our regular processes. Kat is being assisted by a short- term Administration Officer, Cicely Benson to complete the project.



Monica Provan
Chief Executive Officer

“Services will be fundamentally different implementing the Quality and Safeguards frameworks in a COVID normal environment.”

A Year in Review

Chair and Chief Executive Officer Report continued

Minor works occurred at most CODA-owned properties throughout the year. CODA also received a grant from Give Where You Live to upgrade the accessible facilities at Bromfield Street, and the landlord David Walsh has also contributed funds towards creating accessible entry to the building from the carpark. The Board of Management approved the replacement of a vehicle for individualised services and our taller clients are enjoying the extra space in the car. We have met our savings target for the development of a five-bedroom residence in Thomas Street and we can move forward with this development in 2020-21.

The past financial year was CODA's seventh year of delivering services under the NDIS. We continue to manage well and respond quickly as the NDIA pricing models change and evolve. Jan Verouden continues to alter and fine-tune our financial claiming and recording processes to respond to increasingly complex invoicing requirements. CODA continues to access the Temporary Transformation Payments offered by the NDIA and we will need to continue to evolve and refine administrative structure and efficiencies as these payments reduce each year to June 2025.

It would be helpful and constructive if the NDIA actually consulted with providers about the implications of pricing changes before making decisions, but our continued success is a great testament to our agility to respond. Whilst we hope we continue to grow and improve, it must be slowly and carefully as we have no input into and influence over the pricing directions of the NDIA.

Again, we continue to perform well in comparison to our peer organisations in national benchmarking data, however we are also grateful to have been eligible for the JobKeeper Scheme which allowed us to continue providing the level of administrative support and oversight required for implementation of the Multi-Employer Enterprise Agreement, the transition to new Practice Standards, and the business continuity planning and site-based infection control planning management.

It's been a year where we have been driven by circumstance to understand our core business, to understand what is truly important to our clients and view this through the lens of new requirements for both quality, safety and staffing support. Our business is fundamentally different now, and the focus in the coming years will be rebuilding our services in accordance with the wishes and interests of our clients and families and staff we hope we continue to do this safely and well.

Ed Morrissy Chair

Monica Provan CEO

"It's been a year where
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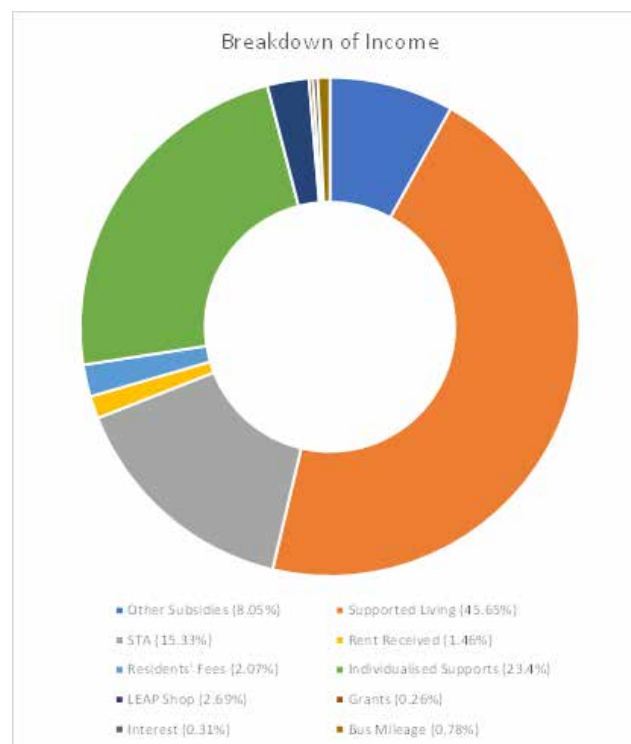
Financial Report

The complete Financial Report for 2019 - 2020 is provided separate to the overview provided below.

COLAC OTWAY DISABILITY ACCOMMODATION INC.
Registered No. A0011803V

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
INCOME		
Residents' Fees	111,717	118,239
Wages Subsidies	4,619,687	4,531,509
Other Subsidies	514,747	133,388
Donations	-	153
Interest Received	16,876	13,397
Rent Received	79,302	47,486
Bus Mileage	42,099	49,095
Other Income	46,140	75,513
Total Income	5,430,567	4,968,780
EXPENDITURE		
Operations & Maintenance	3,528,376	3,460,325
Household Expenses	254,428	173,150
Administration	939,992	757,625
Total Expenditure	4,722,796	4,391,100
OPERATING SURPLUS FOR THE YEAR	707,771	577,681
Other Comprehensive Income	-	-
Total Comprehensive Income for the Year	707,771	577,681



COLAC OTWAY DISABILITY ACCOMMODATION INC.
Registered No. A0011803V

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020 \$	2019 \$
CURRENT ASSETS		
Cash and Cash Equivalents	964,431	961,252
Financial Assets	1,256,767	540,735
Trade and Other Receivables	548,269	376,897
Accrued Income	5,016	5,016
Prepayments	62,211	28,512
TOTAL CURRENT ASSETS	2,836,694	1,912,412
NON CURRENT ASSETS		
Property, Plant and Equipment	1,472,106	1,490,015
TOTAL NON CURRENT ASSETS	1,472,106	1,490,015
TOTAL ASSETS	4,308,800	3,402,427
CURRENT LIABILITIES		
Trade and Other Payables	277,982	165,343
Contract liability - income in advance	2,615	2,615
Provisions	541,661	555,697
TOTAL CURRENT LIABILITIES	822,258	723,655
NON CURRENT LIABILITIES		
Provisions	25,934	25,934
TOTAL NON CURRENT LIABILITIES	25,934	25,934
TOTAL LIABILITIES	848,192	749,589
NET ASSETS	3,460,608	2,652,838
ACCUMULATED FUNDS AND RESERVES		
Capital Grants	1,051,757	1,051,757
Retained Surplus	2,308,851	1,601,081
PROFIT RESULT	3,360,608	2,652,838

"It's been a very extraordinary year, a year like no other."

John Scarrott - Treasurer



Bernice Reynolds
CASS House Supervisor

“Working together
as a team
gives us the
strength to carry
on and get
the job done,
more heads are
better than one.”

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 going to the movies, shopping and dining out prior to COVID-19.
- A new smart television was purchased and all have enthusiastically watched sport on the new larger screen.
- Simon received a new electric wheelchair with colourful accessories.
- Residents and staff celebrated Christmas at CASS House with a dinner and a special Kris Kringle.
- The Bush Fire Relief concert on the lake foreshore was enjoyed by all.
- Minor maintenance has been undertaken at the house and a submission lodged with DHHS for the Specialist Disability Accommodation maintenance and minor capital upgrade program (a Govt. package to drive economic growth during COVID-19).
- Staff have provided 16,192 hours of support to residents at the house.

There have been many changes at CASS House this year, especially over the last few months due to COVID-19. Many new systems and processes have been put in place to reduce the likelihood of residents being exposed to the virus. All staff have undertaken additional training in infection control and the donning and doffing of personal protective equipment.

Our residents spent time at home due to the cancelation of programs during the initial period of restrictions.

Managing the changing health issues of residents has again been challenging for all.

The introduction of the new Multi Employer Agreement (MEA) has resulted a in a significant change in staff rostering.

Raymond
helping
with the
chores.



Simon
enjoying his
new electric
wheelchair with colourful
accessories.



John enjoying relaxing at home
with Joseanne .



Boyd enjoying the live music at the Bushfire
Relief concert on the lake foreshore.



James receiving
his gift from
Santa at the
CASS house
Christmas
dinner.





Sue Gamble

Individual Support
Supervisor

"Sometimes we need
someone to simply
be there.
Not to fix anything,
or to do anything
in particular,
but just to let us
feel we are cared for
and supported."

Author unknown

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

The Individual Support team have continued to support our clients to live independently within the community over the last 12 months.

- Staff have provided 5,461 hours of tailored supports to individuals.
- 2809 activities delivered to clients.
- Supported clients to:
 - Undertake personal banking and shopping.
 - Plan and prepare healthy meals within their budget.
 - Attend medical appointments.
 - Access community places and events.
- Supported clients to access the community including, Ten Pin Bowling, dining out, swimming at Bluewater, the Colac Community Library and Learning Centre and AFL football matches in Geelong and Melbourne.
- COVID-19 presented some challenges for our team, we worked with our clients to determine which services were essential and still needed to be performed and supported our clients to do other things a little differently and in a safe manner, encouraging the use of masks and good hand hygiene.
- Some of our clients chose to self isolate and cancel services and others chose to modify their service. For some the change was a phone call rather than face to face contact, or support to shop for groceries at the dedicated early time for people with disabilities.

Overall the last few months of this financial year have been challenging and staff and clients are looking forward to a time in the future when they can once again freely access the community.

Safe Community Access and Participation

Our role in supporting achievement

The Individual Support program had a strong focus on supporting people to implement government advice to remain safe and well in the pandemic environment.

Staff worked with clients to understand :

- government directives, and
- personal hygiene recommendations.

Staff also supported clients to undertake shopping and other personal tasks in a very challenging community environment.

Catherine and Claire are pictured showing us how it is done.

“We are so used to sanitising,
now it’s the first thing we do
wherever we go.”

Claire





Wendy Owen
Supervisor Jalmah

"I consider it a privilege to be part of the lovely 'Jalmah Family', and to have the support of a wonderful team."

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

This is my sixth year at Jalmah and my first as House Supervisor. I consider it a privilege to be part of the lovely 'Jalmah Family', and to have the support of a wonderful team.

- In early December 2019 a three night short holiday to Warrnambool was squeezed in, before the busy Christmas period. Housemates enjoyed a relaxing trip, spending time with one another, eating out, and visiting a cheese factory.
- The past year has been both rewarding and challenging, especially the last six months during COVID-19. Our residents have amazed us with their acceptance of the restrictions placed upon all. Support workers have shown their dedication to our household by inventing new ways to engage and occupy everyone. There has been lots of cooking, playing games, listening to music (even having the odd disco), and watching movies together. For the most part of this year, our participants have had to remain at home away from their usual programs, so it hasn't always been easy.
- All have looked forward to their usual Saturday lunch outing to their choice of venue, however more recently takeaway. These outings were often accompanied by a drive through the countryside, or around the botanical gardens and Lake Colac.
- A special day trip to Geelong was undertaken in June so that residents could look at our proposed new Jalmah bus. All were very excited to see it, and happily climbed aboard for a test drive. We now have our new bus and look forward to when we can take a long trip in it.
- Another welcome addition at Jalmah has been a new bigger smart TV for the family room. Everyone has enjoyed the benefits.
- Staff have provided 12,575 hours of support to residents at the house.



Ben, Angela, Mary and Michael celebrating after a short drive in the new Jalmah bus.



Mia and Ben enjoying a sunny day out at the Beeac Windmill park.

Mia, Angela and Michael playing Jenga.





Corina Henriksen
Langdon House Supervisor

"I look forward
to seeing the
growth of
Langdon House
and where the
future for
our clients both
children and adults
will take us."

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

At Langdon house we have a team of dedicated and professional support workers that thrive on working with our clients to develop new skills, whilst making them feel like they are in a home away from home, that is safe and comfortable.

- Prior to COVID-19 our clients enjoyed social experiences whilst staying at Langdon House, these included outings to Flagstaff Hill in Warrnambool for New Years Eve, shopping trips, drives to Red Rock and Gellibrand for picnics and bushwalking.
- Two clients have furthered their independent life journey by moving into shared accommodation in the Colac and Terang communities.
- A new high lift chair and multi standing hoist were purchased to assist clients with limited mobility.
- We have provided occasional care to several clients this last year, providing a safe space for them to socialise and learn new skills.
- We provided 10,098 hours of Short Term Accommodation / Independent living skills development support to clients.
- This year we have spent some time researching and seeking out advances in technology that will improve accessibility for clients, in particular those that will assist in developing independent living skills, like voice activated lighting and blinds. We hope to install many accessible features in the future refurbishment of the kitchen.

The last 12 months have brought many challenges, especially COVID-19. Our staff have adapted very well to some very challenging situations and have welcomed and worked with new clients and families to achieve great things.

"Our clients have at times exceeded all expectations and we have enjoyed sharing in their journey."

Short Term Accommodation

Group Activity Goal

Participate in a social learning experience

Our role in supporting achievement

Through the Short Term Accommodation program CODA has supported groups and individuals to access the broader community to participate in social learning experiences.

On this occasion the group travelled to Geelong to experience the annual lighting up of the iconic 25 metre floating Christmas tree and the many other festive activities available.

The social learning experiences on this occasion included learning how to handle money in a shopping setting, purchase tickets for activities, navigate a crowded environment and communicate positively with the broader community .

*"If you take one elf,
a Christmas tree,
five amazing individuals
and some Christmas spirit,
you get a magical experience!"*

Renee Wilson





Ketrina Hester

Launch Pad Supervisor

"A huge thanks to
the wonderful
CODA team.
These are
challenging times
but together
we make a
positive difference."

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.
- Hygiene support and medication prompts.
- Provided 8,828 hours of tailored supports to clients.
- Supported a client to attend Chamber of Commerce Networking events in Geelong and a Microsoft Business Planning event in Melbourne.
- Supported a client to orientate and navigate his way around Colac using the public bus and by walking.
- Clients supported to undertake community access outings to places of interest including, the Railway Expo and Nitro Circus in Ballarat, the Californian Redwoods at Beech Forest, Gellibrand, Camperdown, Birregurra Festival, Simpson Speedway, Warrnambool and Geelong.
- Supported clients with video link telehealth appointments and meetings.
- Supported participants to work towards achieving their goal of further developing employment skills.
- The young men's social group has continued to provide an opportunity for these individuals to gain experience in community settings.

On reflection, this has been a challenging 12 months. I further developed my disability skills by doing more advanced training. COVID-19 impacted our activities, with some 1:1 supports cancelled.

Having a shared Supervisors office at the LEAP building and the installation of new accessible bathroom facilities and new automatic sliding door access to the Launch Pad area has been most welcomed and appreciated by clients and staff.

John

John's Goal

To increase independence in the home and community.

Our role in supporting achievement

Through the Launch Pad program CODA has supported John to learn and practice a new skill, increasing his confidence and independence.

With his support worker John has assisted in testing and tagging electrical items donated to CODA's recycled goods store, The LEAP Shop.

"If it's not safe
we need to cut the cord
so no one gets electrocuted"

"John enjoys the social interaction,
feels valued and enjoys the
opportunity to learn new things."

Ketrina Hester - Launch Pad Supervisor





Carla Marshall

The LEAP Shop
Supervisor

"I have admired
the resilience staff
and clients
have shown
throughout this
challenging time."

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

- Over the last 12 months the shop has expanded in size to accommodate displays of more stock.
- Sales have increased as more people have become aware of the shop.
- Provided 2573 hours of tailored supports to individuals.
- The shop has continued to receive high quality donations.
- Two new clients joined the team.
- Regular testing and tagging of all electrical donations by Matt and John has meant we are now able to stock recycled electrical goods in the shop.
- The Shop closed to the public for just over two months and re-opened with significantly reduced hours in June due to COVID-19.
- The new accessible toilet has been a wonderful addition and appreciated by all.

The last 12 months has been unique, we initially saw the shop grow and expand, then close its doors to the public due to COVID-19 concerns and restrictions.

The challenges and changes as a result of the pandemic have been significant and ranged from creating more open space within the shop to allow for social distancing amongst shoppers, setting up a quarantine area to isolate donations, the installation of sneeze guards, social distancing and hygiene signage and changing the way our staff and clients interact with each other and our customers.

Deborah

Deborah's Goal

To increase my level of independence and start to access the community.

Our role in supporting achievement

The CODA LEAP Shop has provided a space for Deborah to develop confidence interacting with people, and learn retail skills.

Staff have supported Deborah to learn how to price items for sale in the shop, key sales into the register and work out correct change for customers.

"I feel supported with everything I do at The LEAP Shop."

"It has been rewarding watching Deborah's confidence using the register and interacting with customers develop over the last 12 months."

Carla Marshall - The LEAP Shop Co-ordinator





Logan

Logan's Goal

To stay safe and happy whilst in his home and community.

Our role in supporting achievement

CODA has provided supports to keep Logan happy and comfortable within his home, which is a safe place for Logan.

This support has allowed Logan's mum the chance to do everyday tasks like grocery shopping and home chores more easily.

A small team of CODA staff have undertaken training to support Logan with feeding and communication strategies that help support his development.

"The moment our small group met with this little guy he won us over. His smile brightens up the whole room and his giggle is contagious."

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.
- Provide trained staff to support people with autism.

Achievements and Activities

- The School Holiday program has continued to be successful, the teenage group enjoying some wonderful activities including a trip to Melbourne to see the production of Willy Wonka, visits to science works "Air Room", Werribee Zoo, and Adventure Park to experience the amazing display of Christmas lights.
- The CODA Butterfly girls groups and CODA cadets boys group shared many social nights together, these included; making natural perfumes, rockpool rambling in Lorne followed by BBQs, and many craft activities. The kids find happiness and friendship during these get togethers and our team are always met with excitement and ideas of what we can plan next. We also had a few new faces join in on the fun too.
- February 2020 saw our service changed dramatically. In line with requirements from the Department of Health and Human Services (DHHS) our group-based services ceased. Many families choose to keep their children home from school and stop supports in their homes. As a result our services evolved and we began supporting families that required essential 1:1 supports with home schooling and behaviours as a result of COVID-19.
- Provided 2835 individual tailored activities to clients.

This year turned out vastly different to how we imagined it would. It has been exciting and rewarding to see our adult clients trying out new work experiences and building on their skill base in their own homes. They have had to adapt to many changes and challenges this year. Our team stepped up to this challenge and were creative and flexible throughout the many changes over the last part of this year, we have run fun Zoom time sessions.

I am incredibly proud of my team. They are focused on giving the best experiences to our participants. They strive for more; set high expectations and reach them consistently.



Renee Wilson

Recreation Specialist and
Children's Services
Coordinator

"Coming out of
this COVID-19
bubble, we are
planning our way
forward with
colour, heart
and creativity."



Jo Cook

West Street Supervisor

*“Working as a team
allows our
residents to work
towards achieving
their goals.”*

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

- Provided 12,295 hours of tailored supports to individual living and crisis accommodation clients.
- Supported independent living clients to plan and enjoy a household holiday to Sydney. This included extensive research, developing savings plans, booking flights, accommodation and identifying key activities and places of interest to visit during their stay.
- Supported clients to further develop their independent living skills including, meal planning, shopping, cooking, cleaning and gardening.
- Participated in significant planning and preparation to support a young man transition to a short term accommodation setting in another city. This included briefing and training the receiving staff group.
- Supported clients to attend outings including travelling to Geelong to listen to the Gospel Choir, Ballarat to visit Bird World, Birregurra Festival, Kewarren Pickers Market and Colac Drag Trivia.
- Supported clients during COVID-19 restrictions/isolation to undertake many small projects at home, these have included painting a feature wall in the lounge room, installing a bird bath in the front garden, many creative craft projects and purchasing new pots, plants and fruit trees.
- Supported clients to engage in COVID safe hygiene and infection control.

To the West Street team thank you for continuing to provide your knowledge and experience to assist our clients in becoming independent, allowing them to be individuals and especially making the house an amazing place to work.

Caetlin and Joshua

Caetlin and Joshua's Goal

To be supported to learn independent living skills.

Our role in supporting achievement

The West Street team supported Caetlin and Joshua to plan and enjoy a household holiday to Sydney to visit relatives and experience some of the unique aspects of a major capital city.

The team assisted Caetlin and Joshua to undertake extensive research and planning in order to develop a budget and saving plan, itinerary, book flights, accommodation and tickets to events including the Choir of Man at the Sydney Opera House and the Sydney Harbour Tall Ships.

"I had so much fun, I loved catching up with my brother and going to the zoo.

I also loved finding out some family history and visiting a home where my great aunty once lived." Joshua

I loved the train rides in and around Sydney.

The Choir of Man at the Sydney Opera House was amazing and the Tall Ships ride was also fantastic." Caetlin





Anthony Graham
Operations Manager

“Choice and control
for clients is at
the centre for all
our practice.”

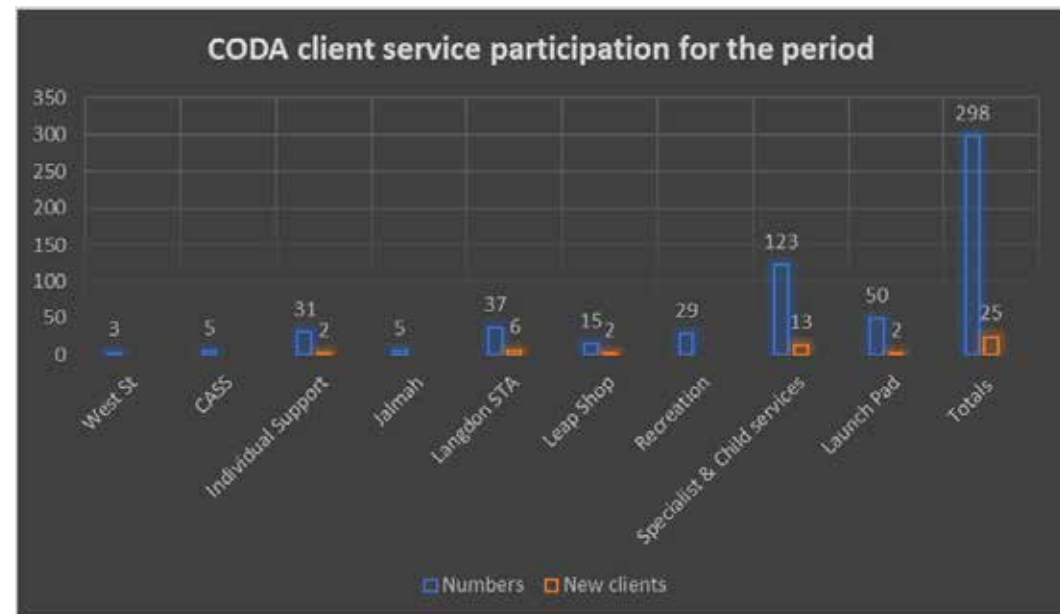
Operations Manager

This is my first annual report with CODA after commencing with the organisation in September 2019. After spending 17 years working with RMIT University it was pleasing to be able to take up the position of Operations Manager with CODA.

My research prior to coming back to Colac was that CODA is a well-known and respected local organisation that offers a range of supports to our local community. Also pleasing is the choice and control approach to supporting clients and the fantastic professional focus our staff have in delivering and maintaining a quality service.

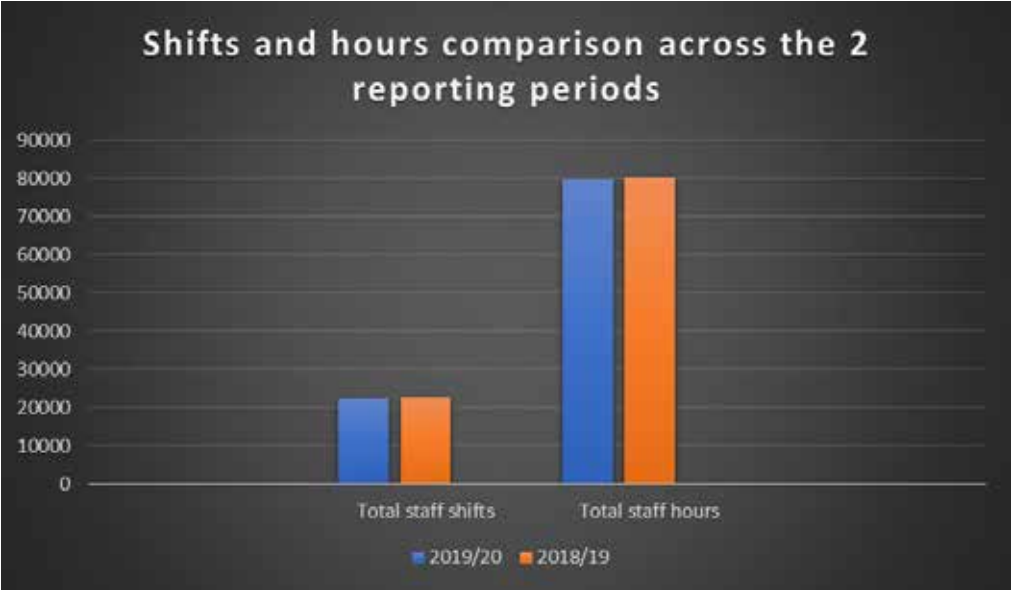
To say the past 12 months has been both interesting and challenging would definitely be an understatement. COVID-19, a new Multi Employment Agreement (MEA), a range of changes from our funder and everyday operational issues have amounted to a dynamic and positive environment to operate in.

CODA client participation has remained consistent with the 2018/19 period. The variance between the 2 periods is 4.3 %. Given the challenges pertaining to COVID-19, this movement has been understandable. Between March and July 2020, we saw a contraction of client numbers as clients withdrew from services because of a range of restrictions that had been put in place in response to the pandemic.



We have seen a major transformation in the way we engage and support participants and generally our community because of COVID-19. The operations area has worked diligently with our CEO and Wendie Fox as part of an emergency planning committee approach to ensuring our services all met the Victorian government determinations in respect to providing quality and safe working environments that have a strong focus on meeting infection control guidelines.

This has seen a major change in the way we engage with clients and community to ensure a safe environment for service delivery. Each service area has in place a range of protocols and procedures which have been oversighted by government representatives. We are grateful for the professionalism and caring approach our staff have shown in this ever-changing environment. We also acknowledge the way in which our participants have worked in partnership to achieve these safe environments.



Total operational staff members engaged for the 2019/20 period was 66 active which is an increase of 5 total active staff over the same period 2018/19.

In the 2019/20 period CODA has recruited 11 staff.

To meet our quality requirements and to also promote CODA as a learning organisation we have seen a major focus on training in the reporting period.

The following training opportunities were provided to our staff:

Induction for new staff	Ongoing staff	Training for service areas
<ul style="list-style-type: none"> • NDIS orientation module • Human rights and you • Zero Tolerance • Quality, safety and you • Fire safety induction • Manual handling • SupportAbility access • Site related induction 	<ul style="list-style-type: none"> • Administration of medication (refresher) • Incident & AIRS reports refresher • Infection control including PPE • Zero Tolerance • Quality, safety and you • Manual handling • Professional practise and boundaries 	<ul style="list-style-type: none"> • Epilepsy awareness • Peg feeding • Asthma and Anaphylaxis • Manual handling • Behavioural awareness

“Staff also have been supported to attend/engage in a range of webinars and online presentations.

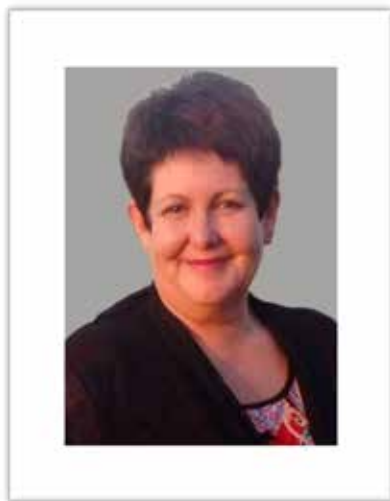
Staff hours engaged in training and development activities totalled over 920 hours for the financial year.”

Operations Manager report continued

The reporting period has seen CODA and its staff sign off and then productively engage the new Victorian Disability Services Agreement 2019. This has created a fair and flexible agreement which CODA, working closely with local union representatives, has been able to successfully implement the MEA over the past 6 months. This has created some challenges in respect to hours of work and related matters such as rostering, meal breaks and determinations in regards to shift lengths, but overall our staff have been very focused on working with their supervisors to seamlessly implement this new agreement with limited intrusion on the services offered to our clients.

2019/20 has been a very rewarding and satisfying period which I am pleased to say that the support and guidance from our CEO, leadership and administration teams has been outstanding.

Our Supervisors all provided a strong level of oversight and support to our staff which in turn has seen another year of focused quality and supportive approaches to working with the clients who engage CODA for service support.



Julia Currell

Quality and Compliance
Manager

Quality and Compliance

The core function of the Quality and Compliance role for the last 12 months has been transitioning CODA to the new practice standards of the National Disability Insurance Scheme, Quality and Safety Framework.

Whilst we pride ourselves on providing quality individualised supports for our clients and families, identifying objective evidence and reporting in a specific framework for an external party can be challenging.

The NDIS focusses on organisations continuously improving and CODA has responded. We encourage comments, complaints and feedback to identify opportunities to improve our services. This has resulted in a dynamic comprehensive Continuous Improvement Plan plotting a course forward for this year's first Certification audit. Policies and procedures that guide our work have all been revised and re-written to encompass new regulations and new terminology. New auditing of systems and processes give us the confidence to say at CODA "we do what we say we will do".

CODA completed a detailed self-assessment of every aspect of operations and client supports in preparation for external auditing. It showed that we might not always get a process right but the client is at the centre of everything we do and we will look inwardly to make sure we improve the next time.

Board Member Milestones — Certificates

Congratulations to the following Board Members on reaching significant milestones.



John Scarrott
15 year certificate of service



Mary Carew
20 year certificate of service

Order of Australia Medal



Jacqui Soares

CODA's first CEO, Jacqui Soares received an Order of Australia Medal on 8 June 2020 for services to people with disability.

Jacqui has always been a strong advocate for improved services to people with disabilities in regional areas in both her professional and personal life.

Congratulations Jacqui!

"A time to look
back with
admiration,
a time to look
forward with
anticipation."

Rita B. Thuot

Acknowledgements

CODA would like to thank the following people and businesses for their continuing support:

Access Your Supports	Aramis Jenkin	Ball and Croft Better Home Living
Bunnings Colac	CoConnect	Colac Area Health Speech pathology, Dietitian, Pathology
Colac East IGA	Colac Library and Learning Centre	Colac Otway Regional Advocacy Services
Coltek Leading Edge Computers	CommBank	Corangamarah
Corangamite Clinic	David Lowry	David Walsh
dKnet Partners — Focus, MiLife Victoria Inc., La Trobe Lifeskills, Pinarc Disability Support and Management Governance Australia.	Edney Electrical	Findex
Garden of Eden Fruit Supplies	GenU	Give Where You Live Foundation
Jonathan Fox	Lemon Twist Cafe	Men Only Hair Design
Mercy Place Colac	Michael Pegg	NDS — David Moody, Sarah Fordyce, Henry Newton Fiona Still, Savannah Jewell
Otway Medical Clinic	Pam Radcliffe — Music Volunteer	PharmaSave Colac Pharmacy
Rob Montano — Colac Glass and Screens	SkillsConnection	South Western IT
Spence Plumbing	Star Printing Terang	StevCom
SupportAbility	The Footman — Frank DeLorenzo	Western Waste

THANK YOU

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Page 19	Matt Kelly and John Preston.
Page 21	Deborah Hollis.
Page 22	Logan Dunlop.
Page 25	Caetlin Kirby and Joshua Venner.
Page 31	Peter Wardrope



THANK YOU



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