



Colac Otway Disability Accommodation Inc.

Annual Report 2017



Board Members



Ed Morrissy
Chair



David Schram
Deputy Chair



John Scarrott
Treasurer



Bruce Edwards



George Roberts



Karen Brady



Mary Carew



Miffy Shelton



Ross Soares

Leadership & Administration Team

Chief Executive Officer

Monica Provan

Accommodation Practice Leader

Mitzi Featherstone

Administration Officer

Wendie Fox

Administration Support

Claire McKie

Finance Officer

Jennie Woods

Finance Support

Jan Verouden

Human Resources

Phillipa Watt

Intake Officer

Denise White

IT & Infrastructure Manager

Kat Bryan

Quality and Compliance Manager

Sue Gregory

Thomas Street Development Project

Jacqui Soares

Vision

An inclusive community in which all 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

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Chair and CEO Report



Ed Morrissy

"Our organisation has a great deal to be proud of."

There is an old saying that nothing remains constant but change itself and CODA's journey through the local and nation-wide launches certainly supports this adage. We have been wending and weaving to both substantial external and internal changes and our staff are becoming experts at change management and transformation!

We adjusted well to the NDIA Launch in Barwon and were well placed for the nation-wide launch rolling out from July 1 2016. However the roll out generated unexpected changes to our processes and interface with a new NDIA service booking and invoicing portal, increasing the administrative time required on an ongoing basis. The new service booking process, designed to increase flexibility for participants and certainty for organisations, only seems to have increased both communication needs and stress, as an inflexible system struggles to cope with participant choice and control. Our clients and families are also experiencing changes to their relationships with the NDIA as the Local Area Coordinator model is rolled out through the region. Whilst we still agree with and support the principles of the NDIS, CODA will continue to strongly contribute to peak body lobbying regarding NDIS pricing and short term accommodation allocations as we have in previous years and now, regarding increased and unnecessary administrative burdens when the sector is under pressure to work in an 'efficient' pricing model.

CODA farewelled Trish Stephens and Marg Carter from our Board and welcomed Karen Brady, Ross Soares and Ed Morrissy, with Ed accepting nomination to the Chair. Our dedicated leader of 26 years, Jacqui Soares retired, presenting us with the challenge of keeping the ethos of our organisation as we navigate a competitive market. Monica Provan agreed to formally take on the role of CEO in February 2017.

Progress against CODA's Strategy and Business plan 2016 -2019 has been slow but steady as we respond to the requirements of our clients and the NDIS. We have been working through the assessment and registration process for Specialist Disability Accommodation payments, which will support some of the maintenance costs of our residential services. CODA's services to children and group outings grew rapidly, resulting in the development of a new team. Many of our clients also continued to extend their service provision with CODA, resulting in a recruitment level unprecedented for CODA. The LEAP shop staff participated in the design of a pictorial till, resulting in our supported volunteers taking a stronger role in retail transactions.

Our Quality and Compliance manager, Sue Gregory, continues to improve upon our policies and processes supporting both clients and staff, focussing on our induction and orientation processes this year. Jennie Woods continues to put in a concerted effort to grapple with the financial systems with Jan Verouden joining CODA to work through increasingly complex claiming processes. Wendie Fox joined the administrative team, bringing a great range of new skills, allowing Kat Bryan to focus specifically on IT and Infrastructure. Kat is currently working on our Client Management System and its interface with NDIA systems. Claire McKie digitally archived 30 years of documents before heading off overseas. Denise White took on the Intake and Assessment processes, supporting our new clients as they seek CODA's services and providing feedback to Service Coordinators and the NDIA on their progress.

CODA's expenditure has been greater than usual with the investment in twelve new staff, new office space, residential developments, and the increasing administrative burden under the new scheme. The increase in expenditure over and above our income is likely to continue in 2017-18 as we continue to progress the development of Thomas Street and expand the LEAP shop. Our Strategy and Business plan now also includes a greater focus on examining the viability of different types of services that CODA provides, with each service unit having their own business plan and budget to work against, linked to the broader organisational plan.



Monica Provan

"Growth
requires
investment in
infrastructure
and people."

“We acknowledge the continued dedication and fortitude of our staff to manage these continuous changes to the working environment.”

Our staff and board have decided that we don't want to stop responding to our local families and individuals when they are in the most desperate of need, so expanding our LEAP shop of recycled and upcycled goods will be a priority over the next few years. We ask that you support our shop by donating your unwanted items of quality, so that we can continue to provide support until funded services can commence.

Some of our clients and staff participated in research projects during the year, including the *Working Together* project with National Disability Services and the *Choice Control and the NDIS* with University of Melbourne. These projects are important works that capture experiences from the participant perspective and we hope that the outcomes are noted and acted on by the NDIA in their continuous improvement practices.



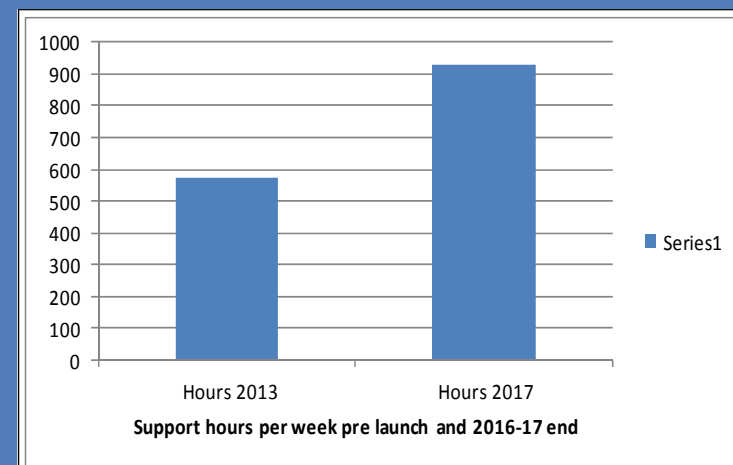
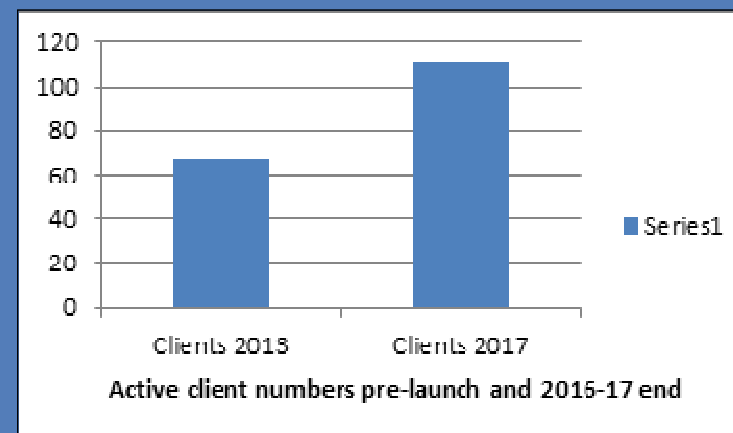
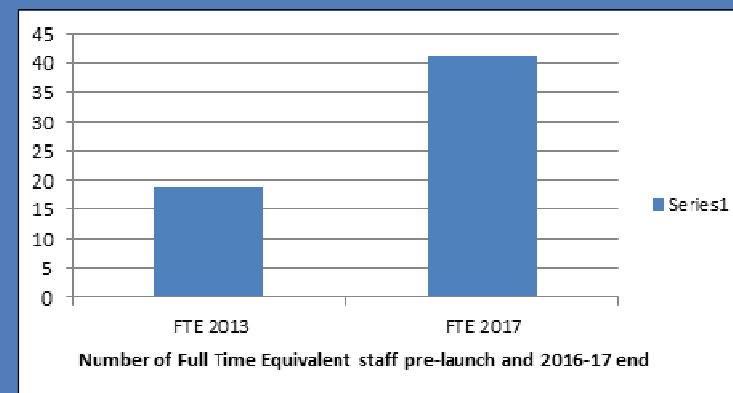
Our thoughts were with the Jalmah residents and staff for the changes in their lives as one of CODA's first residents, Heather Purdey moved to Tasmania to be with her family and passed soon after. We saw the benefits of the NDIA funding which allowed Heather to move to be near her family for the last few months of her life.

We acknowledge the continued dedication and fortitude of our staff to manage these continuous changes to our working environment. Our gratitude is extended to our service supervisors, Mitzi Featherstone, Kerrie Black, Renee Wilson, Sue Gamble, Kath Dixon and Carla Marshall and the team leaders that stepped up to support the supervisors as we reshuffled responsibilities; Bernice Reynolds and Jo Cook. Many thanks also go to Mitzi for taking on an additional supporting role as the Accommodation Practice Manager.

We appreciate the continued and knowledgeable support of both Jacqui Soares and Phillipa Watt and hope we are not imposing on their well-deserved retirement too much. We also wish a wonderful retirement to Kath Dixon, who established our successful Launch Pad team. We shall miss her dedication to her role and the clients she supported. We would like to thank our board members for continuing to support the leadership team as we endeavour to work through considerable challenges.

Ed Morrissy, Chair & Monica Provan, CEO

15,326 hours of supports provided to clients through the Launch Pad and Individual Support programs between 2016 and 2017.



CASS House

"I love working with the guys, Simon's always good for a giggle.

When I wake Simon up in the morning, the first thing he says is "Breakfast Please."

Jason — CASS House Support Worker



James, Ray, John, Boyd and Simon

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 each individual's needs.

Achievements and Activities

- New equipment purchased, including a manual wheel chair and a custom made recliner chair.
- Construction of a vegetable garden in which residents grew zucchinis, broccoli, spring onions, rhubarb, lettuce and strawberries.
- Residents enjoyed many culinary delights created using the vegetables harvested from the garden.
- Minor kitchen upgrade including added storage space and a dishwasher.
- Many people visited our residents, including family members, friends, health professionals and board members.
- Purchase of new outdoor setting which has been enjoyed by all.

It is hoped that in the coming year there will be funds available through DHHS to undertake some much needed upgrades to the house fabric.

This will be my last annual report as Supervisor, I would like to take this opportunity to thank the staff for their dedication to our residents and their willingness to always go above and beyond to ensure our residents receive the best quality of life and support possible.

I would also like to extend a warm welcome to Bernice Reynolds, who will be taking up the role of Supervisor.



Kerrie Black

“Its’s been an absolute pleasure to be part of such an amazing team.”

Brendan

Brendan's Goal

To access the community, specifically the Library to learn how to use the computers.

Our role in supporting achievement

CODA has supported Brendan to work towards achieving his goal by providing transport and working with him to learn how to log onto the computers, navigate the internet and create a social media account.

"I love going to the Library and getting on the computer."



Individual Support

Individual Support is a team that assists a number of clients to live independently 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.
- Supported clients to:
 - Develop healthy meal plans within budget.
 - Undertake weekly shopping.
 - Prepare meals and store appropriately.
 - Attend medical appointments.
 - Undertake personal banking and shopping.
- Client success - Andrew achieved his goal of attending an AFL football match in which his much loved team, Hawthorn played.
- Provided 8,128 hours of tailored support to individuals.
- Two clients enjoyed independent vacations, while others enjoyed outings including attending AFL football games, the 20/20 cricket and the Rodeo.
- Worked with clients to create greater awareness of what makes a safe home for them and the staff supporting them.

Our clients enjoy being part of their community and are supported to participate in various activities and volunteer groups including the Lions Club, local football clubs, Antz Pants Theatre Group, Thumbs Up (Band) and All Abilities Netball and Cricket.



Sue Gamble

"I'm really proud of my team, they go above and beyond."

Jalmah

"I love Michael living
in our house,
I like him living
with us,
he's my friend.
He sits beside me
at the table.
He loves talking
to me."

Mary — JALMAH resident



Mary, Bernice, Ben, Angela, Michael and Mia out and about.

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

- Construction of a new covered area at the year of the yard.
- Attended country and western afternoons, enjoyed lunches out, shopping, visits to the movies and day trips away on program break.
- In February we welcomed a new resident, who has settled in well.
- All the residents enjoyed support from their families, and spent varying times with them during holiday breaks and weekends.
- Supported residents to attend to their own personal banking, shopping, health appointments and individual activities.
- Replacement of the dishwasher, making doing the dishes so much easier for all.



Heather Purdey

Heather, an original resident of Jalmah for more than 35 years, passed away in March this year with her loving family by her side. Heather is fondly remembered, not only as resident of Jalmah, but along with her mother Freda as key founders of the Colac Hostel Association, which later became CODA Inc. A truly remarkable woman who will be missed.



Mitzi Featherstone

"It is invaluable to have family input and support of our residents as this provides very well rounded care. Thankyou families."



Joshua

Joshua's personal goal

To move out of home.

Our role in supporting achievement

CODA has provided support for an independent living trial. A trial allows individuals to explore their skills in a safe environment and develop short term goals to focus on.

Joshua has been exploring his financial management skills and is enjoying making financial decisions with a telescope being recently purchased .

"I'm looking at Pluto, it's a pinky red dot that twinkles you see with a naked eye but you can see actual Pluto if you look through the telescope."

Langdon House and West Street

Langdon House provides short term accommodation services to clients with intellectual, physical and sensory disabilities living in the community. It also provides clients with 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.

Achievements and Activities

- Visual aides developed and displayed throughout the house to assist with greater independence with daily tasks.
- Construction of large carport for our bus, which provides shelter while accessing vehicles and at the same time space to enjoy outdoor activities.
- One client has transitioned to West Street and is being supported to further develop independent living skills.
- Continued success of the vegetable garden has seen bumper crops, with clients involved in the planting, harvesting and cooking of a selection of vegetables.
- Clients previously supported at Langdon House have furthered their independent life journey by taking up permanent residential opportunities in the community.
- Attended the annual rehearsal for Carols by Candlelight in the Domain.

This last year has seen Langdon House welcome many new faces. It is great to see some of our other services utilising the space during the day.

Many clients have participated in creating their own art work, which is displayed throughout the house creating a sense of connection to the house for clients.



Renee Wilson

"Langdon House has a new vibe and its great to see so much art work displayed, it gives the house a sense of warmth and sunshine."

Jayde

Jayde's Goal

To participate in social activities that will support her independence and learning.

Our role in supporting achievement

CODA supports Jayde to attend weekly community singing sessions at Corangamarah, Mercy Place and Barongarook Gardens by providing transport and skilled support. Jayde is supported to interact with a wide range of personalities and also experiences the value of volunteering and bringing joy to others.

"I love my Thursdays, we go singing with Pam."



Launch Pad

The Launch Pad provides support to clients with a focus of learning and capacity building. The Launch Pad offers group and individual support including swimming, art, technology, physical fitness and life skills including targeted in-home supports and development of social skills.

Achievements and Activities

- Established group based outings at the request of clients.
- Improved independent living skills assessment.
- Generated new business requiring a split into two groups with the new group being Recreation, Specialist and Children's Services.
- Supported a number of individuals to achieve personal goals including:
 - Improved clarity of speech (in conjunction with Jalmah staff).
 - Weight loss.
 - Independent cooking.
 - Implementation of smart technology.
 - Independent travel skills.
- Provided 7,198 hours of tailored support.
- Established independent living trials.
- Improved home safety checklists.

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



Kath Dixon

"The Launch Pad is an awesome opportunity to work with fabulous people, to find their strengths, build on them and provide opportunities to enrich their lives."



Brooke

Brooke's goal's

To get a job in a place where she is valued and supported in a variety of roles and to identify money.

Our role in supporting achievement

CODA has provided an opportunity for Brooke through the LEAP shop to participate in retail training and learn valuable work place skills. Support staff have worked with Brooke to enhance her employability skills and Brooke is learning to distinguish between different coins and notes.

"Watching Brooke's confidence grow using the new technology has been rewarding."

Carla — LEAP Shop Supervisor

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.

LEAP encourages volunteers to provide service and interact with the customers who come in to the shop and also to participate in social activities when friends call into the shop for a visit. Participants learn employability skills such as how to manage the stock in the shop and how to keep the work environment clean, tidy and safe for customers and clients.

Achievements and Activities

- Design and purchase of new touch screen cash transaction terminal, a huge success with volunteers.
- Expansion of shop floor place, allowing more stock to be displayed.
- Purchased price gun for attaching price tags to clothes.
- Continues to support the Launch Pad's art technology program by providing a point of sale for pieces created in the program.

The future holds exciting times ahead; we are in the process of finding another location that can provide us with more space to expand our shop. A larger space will allow us to consider other opportunities like selling furniture and electrical goods.



Carla Marshall

"In the slow times there are always things to do, it's a great time to practice money handling and recognition skills."

Aaron

Aaron's goal

To increase his independence in the home and community and to learn his address and phone number.

Our role in supporting achievement

CODA staff have worked consistently and patiently with Aaron to increase his independence through shopping skills, social interaction and learning his address and phone number.

"I'm so pleased he finally has his own life he loves, there were times I didn't know if that would happen."

Rachael — Mum



Recreation, Specialist and Children's Services

Recreation, Specialist and Children's Services is a new service stream established in late 2016.

The new service recognises:

- The growth in requests from families for a range of specialist and children's services that support activities outside the family unit and provide parents and siblings with a break from their caring role.
- The specific skills required to successfully support people on the autism spectrum or those requiring positive behaviour supports.

Achievements and Activities

- Establishment of the Butterfly girls groups. There are two groups of four girls who meet weekly.
- Continued to deliver positive behaviour supports to identified clients.
- Coordinated outing opportunities available to all clients. Outings include travelling by train to Melbourne to see the Aladdin Musical and the Aquarium.
- Establishment of the young mens' social group. This group has three young men who meet weekly. This group provides an opportunity for these young men to socialise in environments that may not normally be accessible to them and to discuss topics of interest.
- Establishment of the Brick Masters boys group. This group has eight young boys who meet weekly.
- Continuation of the children's school holiday program.
- Continued to deliver specialist services to identified clients



Renee Wilson

"It's wonderful to watch these young people flourish."



Sue Gregory

"Its been really positive, the people are really positive and it really shows on ... She is doing things now I never thought she would and she's got her own life."

Parent Compliment

Quality and Compliance

Quality and Compliance are not the most obvious nor interesting areas of operation for most people within an organisation, however the Quality and Compliance work that goes on in the background ensures that we can continue to provide quality services to our clients in these changing times. By ensuring that our policies and procedures are up to date, operational process and service delivery is compliant with national standards and legislation, we provide support and guidance to our staff and valued clients whilst also ensuring that everyone is in a safe living and working environment.

Achievements and Activities

- Staff handbook updated.
- Continuous improvement and refinement of new staff induction procedure implemented.
- So far 19 new staff have completed or are progressing through their induction.
- Workplace Health and Safety Training, transfer from paper based to electronic reporting system on SupportAbility.
- 10 Complaints received and closed.
- 48 policies, procedures and other documents have been created, reviewed, updated or removed from dKnet.
- Commenced reviews of all Position Descriptions to update and reflect current practices.
- 11 Compliments received.
- 38 staff attended Accident Incident Reporting training on SupportAbility.
- Six staff members successfully completed a five day Health and Safety Representative training course.

Staff Milestones - Certificates

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

Sandy Barber - 20 year certificate of service

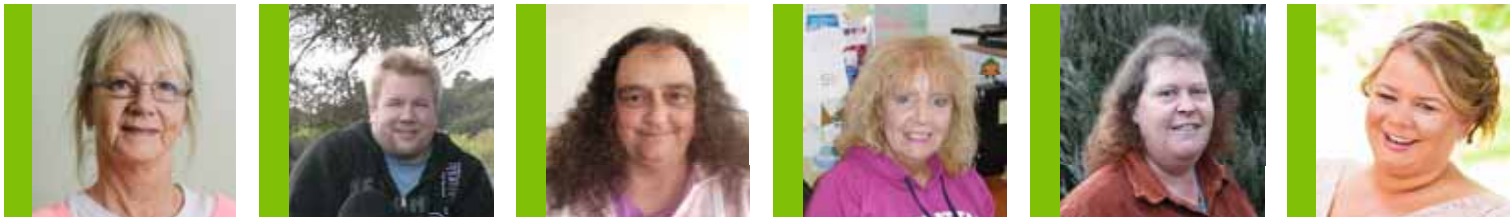
Matthew Wallace - 10 year certificate of service

Margaret DeLorenzo - 10 year certificate of service

Christine Milner - 5 years certificate of service

Sue Gamble - 5 year certificate of service

Laura Bamford - 5 year certificate of service



"I've come so far in five years, the leadership and support provided has been invaluable."

Sue Gamble

"Working with CODA is rewarding and enriching"

Claire

Claire's goal

To increase cooking skills and learn new recipes.

Our role in supporting achievement

CODA has supported Claire by working with her to plan menus, shop and learn healthier cooking skills.

"I like how the staff help me to learn new recipes and how to prepare all ingredients the right way"



Acknowledgements

Ball and Croft

Barongarook Gardens

Botanic Cafe

Brain Lloyd

CoConnect

Colac Area Health

Colac Cinemas

Colac East IGA

Colac Otway Regional Advocacy Services

Colac Primary School

Colac Otway Shire

Community Hub Inc.

Corangamarah

Corangamite Clinic

DHHS Local Engagement Officer's – Alan Murphy,
Emma Marshall, Lauren Duffield

dKnet partners – Asteria Services Inc., Focus, Mawarra
Centre Inc., MiLife Victoria Inc., La Trobe Lifeskills, Pincarc
Disability Support and Management Governance Australia

GRAND Geelong

Hillview Cattery

Jacqui Soares

Karingal St Laurence Inc.

Lydia Wilson

Mercy Place Colac

Michelle Maguire-Smith MS Australia

NDS – David Moody, Sarah Fordyce, James Bannister

OCRFM

Otway Kitchen

Otway Medical Clinic

Pam Radcliffe—Music Volunteer

Phillipa Watt

Rob Payne

SkillsConnection Inc.

South West Sanitary Services

South Western IT

Spence Plumbing

THC Service Centre

Trinity College

Walsh Electrical

William Jamieson and all at SupportAbility

THANK YOU

"expenditure has been greater than usual with the investment in twelve new staff, new office space, residential developments, and the increasing administrative burden under the new scheme."

Financial Statements

Income and Expenditure Statement for the Year ended 30 June 2017

INCOME	2017	2016
Residents fees	99,106	106,116
Wages Subsidies	2,792,709	2,703,258
Other Subsidies	-	5,668
Donations	300	50
Interest Received	13,035	18,806
Rent Received	68,530	63,857
Bus Mileage	30,811	21,024
Other Income	32,891	49,195
Grants	3,197	16,550
Training Income	3,821	2,997
Total Income	3,044,399	2,987,521

EXPENDITURE		
Operations & Maintenance	2,526,639	2,099,058
Household Expenses	189,105	188,970
Administration	640,175	491,785
Total Income	3,355,918	2,779,813

OPERATING DEFICIT/SURPLUS FOR THE YEAR	(311,519)	207,708
Add Accumulated Surplus at 01.07.16	1,205,155	997,447
Accumulated Surplus at 30.06.17	839,636	1,205,155

The above financial information has been extracted from the Financial Reports for Colac Otway Disability Accommodation Inc. for the years ended 30 June 2017 and 2016 and should be read in conjunction with those reports which are available separately.

Assets and Liabilities Statement as at 30 June 2017

CURRENT ASSETS	2017	2016
Cash and Cash Equivalents	247,200	582,471
Financial Assets	532,360	518,820
Trade and Other Receivables	24,930	28,788
Accrued Income	155,095	161,120
Prepayments	7,753	18,057
TOTAL CURRENT ASSETS	967,338	1,309,256

NON CURRENT ASSETS		
Property, Plant and Equipment	1,550,021	1,521,209
TOTAL ASSETS	2,517,359	2,830,465

CURRENT LIABILITIES	2017	2016
Trade and Other Payables	76,547	117,517
Provisions	495,420	456,036
TOTAL CURRENT LIABILITIES	571,967	573,553

NON CURRENT LIABILITIES		
Provisions	-	-
TOTAL NON CURRENT LIABILITIES	-	-
TOTAL LIABILITIES	571,967	573,553
NET ASSETS	1,945,392	2,256,912

ACCUMULATED FUNDS AND RESERVES		
Capital Grants	1,051,757	1,051,757
Retained Surplus	893,636	1,205,155
TOTAL ACCUMULATED FUNDS AND RESERVES	1,945,392	2,256,912

The above financial information has been extracted from the Financial Reports for Colac Otway Disability Accommodation Inc. for the years ended 30 June 2017 and 2016 and should be read in conjunction with those reports which are available separately.

“Alone we can do so little, together we can do so much.”

Helen Keller



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CODA acknowledges the support of the Victorian Government

