



COLAC OTWAY DISABILITY
ACCOMMODATION INC.

ANNUAL REPORT 2021

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
- Honesty
- Empowerment
- Integrity
- Independence

Leadership Team

Chief Executive Officer | **Monica Provan**

Administration Support Officer | **Elise Carson**

Administration Support Officer | **Mary Szymanski**

Finance Officer | **Jan Verouden**

Finance Officer | **Jennie Woods**

Intake Officer | **Renee Wilson**

IT Support Officer | **Steven Thomson**

Manager IT and Digital Infrastructure | **Kat Bryan**

Manager Office Administration, HR and Quality and Continuous Improvement | **Olivia Goto**

Manager Property, Fleet & Emergency Management | **Wendie Fox**

Operations Manager | **Anthony Graham**

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Board Members

Colac Otway Disability Accommodation



Ed Morrissy | Chair

- Community representative
- Expertise in organisational risk



Karen Brady | Vice Chair

- Community representative
- Expertise in community services and finance



John Scarrott | Treasurer

- Community representative
- Expertise in organisational finance



Mary Crew | Member

- Community representative
- Expertise in education, community service volunteering



Tim Clarke | Member

- Community representative
- Expertise in accounting, taxation and business services



David Schram | Member

- Community representative
- Expertise in business management and community service volunteering



Miffy Shelton | Member

- Community representative
- Expertise in clinical services management



Ross Soares | Member

- Community representative
- Expertise with state level governance, and parent of current resident



“ Our commitment to
our clients is evidenced
in our transitioning
from surviving to
thriving. ”

Chair and CEO Report



Ed Morrissy
Chair



Monica Provan
CEO

If there were a way to capture the essence of the organisations' ability to respond to the pandemic, we think we would have a great framework to share with others. Our resilience, flexibility and ability to 'pivot' as individuals, teams and as an organisation continues to be tested and yes, we need a well-earned rest but we continue to move forward together with our clients and supporting family members to establish 'covid normal' services.

Progress against CODA's strategic plan has been limited in some areas due to both formal restrictions and the pandemic in general, however we have made steady and sure actions where possible as agreed through planning discussions with our staff, our service community and the Board.

We have been successful in transferring from a government funded insurance model to sourcing and self-funding full insurance coverage within the annual budget. Our forecast budgeting process have been adjusted to reflect the NDIA pricing model so that we can more accurately monitor our service provision and sustainability against this pricing model.

We were able to demonstrate our commitment to quality and safeguarding through an independent two-stage audit against the NDIS Commission Practice Standards with only a few inconsistencies between policy and practice noted requiring rectification. This

A YEAR IN REVIEW

audit is required to maintain registration with the Commission to deliver NDIA funded services for 18 months. The leadership team have also been reviewing the outcomes from the Disability Royal Commission which gave us a platform to reflect on what we are doing well, what we could improve upon and gave us scenarios to consider how to manage and respond to.

The Thomas Street Development has experienced significant delays however we continued to chip away at designing to meet the needs of the intended residents, SDA design certification and council planning requirements. In the meantime, we have also developed two new service delivery frameworks for requested Supported Independent Living services settings in the community, with implementation of one residential service planned for July 2021 and the other in October 2021.

The residents at Jalmah chose a new bus for the household and Langdon House had the kitchen redesigned for upgrade in the near future. The Hesse Street office also has some accessibility upgrades designed and approved, and we received a Community Grant for audio visual equipment from the Commonwealth Bank which is regularly used by staff and clients for meetings and allied health sessions.

Staff and clients have become well versed in lockdown procedures now and we dip in and out of applied

Chair and CEO Report

restrictions with minimal fuss as directed by the State Government. Supervisors and staff were able to work with clients to create much need alternatives to regular supports with the other benefit being that the organisation only experienced comparative financial decline in the first quarter of 2020-21. Services were stable again by November 2020 and in April and May we were able to assist residents and other people at increased risk to receive COVID-19 vaccinations and staff in higher risk target groups also commenced vaccination rounds. A 'spot site audit' from Worksafe affirmed that our pandemic response plan and associated procedures were well informed and we were verbally commended on being one of the best prepared worksites they had visited.

As noted with the decline in services at the start of the financial year, we were eligible for both Job Keeper and some ATO boosts for the first quarter which allowed us to do a little more administration than everyday business allowed. Direct service delivery staff were able to catch up on their reading of policy and procedural documents and online training.

The Administration team were very busy with a strong focus on understanding and implementing the directions for disability services as well as the requirements to maintain a safe work place for our staff. The team also continue to work on the separation of SIL and SDA finances and reporting to our residents. Tasks and processes have been redefined within finance and overall administration and we will continue to work through portfolio and position description alignment into early 2022. Upgrades to

CODA's website, and the development of a marketing and fundraising plan were de-prioritised in the pandemic environment but continue to remain on the Strategic Plan.

Recruitment has been easier this year than in many previous years with many new and experienced staff joining the CODA team. However, internal orientation and induction processes have slowed due to the restrictions inherent in the NDIS Worker Screening process.

We undertook independent consultations with middle management lead by Kit Andrews to explore the forthcoming challenges presented by NDIA funding. These consultations gave the senior executive an opportunity to view the issues from multiple angles when considering possible structures to increase viability of the supports we deliver into the future.

From the consultations we have also agreed on a focus of upskilling our workforce with customer services skills, current service delivery principles and management skills.

The coming year will be a game of hopscotch as we continue to have to regularly change our focus to the next government direction and its implications for our service delivery however we know that we can continue to do this well. We continue to have the support of an increasing number of staff. We continue to have the support of the Board of Management who volunteer their time and expertise, and we thank our Board, our staff and the people who continue to use our services for placing their trust in us to work safely together in this challenging environment.

“Staff and clients have become well versed in lockdown procedures now and we dip in and out of applied restrictions with minimal fuss as directed by State Government.”



“ The coming year will be a game of hopscotch as we continue to have to regularly change our focus to the next government direction and its implications for our service delivery, however we know that we can continue to do this well. ”

CASS House

CASS house has had another busy year, continuing to provide 24-hour care and a home that is happy, stable, safe and enriching for each of our five residents.

COVID-19 lockdowns, restrictions, NDIS plan reviews and maintaining health and wellbeing have challenged us.

Adapting to planning life around COVID-19 has been difficult at times, however changing and adapting is something we are becoming accustomed to. Our residents have been very fortunate to be able to continue attending programs for much of the year thanks to the collaborative approach of the residents Support Coordinator and other day program providers.

Achievements and Activities

- Our annual holiday was put off this year, instead all have enjoyed some small group outings to the movies, fish and chips or a BBQ at the Lake followed by a walk through the Botanic Gardens, the occasional meal out and weekly takeaway evenings.
- Residents have enjoyed 1:1 support time with staff to do small things like personal shopping, get a haircut and go for a quiet walk.
- John and James have new dual motor recliner chairs that lift to a higher height that has made it so much easier and safer for them and staff when transferring out of their chairs.

- We have worked with Homes Victoria (formerly DHHS) to progress some much-needed upgrades to the house including designing a new more accessible kitchen. Staff and residents are very excited and look forward to this work being completed in late 2021.
- Some residents and their families enjoyed the opportunity to meet with the CEO and discuss the new Specialist Disability Accommodation home being designed and built by CODA that they will have the opportunity to move into once completed.
- Staff have provided 16,272 hours of support to residents at the house.

I would like to thank Monica and Tony and all in the office, without your support it would be impossible to achieve the work I do at CASS house.



Bernice Reynolds
CASS House Supervisor

“It’s a big achievement for myself and the team at CASS House to support our residents needs and to see how happy they are with the people that work with them to achieve their goals.”



A day in the life of the residents at CASS House

Raymond enjoying some sunshine and fresh air at Red Rock.

Simon catching up with his nephew Andrew (Skeche), a competition wrestler at the Colac RSL.

James relaxing after a walk and fish and chips at the botanical gardens.

Boyd and Phil putting out the recycling bin for collection.

John enjoying the sun and fresh air at the botanical gardens in Colac.

Images: clockwise from top left



Individual Support

Our Individual Support team has continued to assist clients to live independently within the community.

The global pandemic and subsequent lockdowns have greatly influenced the delivery and focus of our supports over the last 12 months. We have had to shift quickly at times from actively assisting clients in the development of independent living skills to focussing on delivery of essential services in some circumstances via non-face to face mediums. We have tried hard to support our clients to maintain their general routine throughout this challenging period.

Achievements and Activities

- Checking in regularly on client wellbeing during restrictions and lockdowns.
- Supporting increased requests for walking and exercise activities.
- Increased demand for 1:1 support to assist clients to attend appointments via telehealth and Zoom meetings.
- Supporting our clients to understand the public health orders, restrictions and lockdown rules.
- Supported a client to successfully apply for a new unit to live in and supported her to move in and set up her house.

- Continued to support individual achievement of personal goals including:
 - Improved fitness
 - Increased interaction in community activities
 - Independent cooking and cleaning
 - Budgeting and shopping
 - Hygiene support and medication prompts
- Two clients supported to travel to Geelong and collect signed guernseys as part of a thank you roll out from the Geelong Football club. Both were very excited to get a jumper each.
- Supported a client to travel to Melbourne, attend medical appointments, explore the city's restaurants and stay overnight.
- Staff provided 5,266 hours of tailored supports to individuals.

The landscape of individual support was forever changing this year, daily press conferences, hand sanitiser, masks and QR Codes, our staff had to change and adapt continuously, yet they continued to do amazing work with our clients in this new COVID-19 world.



Sue Gamble

Individual Support Supervisor

“ Supporting our clients provided sunshine between the clouds. ”

Lily's Goal

To build on her skills to be independent and safe at home and in the community.

Our role in supporting achievement

- Through the Individual Support program CODA has supported Lily to engage in the community safely with her guide dog Prince, increasing Lily's confidence to move about in the community more independently.
- With support Lily has undertaken personal shopping, completed housework, become more confident being in the community and more familiar with using public transport to attend appointments in Geelong.

“ The support staff at CODA have helped me live life the way I want to, from basic shopping all the way through to outings like Sovereign Hill. Thanks again Sue and all the CODA team. ”

Pictured: Lily and Prince enjoying a quiet moment at Sovereign Hill in Ballarat



Jalmah

Another year has flown by at our shared supported accommodation house that provides 24-hour care to five residents. We have continued to provide quality support, incorporating assistance with daily living and social skills development, promoting and encouraging community participation and inclusion. Our residents have maintained an active role in decision making processes related to their day to day activities and the running of the house.

Jalmah residents have readily adapted to unexpected and sudden COVID-19 lockdowns and restrictions, despite the disruption to their daily programs and routines. The staff at Jalmah have shown their dedication in supporting our clients throughout these times, by involving participants in activities including games, cooking and walks.

Achievements and Activities

- Residents have been supported to attend personal appointments, do banking and shopping.
- All were pleased to be able to spend quality time with their families over the Christmas period and as able to throughout the year. Birthdays and Easter were celebrated by all.

- Residents have continued to enjoy their Saturday lunch outings, at a venue of their choice and when this wasn't possible during lockdowns, a take-away meal and movie afternoon were always popular.
- Angela, Mia, Mary and Michael enjoyed the experience of attending the live stage show of Mamma Mia at COPACC.
- The main bathroom at Jalmah had improvements made, with the shower walls and flooring replaced, the glass wall and door removed and replaced with a new rail and special curtain, making the shower area larger and more accessible.
- Residents have not been able to enjoy a house holiday this year, but are keen to plan one for the coming year.
- Staff have provided 14,476 hours of support to residents at the house, a significant increase compared to the previous year.

Jalmah has welcomed two new staff members and continues to be an enjoyable and harmonious residence, where all staff feel privileged to work.



Wendy Owen
Supervisor Jalmah

“ It’s a privilege
to support
such amazing
individuals in their
home. ”



A day in the life of the residents at Jalmah

Angela relaxing on a rainy Sunday afternoon engaged in one of her favourite past times.

Michael measuring out ingredients for the rice pudding he and Mia are making for dessert.

Mia feeling proud and showing off the finished rice pudding dessert she and Michael made for everyone to share.

Mary getting ready to take her tandem bike out for a ride.

Ben relaxing with one of his favourite books borrowed from the library.

Images: clockwise from top left



Langdon House

Langdon House had another busy year, continuing to provide Short Term Accommodation (STA) services to children and adults with intellectual, physical and sensory disabilities, and acquired brain injuries living in the community.

Over the last 12 months our clients and staff have become more accustomed to the challenges of living with a pandemic. We have navigated our way through lockdowns, the uncomfortable task of wearing PPE for long periods, overcoming communication barriers with clients as a result of wearing face masks, and identifying and sourcing appropriate disinfectants for COVID-19 cleaning, that would not trigger asthma attacks or other allergies in our clients.

Achievements and Activities

- A Google Nest Hub has been installed which has allowed us to begin introducing assistive technology options into the house, these afford clients more accessibility and autonomy in learning and practicing their independent living skills. Clients have enjoyed using the hub with voice activated devices for things like finding recipes and then following the visual and spoken step by step instructions.
- The curtains in the top lounge room have been replaced with motorised blinds that can be operated by voice command through the google hub.
- Two smart televisions were purchased and installed and the addition of access to Netflix, Disney Plus and Stan has allowed clients to relax and enjoy a range of movies and shows of interest.
- Due to COVID-19 restrictions and lockdowns there has not been the usual outings, however clients did enjoy when possible, a trip to Waurn Ponds for some shopping, outings to local football matches and lots of walks in the park.
- A PlayStation 4 was purchased for clients to practice socialisation around gaming.
- New comfort electric hi lo beds were purchased and have proven a great asset for clients.
- The house was closed for three weeks in 2020 due to water damage from an accidental burst sprinkler pipe in the ceiling.
- We have continued to work on designing and planning our new accessible kitchen and look forward to its construction in late 2021.
- Provided 25,061 hours of STA / independent living skills development support to clients.
- Supported three clients to trial living together, they plan to further their independent life journey by moving into a house together in late 2021.
- We have grown our staff at Langdon House greatly, resulting in some fantastic new staff with great new ideas.



Corina Henriksen
Langdon House Supervisor

Special thanks to Tony and Monica for all their support and encouragement over the last 12 months and the opportunity to take on a project role and their faith that I could do it. Thanks also to the team at Langdon House who have worked extremely hard in the last 12 months to achieve many great things with our participants during this challenging time.

“ If you can be anything, be kind. ”

Keith's Goals

To be supported to feel comfortable exploring various surroundings whilst at Langdon House and to spend quality time out of my wheelchair.

Our role in supporting achievement

- Langdon House has provided Keith with a safe space where he can spend quality time out of his wheelchair whilst exploring the backyard.
- Staff support Keith to independently access the yard at Langdon House so that he can spend time enjoying and exploring the outdoor space.
- Staff support Keith to play games and have picnics without his wheelchair, increasing his confidence and independence.

“

Let's have fun in the sun. ”

– Corina Henriksen Langdon House
Supervisor



The LEAP Shop

The LEAP (Learn, Engage, Achieve, Participate) Shop is a store that stocks pre-loved and donated clothing, homewares, toys, books, fashion accessories, electrical goods and furniture.

It is a community facing space where individuals are supported to work towards their individual goals in a retail setting. Proceeds from The LEAP Shop support the development of CODA projects that benefit clients.

The last 12 months have seen the program change and grow within our developing COVID-19 normal. Our clients and staff have shown resilience in the face of some major challenges and have continued to show enthusiasm and dedication for the program.

Achievements and Activities

- Five new clients have joined The LEAP Shop team.
- The shop has continued to receive some lovely high-quality donations and sales have also continued to increase.
- One of our staff members completed Test and Tag training and we are now able to test and tag our donated electrical items within the shop.
- Provided 1,665 hours of tailored supports to clients.
- Staff and clients enjoyed being involved in the re-design of the shop layout after the new flooring was installed. Our new sorting and storage space, whilst smaller has streamlined our processes.
- The shop closed to the public for a significant amount time over the last 12 months due to COVID-19 restrictions and lockdowns.



Hannah Divine

The LEAP Shop Coordinator

“ I have felt so privileged to come onboard and work with such an amazing and diverse group of people. Watching the growth of our team and the shop over the last few months has been a pleasure. ”

Glenn's Goal

To be supported in my choice to volunteer at The LEAP shop.

Our role in supporting achievement

- CODA's LEAP Shop has provided a platform for Glenn to learn new skills and engage with the community, through interaction with customers and his peers.
- Staff have supported Glenn to learn a range of retail skills including pricing and displaying items for sale and with his support worker Glenn has assisted in testing and tagging of donated electrical goods for re-sale in the shop.

“ I like talking to customers and putting stock away and I enjoy being helpful and working hard. ”



Launch Pad

The Launch Pad team have continued to support clients through learning and capacity building, offering group programs and individual supports to clients. The aim of these supports is for clients to develop confidence, learn new skills and be more independently empowered to make choices and informed decisions.

On reflection the last 12 months have been challenging, it has been a time of uncertainty, with COVID-19 continually in the forefront of our minds. Programs and individual supports have needed to adapt to meet government restrictions imposed, however with the many changes has come opportunities to explore and embrace new ways of supporting clients.

Achievements and Activities

- Regular wellbeing contact with clients during restrictions and lockdowns.
- Supported clients to attend meetings and appointments via video links.
- Supported clients to work towards achieving their goal of further developing employment skills.
- Supported a client to feel comfortable (less anxious) when in the community.
- Staff provided 9,380 hours of tailored supports to individuals.

- 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.
 - Independently use the electronic scanning system at the library to borrow books.
 - Hygiene support and medication prompts.
- Clients were supported to undertake community participation and access places of interest including:
 - Participating in Colac and District 8-ball Pool competition and baseball games.
 - Attending the Simpson Speedway and local sheepdog trials.
 - Touring the local Christmas hay bale trail and Christmas lights.
 - Personal shopping and attending appointments in Geelong, Werribee and Camperdown.

I would like to thank the Launch Pad staff for continuing to adapt to our changing environment and for the support given to clients and myself. Together we make a difference.



Ketrina Hester
Launch Pad Supervisor

“ We rise to great heights by a winding staircase of small steps. ”

– Francis Bacon

Mia's Goal

To increase my ability to communicate with others.

Our role in supporting achievement

- Through the Launch Pad program CODA has supported Mia to attend weekly zoom sessions with her Speech Pathologist.
- Staff support Mia to learn new key signs and phrases applicable to her everyday life.
- Staff support Mia to consolidate her learnings across other CODA supports.

“ I like speech. Speech is fun. ”



Recreation Specialist and Children's Services

It has been another year of living and working during a pandemic, our staff and clients have faced many changes and challenges, but have been flexible and adapted well.

Recreation, Specialist and Children's Services has continued to provide a range of services to individuals and small groups that:

- Support activities outside the family unit.
- Provide parents and siblings with a break from their caring role.
- Support positive behaviours.
- Support and encourage peer to peer friendships.
- Provide opportunities for experiential learning outside of immediate home area.
- Specifically support people with autism.

Achievements and Activities

- Continued supporting families that required essential 1:1 supports for behaviours and safe community access.
- Provided 7,258 hours of tailored supports to clients.

- In late 2020 we started supporting a new Young Ladies Group every second Saturday. We have supported this small group to build social skills, form new friendships and gain confidence to access the community.
- In early 2021 we began the move from Morrison Street to the new program space at the rear of 57 Bromfield Street. Moving forward this will be a great space to run our children's programs from.
- Due to COVID-19 restrictions our School Holiday Program did not run over the summer holidays, however a small group enjoyed a modified program in June, based out of the new program space at the rear of 57 Bromfield Street. During this program we trialed with our team two new Peer Support Workers, Ari and Madie who assisted our existing Support Workers. The small group enjoyed some local activities and the young men who participated had a great time using the new virtual reality system that has been set up in the new space.



Eliza Phillips

Recreation Specialist and
Children's Services
Coordinator

“ You can do what
I cannot do.
I can do what you
cannot do.
Together we can
do great things ... ”

– Mother Teresa

Charlotte's Goal

To get ready for school each day and continue to develop confidence in her fine and gross motor skills.

Our role in supporting achievement

- CODA staff have supported Charlotte with her morning routine each week day prior to school.
- Staff support Charlotte with activities that engage her fine and gross motor skills including colouring, using her outside swing, going for a short ride on her bike, and kicking and throwing soft balls around her backyard. Charlotte enjoys reading books and staff support her to read her school reader each day. This support has allowed Charlotte's dad to continue to work.

“ It has been wonderful to see Charlotte grow and her personality blossom in the time we have supported her. ”

– Eliza Phillips Recreation Specialist and Children's Services Coordinator



West Street

West Street has continued to provide supported independent living services to residents within a training/transitional framework. The focus is on supporting each individual residents' goals and needs to live independently in the community in the future.

It has been another challenging year with COVID-19 restrictions, lockdowns and staff changes however, staff and residents have found new things to learn and enjoy, the garden has never looked better.

Achievements and Activities

- Provided 7,987 hours of tailored supports to residents.
- Supported residents to further develop their independent living skills including budget planning, meal planning, shopping, cooking, cleaning and gardening.
- Due to COVID-19 restrictions and lockdowns there has not been the usual outings, however residents did enjoy when possible, dining out at a local hotel, going to the cinema to watch a movie and lots of long walks.
- Supported one resident to plan a trip to Melbourne to see the stage musical Harry Potter and the Cursed Child.

- Supported residents to establish their own lease agreements with Housing Choices.
- Supported residents to engage with Housing Choices to request upgrades to the house, these upgrades include new block out and privacy blinds, carpet, vinyl, shower door and two large trees removed from the backyard.
- In May a specialist COVID-19 planning and assessment team from Barwon Health visited to inspect West Street's COVID-19 preparedness, the team were shown through the house and cleaning routines explained by one of the residents.
- Supported residents to establish new vegetable gardens in the back yard.
- Supported residents to engage in COVID-19 safe hygiene and infection control.

I would like to thank all the staff that support our team at West Street for the amazing time spent with both our residents to assist with their independent living skills. The skills that each staff member bring to our team are professional and as a team we bring a lot of laughter and fun to our residents and for that I am very grateful.



Jo Cook

West Street Supervisor

“Persistence and guidance along with strategies and support are the key to achieving our goals and our ability to adapt to what life throws at us.”

Joshua's Goal

To be supported to learn independent living skills.

Our role in supporting achievement

- CODA staff supported Joshua to plan a trip to Melbourne's Princess Theatre to see the Harry Potter and the Cursed Child theatrical play.
- Staff supported Joshua to research and plan for the trip, including developing a budget and savings plan, purchasing tickets, and organising train travel to and from Melbourne.

“ I went with Jason on the train to Melbourne. It was much better than I thought it would be. About 11:00pm at night we had to get on a train and make our way back to Colac in the early hours of the morning. ”



A young green tree sapling with several leaves is growing out of a hollowed-out tree stump. The stump is dark and textured, with roots visible at its base. The background is a sunlit forest with many trees and a path, creating a warm and hopeful atmosphere.

“ We continue major transformations in the way we engage and support clients and generally our community because of COVID-19. ”

Operations Manager Report

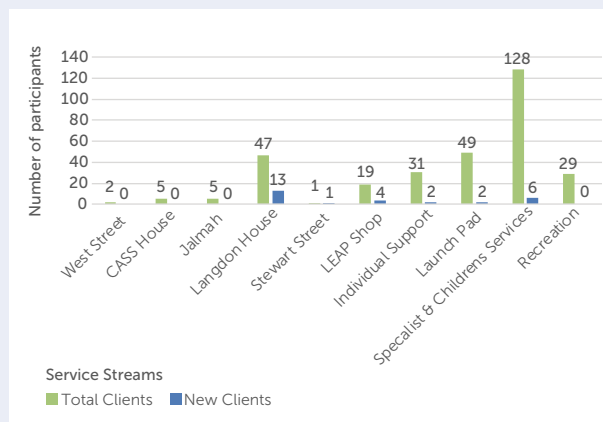
To say that the past 12 months has been both interesting and challenging would definitely be an understatement. Again, we have had ongoing challenges as a result of COVID-19, a continued range of changes from our funder and everyday operational issues have amounted to a very dynamic and positive environment we have operated in.

This report highlights a range of operational items that CODA has engaged in over the past 12 months.

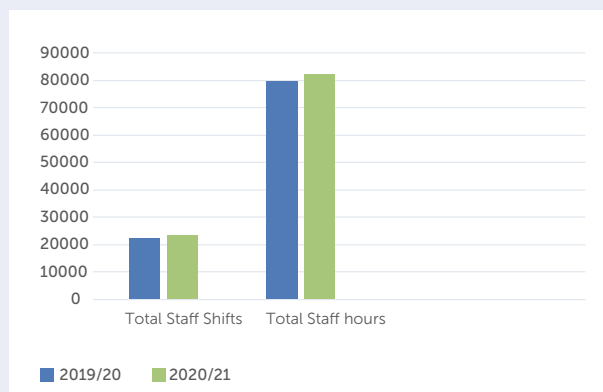
CODA client service participation has increased in comparison to the previous 12 months. The variance between the two reporting periods is a positive increase of 4% in respect to client shifts and staffing hours. This is seen to be an outcome of new clients accessing services and a return of clients who ceased or reduced services due to COVID-19. This movement, while a slight increase has seen fluctuations on a monthly basis in shifts and hours during the reporting period due to restrictions and lockdowns, we did see some contraction at times of client numbers as clients withdrew from service support, this was turned around once restrictions had been lifted.

The following graphs highlight that in 2020-21 we have seen an increase in participants over-all and a corresponding increase of service engagement, service shifts and staff hours.

CODA clients per service for 2020 - 2021



CODA staff hours/shifts report for 2020 - 2021



Anthony Graham
Operations Manager

“ Due to a range of restrictions we have needed to be very adaptable and flexible in how we have delivered training and I congratulate our staff for being very motivated in engaging important learning opportunities. ”

Operations Manager Report

Total operational staff members engaged for the 2021-21 period was 79 active which is an increase of 11 total active staff over the same period in 2019-20.

In the 2020-21 period CODA recruited 22 staff.

In February 2021 CODA decided to embark on an operational review commissioned by the executive management team, in light of the need for change in the organisation due to a combination of three imperatives:

(i) the need to respond to the growth in demand for services in the Colac and Otway region, **(ii)** the need to establish greater operational efficiencies that enable an effective response to demand, and **(iii)** the need to comply with state and federal government policies. The review involved a series of workshops and individual interviews with the CEO, Operations Manager and the service area Supervisors. The report that was developed by the consultant (Kit Andrews, RMIT University) has provided a potential roadmap for CODA to re-engineer its operational structure and put in place a range of initiatives that will support the organisation moving forward. This review, at the time of this report, is still an exciting work in progress.

We continue major transformations in the way we engage and support clients and generally our community because of COVID-19. Over the past 12 months we continued to work diligently supporting our clients through the very changing landscape of lockdowns, restrictions and extensive amounts of government information. Similar with our staff the organisation maintained a high level of awareness and actions to support our staff in supporting clients.

The reporting period continues to see variances in the way we/community enter services, engage clients and over-all provide a safe environment for service delivery. Each service area continues to have in place, a range of protocols and procedures which have been developed based on Government inputs and monitored by the CODA Executive. Through this complex and at times challenging period I am pleased to say that the professionalism and caring approach that our staff have shown in this evolving environment has been outstanding.

To meet our quality requirements and to also promote CODA as a learning organisation we have continued to a strong focus on training in the reporting period. Due to a range of restrictions we have needed to be very adaptable and flexible in how we have delivered training and I congratulate our staff for being very motivated in engaging important learning opportunities.

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 710 hours for the reporting period that included training within team meetings, internal and external training delivery.

Overall the last 12 months has again 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. A special call out to our Supervisors who through much change and challenge have provided a very professional and supportive level of over-sight and support to our clients and staff.

TRAINING OPPORTUNITIES THAT WHERE PROVIDED TO OUR STAFF:

Induction for new staff

- NDIS orientation module.
- Human rights and you.
- Zero Tolerance.
- Fire safety induction.
- Manual handling.
- SupportAbility access.
- Site related induction.

All direct support staff

- Administration of medication (refresher).
- Incident & AIRS reports refresher.
- Infection control including PPE.
- Cultural Awareness.

Training for various service areas

- Epilepsy awareness.
- Peg feeding.
- Behavioural awareness.



“ The last 12 months has again been a very rewarding and satisfying period and I am pleased to say that the support and guidance from our CEO, Leadership and Administration teams has been outstanding. ”

A close-up photograph of a green caterpillar chrysalis hanging from a green leaf. The chrysalis is light green with a yellow and black band near the top and several small yellow spots near the bottom. The background is a soft, out-of-focus green.

“ To accomplish
great things, we
must not only act,
but also dream;
not only plan, but
also believe. ”
– *Anatole France*

Board Member and Staff Milestones

Congratulations to the following Board Members on reaching significant milestones.



David Schram
15 YEAR CERTIFICATE
OF SERVICE



Miffy Shelton
6 YEAR CERTIFICATE
OF SERVICE

“ Thank you for your part in
our journey. ”

Congratulations to the following staff on reaching significant milestones.



Bruce Beale
20 YEAR CERTIFICATE
OF SERVICE



Jennie Woods
15 YEAR CERTIFICATE
OF SERVICE



Leanne Perkins
5 YEAR CERTIFICATE
OF SERVICE



Wendy Owen
5 YEAR CERTIFICATE
OF SERVICE

Acknowledgements



“THANK YOU!”

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

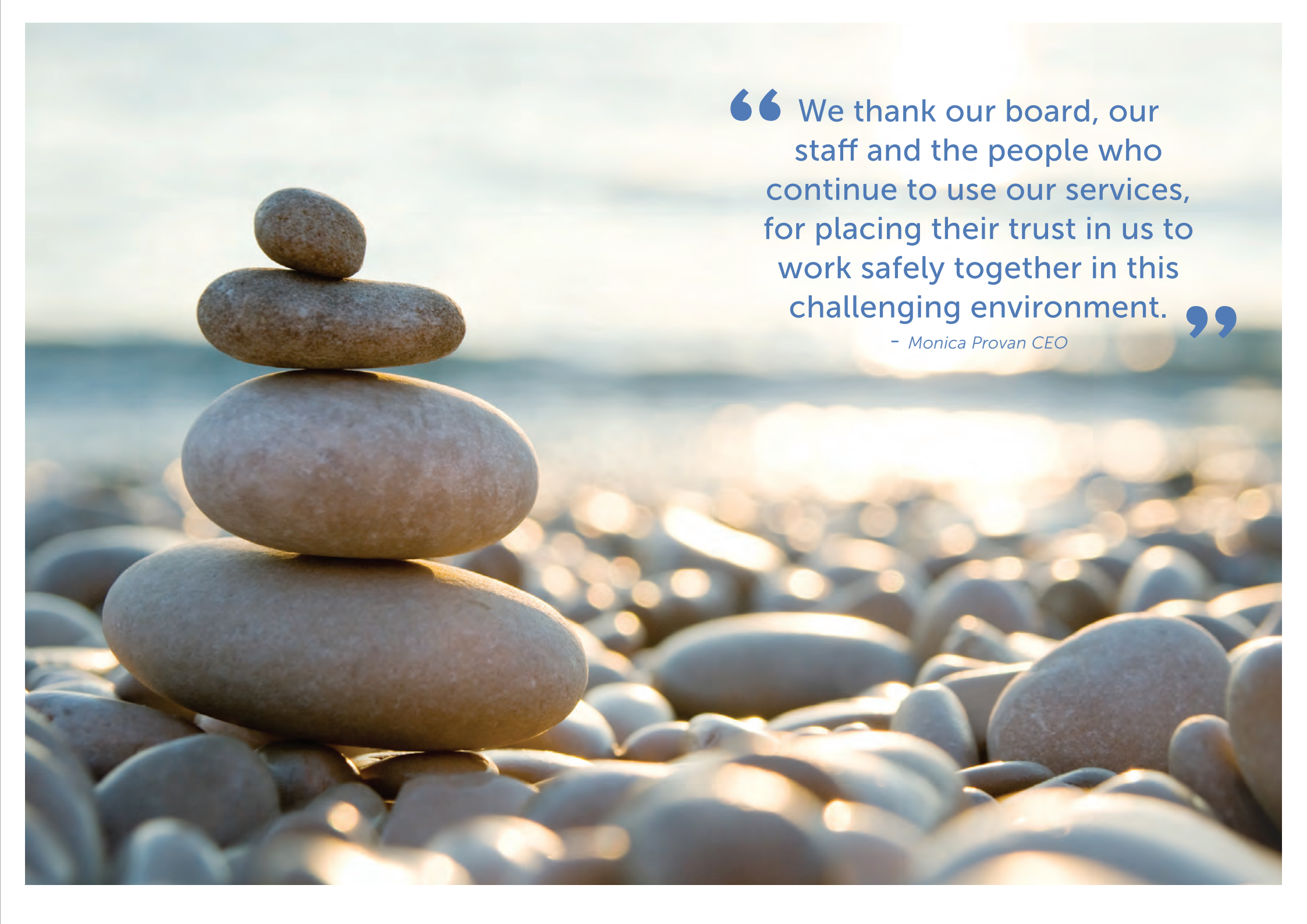
<ul style="list-style-type: none">• Access Your Supports• Ball and Croft Better Home Living• Blooms The Chemist• Bunnings Colac• BuzzTech – Colac• CoConnect• Colac Area Health Speech pathology, Dietitian, Pathology• Colac Library and Learning Centre• Colac Otway Regional Advocacy Services	<ul style="list-style-type: none">• Coltek Leading Edge Computers• CommBank• Corangamite Clinic• dKnet Partners – Focus, MiLife Victoria Inc., La Trobe Lifeskills, Pinarc Disability Support and Management Governance Australia.• Edney Electrical• Findex• GenU• Men Only Hair Design	<ul style="list-style-type: none">• Michael Pegg• Murnanes Country Fresh Meats• Murray Street Veterinary Clinic• NDS – David Moody, Sarah Fordyce, Henry Newton, Fiona Still, Savannah Jewell• Otway Medical Clinic• Sahm Keily Graphic Design• SkillsConnection• South West Individual Support• South Western IT	<ul style="list-style-type: none">• Spence Plumbing• Star Printing - Terang• StevCom• SupportAbility• Talk to Me Speech Pathology• The Footman – Frank DeLorenzo• Western Waste
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Cover Photo: Glenn Saunders, Erika Lawrence, Keith Clissold and Anthony Bagg. | **Page 9:** Raymond Frith, Simon Blake, James Richardson, Boyd Thomson and John Oxnam.

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Page 19: Mia Soares and Amanda Robinson. | **Page 21:** Charlotte Tucker. | **Page 23:** Joshua Venner.

A photograph of a stack of four smooth, rounded stones on a beach. The stones are stacked vertically, with the largest at the bottom and the smallest at the top. The background is a soft-focus view of the ocean and a setting or rising sun, creating a warm, golden glow. The sun is low on the horizon, reflecting off the water and the wet sand. The overall mood is peaceful and contemplative.

“ We thank our board, our staff and the people who continue to use our services, for placing their trust in us to work safely together in this challenging environment. ”

– Monica Provan CEO



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