



CODA  
COLAC OTWAY DISABILITY  
ACCOMMODATION INC.

# ANNUAL REPORT 2023



“ Similarity is stasis; difference is motion. And if the two happen to exist in dynamic equilibrium, everything is right in the world. What we consider to be different depends on what we consider to be the norm. ”

— Youngme Moon



## 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

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## Leadership/ Administration Team

Chief Executive Officer  
**Monica Provan**

Administration Officer  
**Naomi Colville**

Administration Officer  
**Sandra Walker**

Administration Support Officer  
**Elise Carson**

Casual Administration Officer  
**Matthew Clark**

Cluster Manager  
Accommodation Services  
**Bernice Reynolds**

Cluster Manager  
Individual and Group Based  
Services  
**Renee Wilson**

Finance Officer  
**Jan Verouden**

Finance Officer  
**Jennie Woods**

“Coming together  
is a beginning,  
staying together  
is progress, and  
working together  
is success.”

– Henry Ford

Finance Officer  
**Sharryn Trease**

Manager Emergency Management,  
Property and Fleet  
**Wendie Fox**

Manager IT and Digital Infrastructure  
**Madison Tovey**

Manager Office Administration  
**Nicole Lucas**

Manager Service Entry and  
Human Resources  
**Lucy Sinclair**

Service Continuation Officer  
**Sue Gamble**

# CODA Board Members



**Karen Brady** | Chair

- Community representative
- Expertise in community services and finance



**Mary Carew** | Vice Chair

- Community representative
- Expertise in education, community service volunteering



**Ed Morrissy** | Treasurer

- Community representative
- Expertise in organisational risk



**Tim Clarke** | Member

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



**Chris Houtsma** | Member

- Community representative
- Expertise in accounting, taxation and business and parent of current client



**John Scarrott** | Member

- Community representative
- Expertise in organisational finance



**Ross Suares** | Member

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

“ Life’s most persistent and urgent question is, what are you doing for others? ”

— Martin Luther King, Jr

“ It was sobering to look at the effects of the pandemic on our plans, but also gratifying to come out the other side of this significant event and to begin moving forward again. ”



# Chair and CEO Report

Equilibrium is the word that sprang to mind when reflecting on the past twelve months; we have all been trying to find an acceptable and workable balance. This need for balance has been noted across personal and professional/active lives for both our clients and staff; a balance between being safe at home and being out in the community with others, a balance between working life and home life, a balance between quality services and viable services.

We started the year with a new three-year Strategic Plan but many of the goals from the previous plan have been carried over due to delays and holds created by the pandemic. It was sobering to look at the effects of the pandemic on our plans, but also gratifying to come out the other side of this significant event and to begin moving forward again.

Our Thomas Street Specialist Disability Accommodation (SDA) setting is now back on track with the building being redesigned to provide a more contemporary setting but which still fulfils our commitment to the residents of CASS House. The design has been SDA certified, with construction hopefully starting early in 2024. CODA also continues to liaise with SDA and registered Community Housing providers with the intent to increase affordable, long-term housing opportunities for people with a disability in our community.

We have undertaken significant maintenance activities on CODA-owned houses and units as they are starting to show their age. The organisation also purchased Shop 1, 58 Hesse Street to support our increasing administration team and to provide a meeting and training space regularly available to our staff and clients.

We constantly review our team structure and management skill set to support both quality and growth of service provision in our ever-changing funding and compliance environment. We considered skills sets required now and into the future and organised additional training on top of the annual and biannual requirements. Our focus has been getting the annual training plan back on track with programs that need to be delivered face to face with practical exercises.



**Karen Brady**  
Chair



**Monica Provan**  
CEO

Our team of staff are always willing to improve their skillsets and due to their commitment to their role, CODA has a waiting list of people wanting our support. It's unfortunate we don't have enough staff to support everyone requesting our services but our focus is on reviewing requests with reference to current and sustainable staffing to ensure continuity of service delivery.

Our administration team has expanded with more part time staff, reflecting the focus of people wanting a better work-life balance. Nicole Lucas and Sandra Walker have settled in to their roles in reception and Sharryn Trease has joined the finance team. Kat Bryan has enjoyed her secondment so much that she has resigned from her role with CODA, but says she will be back in the future. Kat played a significant role in creating and embedding digital technologies within the organisation to support efficient process and retention of private and confidential documents.

Much excitement was generated by our inaugural Art Awards, and our thanks go to the anonymous donors for their interest in creating this opportunity within our community and for selecting CODA as host. The Art Awards created such a buzz for everyone involved and we all appreciated the capacity to observe and share joy again.

As always, our Board Members have continued their commitment to the quality of our service delivery to local people and their constancy and focus on sustainability ensures our service withstands the see-sawing generated by incongruent directions from NDIA and the NDIS Quality and Safeguards Commission. Our Board continues to consider succession planning and are actively scoping for new Board and executive staff to ensure the sustainability and longevity of our organisation.

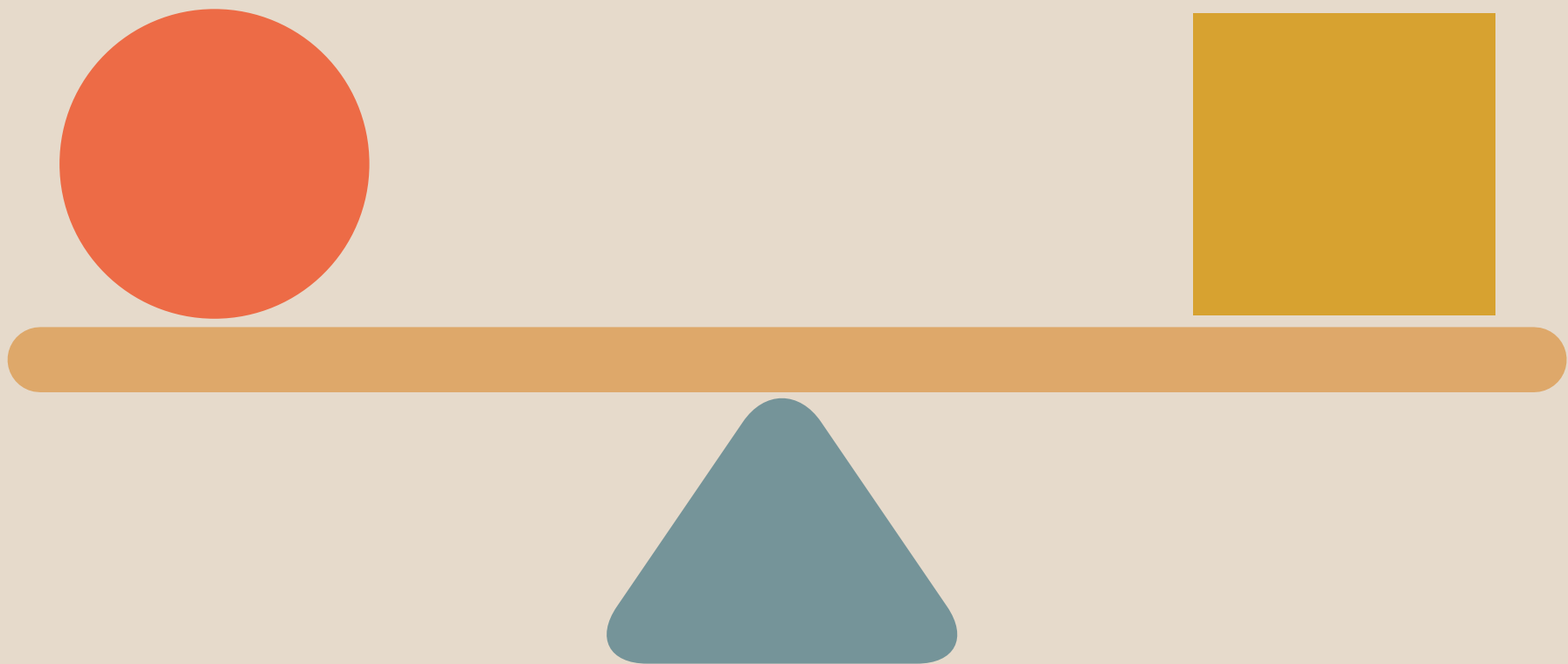
As CODA continues to work within to find the balance between service delivery, compliance and quality we appreciate the continued support of our clients, families and staff as we re-establish this equilibrium. Thank you for your constancy and we look forward to achieving some great milestones in our Strategic Plan this coming year.

**Monica Provan and  
Karen Brady**

“ We constantly review our team structure and management skill set to support both quality and growth of service provision in our ever-changing funding and compliance environment. ”



“ Much excitement was generated by our inaugural Art Awards, and our thanks go to the anonymous donors for their interest in creating this opportunity within our community and for selecting CODA as host. ”



“ I enjoy supporting my supervisors, it's wonderful watching their knowledge, skills and confidence grow. ”

COMPLEX IN HOME  
& SUPPORTED  
INDEPENDENT LIVING  
**12,000**  
HOURS OF  
SUPPORT



# Accommodation Services

The Accommodation Services Cluster encompassing seven services across six sites has enjoyed a year of relative stability, providing the opportunity for the Cluster Manager Bernice Reynolds and accommodation supervisors to focus on service delivery.

In September 2022 Melissa Benallack took on the role of Supervisor at Jalmah and in October 2022 Jennifer Carpenter stepped up to take on the role of Supervisor for Wahroonga and the Complex In Home and Supported Independent Living Supports to one individual in a privately rented property.

With the majority of supervisors only having been in their role for a short time, the priority over the last 12 months has been to support them to gain confidence, knowledge and skills in their roles. The introduction of a regular question and answer session with other supervisors, cluster managers and the CEO has proved invaluable in providing opportunity for growth through knowledge sharing, clarification of correct processes and overall team building.

Whilst we have adapted to living with COVID-19, it has continued to challenge us with rostering and staffing when there is an outbreak, as our staff are unable to work for seven days after testing positive. The increased cost of living has seen a number of our staff take on a second job, further adding to the challenge of filling shifts.

SUPPORTED  
INDEPENDENT LIVING  
**CASS House**

**Joseanne Pace**  
Supervisor

SUPPORTED  
INDEPENDENT LIVING  
**Jalmah**

**Melissa Benallack**  
Supervisor

SUPPORTED  
INDEPENDENT LIVING  
**Wahroonga**

**Jennifer Carpenter**  
Supervisor

SUPPORTED  
INDEPENDENT LIVING  
**Bunji**  
Supervisor

**Jo Cook**  
Supervisor

SHORT TERM  
ACCOMMODATION &  
OCCASIONAL CARE  
**Langdon  
House**

**Kerry Fletcher**  
Supervisor

COMPLEX IN HOME  
AND SUPPORTED  
INDEPENDENT LIVING  
SUPPORTS

**Jennifer Carpenter**  
Supervisor

CASS HOUSE  
**16,000**  
HOURS OF  
SUPPORT

**CASS HOUSE** has continued to provide 24-hour care and a home that is happy, stable, safe and enriching for each of our five residents, and Joseanne continues to enjoy the opportunities and challenges being supervisor brings with it. Residents have been enjoying the new kitchen layout, which affords more space to move around, and an island bench they can sit at and be involved in meal preparation. The kitchen, now a more welcoming space, has a new dining table and chairs, side by side refrigerator and freezer, crockery and pots and special pans for the induction cooktop.

Early this year the Department of Families, Fairness and Housing completed the external upgrades, which included new boundary fences to replace the very old damaged ones. The new fencing has brightened up the rear courtyard area used by residents.

Old raised garden beds and wind damaged trees have been removed, making space to create a dedicated area for growing vegetables and another space along the back fence for dwarf citrus and fruit trees that are accessible for residents to tend.

Residents have enjoyed 1:1 support time with staff to assist in completing personal tasks

like shopping, attend medical appointments and go out for coffee, or a visit to local sites of interest. Delicious meals have been made and enjoyed from the produce grown in the garden, and residents have also continued to enjoy going out regularly for a meal.

Two of the residents received new wheelchairs funded by the NDIS, one is a semi electric that can be set to manual so that the resident can move himself safely around the house. Electric wheelchairs in the house have been known to have a mind of their own, the manual option is very appreciated by all. The second resident received a new manual wheelchair with a foot pedal brake located at the rear of the chair making it much easier and safer for staff supporting him. Two residents also received new and improved shower chairs, making showering a more enjoyable experience for all.

During the January break, in two small groups residents enjoyed a day trip to Sorento, travelling from Queenscliff on the Searoad Ferry, a long but fun day was had by all.

Sadly, in May, Raymond one of our long-term residents moved into Manor Court Aged Care in Werribee allowing him to be closer to his family.

Boyd and Support Worker  
Phil out and about at Bunnings buying  
some new plants for the rear courtyard  
and vegetable garden.





**JALMAH**, our shared supported accommodation house has continued to provide 24-hour care to five residents, providing 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.

This year we have spent some time, reviewing staff and each residents' routines to ensure that we are supporting each individual in the best way possible. Residents have been supported in addition to completing daily household tasks, to attend medical and personal appointments, complete banking and shopping and going out for meals.

All enjoyed spending quality time with family over the Christmas period and throughout the year. Birthdays and Easter were celebrated by all.

We have supported our residents to attend a number of outings some individually and some as a household, these have included:

- Colac Kana Festival
- Birregurra Sunday Markets
- Colac Truck and Ute Show
- Church Fete

We have had residents who have contracted COVID-19 which has meant they have needed extra supports and the house has been a busy space with staff in full PPE, and continuous cleaning occurring. It has been wonderful to see staff working together as a team to care for residents during these times and each resident checking in with each other.

Angela out  
picking lemons  
in the backyard.



JALMAH  
**13,000**  
HOURS OF  
SUPPORT

Ben relaxing on a  
Sunday, listening  
to Jimmy Barnes.



**WAHROONGA** continues to provide Supported Independent Living services to two residents within a training/transitional framework. The focus is to support each individual residents' goals and needs to live independently in the community in the future. Residents have been supported to further develop their independent living skills including budget planning, meal planning, shopping, cooking, cleaning, gardening and liaising with Housing Choices Australia (their landlord) to raise issues with the house and request repairs.

In October 2022, Wahroonga staff and residents said goodbye to their supervisor of five years Jo Cook, who decided to step back a little with her workload and in turn welcomed Jennifer Carpenter to the role of Supervisor at Wahroonga.

Some works have been undertaken in the garden to ensure the rear yard

is safe, and the staff office has been rearranged to create a little more space with the house first aid and spills kits moved out of the office and into the passage where they are more accessible to residents when there are no staff at the house.

Maintaining good mental health and well-being has been a focus point for these residents, with supports being re-framed to meet individual needs.

Residents have been supported to budget, plan and purchase tickets to attend outings including:

- A Day on the Green
- Adventure Park Geelong Winter Glow Festival
- Pils's Adventures, the movie

Staff have also supported residents to attend local carols, enjoy a Christmas dinner with peers and staff, visiting friends, have friends visit them and attend the Colac Carnival.

WAHROONGA  
**8,000**  
HOURS OF  
SUPPORT



Joshua playing his  
banjo in the garden.



BUNJJI  
9,000  
HOURS OF  
SUPPORT


**BUNJJI** is a private home leased by the three residents. They are supported by a staff member to assist them carry out their activities of daily living in a Supported Independent Living environment and build their skills. The three residents have been living together for just over 18 months and continue to live as independently as possible when they are not in day program or at work and enjoy a great social life with lots of fun and friends.

Supported by staff, the residents have created vegetable gardens which have grown some amazing produce throughout summer and winter that have been harvested, cooked and enjoyed by all. Over the last 12 months the house has become a home with residents establishing their own creative spaces within. The garage space has been transformed into a space for storage of art supplies and a place to gather and have fun with friends, as it now hosts a pin ball machine and pool table.

All enjoyed the summer holiday period and spending time with their families over Christmas and Easter.

In addition to daily living supports, residents have been supported to participate in activities including:

- planning and celebrating birthdays
- social outings to friends on weekends
- Adventure Park Geelong Winter Glow Festival
- Pils's Adventures, the movie

A photograph of three people, Brooke, Jane, and Jeremy, in their vegetable garden. Brooke is on the left, wearing a blue shirt and a pink bow in her hair. Jane is in the center, wearing a purple hoodie. Jeremy is on the right, wearing a black t-shirt. They are all smiling and looking at the camera. The garden is filled with various green leafy vegetables. A dark grey fence is in the background.

Brooke, Jane  
and Jeremy in their  
vegetable garden.

- Colac City Bands 76th Carols by Candlelight
- rehearsal - Vision Australia's Carols by Candlelight in Melbourne
- drives to Gellibrand and the blueberry farms
- Dolly Parton Tribute Show at Colac RSL

Two of the residents proudly entered art pieces in the Inaugural Freedom Art Show hosted by CODA, both enjoyed a wonderful evening and very happily sold their artworks.

LANGDON HOUSE  
SHORT TERM  
ACCOMMODATION

11,000

HOURS OF  
SUPPORT

**LANGDON HOUSE** has continued to provide Short Term Accommodation services to children and adults with intellectual, physical and sensory disabilities and acquired brain injuries living in the community, and provides clients with a chance to develop independent living skills in a friendly environment where they are involved in everyday living activities including cooking, cleaning and group activities. Opportunities for social and learning experiences are also provided whilst giving parents, families and carers a break.

At the beginning of 2023 Langdon House began to trial a young adult's weekend as some of the clients who had previously accessed the children/teens weekend had reached the age of 18 and were still seeking time away from family. These weekends have proved to be very popular and are being held once a month. We have continued to maintain our monthly children's weekend with much positive feedback received from clients and families.

Langdon House staff, empower and encourage all clients to engage in building on pre-existing everyday living skills, as well as creating opportunities and freedom to develop and gain new skills that each client can then incorporate into their everyday life. For some clients Langdon House has provided a pathway to living in shared Supported Independent Living accommodation.

The newly refurbished kitchen space continues to be the heart of the house, where clients and staff congregate, share their news, stories and meet new faces over a cuppa and some warm tasty cookies or cake, most often baked by a client.

This year we have also focused on updating Langdon's shared living spaces and bedrooms, ensuring that client's bedrooms are cosy and inviting, somewhere that clients can go to relax, and that the shared living areas are inclusive for all.

Josh prepping the onions for  
some spaghetti bolognaise  
while support worker Phil  
watches on.





## Accommodation Services

Each shared living area has a smart television with streaming apps that are very popular with clients. Gaming consoles and a recently added book corner has been welcomed by clients of all ages. Langdon's garden has also seen an overhaul, with Ben from Jim's Mowing trimming back much of the overgrown vegetation along the fence lines, allowing much more natural light into the side bedrooms, making them feel bright and airy. The vegetable gardens have been bought back to life by staff and clients over the summer months and a bounty of tomatoes were shared by all, with clients engaged in making a variety of sauces and relishes.

Clients continue to be supported and encouraged by staff to access the community whilst staying a Langdon House, this may be to buy groceries for the meal they have chosen for the evening or to be part of bigger group outings and activities. Some of the outings staff have supported clients to participate in include:

- a trip out to the Birregurra Sunday Market where clients enjoyed the visiting petting reptile zoo and the opportunity to see and handle some of the lizards and other reptiles
- BBQs at Colac's Botanic Garden
- a bus trip around Colac to view the many Christmas light displays
- attending the Halloween Haunted House Disco at the Colac Scout Hall
- bushwalking, picnics and BBQs at Gellibrand
- ten-pin bowling at the newly refurbished Colac Ten Pin Bowl
- visits to Colac Cinemas to watch the latest movies

George enjoying getting to know a Bearded Dragon at the Birregurra Sunday Market

LANGDON HOUSE  
OCCASIONAL CARE

500  
HOURS OF  
SUPPORT

Bianca and Supervisor Kerry creating a sweet treat.



BRENDAN

## Improving and Maintaining Health

“ Last year I had a sore back from work and saw physio Grant, who recommended to see physio Tom, who developed a pool program to help with my balance and strength. Going to the pool strengthens my back, and I just like going to the pool. I want to be able to go to the pool on the weekend with my friends. ”

### BRENDAN'S GOALS:

To look after and improve my health so I can participate in physical activities.

CODA's My Supports team has supported Brendan through his community access funding to seek help from a physiotherapist for back pain, gain confidence to access the hydrotherapy pool at Colac 's Bluewater Leisure Centre weekly, and implement his balance and strength building exercise program.

“Supporting Brendan to work towards achieving his goal is a pleasure, it has been wonderful to watch his confidence using the pool facilities grow each week, and his focus and dedication when doing his exercises is to be commended.”

– Megan Billing My Supports Supervisor.



# Individual and Group Services

It is now 18 months since we restructured our Individual and Group Services Cluster and we are still settling in. We have had to ride the waves of many changes and meet the differing needs of our clients, community, and our staff.

We have over the last 12 months seen in our clients and staff the longer-term impacts of COVID-19 lockdowns and restrictions, many of our client's mental health and well-being has been significantly impacted. Supporting these clients to rebuild their confidence to feel safe and not fearful of getting sick when out amongst people in the community has been one of the changes we have had to navigate this last year. Staff availability, illness, burnout and leave as well as changes to NDIS funding have also proved challenging to manage.

Re-establishing our group-based activities after lockdowns has been very difficult as during those two years our programs were reduced to only essential services. Many of the teenagers accessing our group programs turned 18 and have moved on to gain employment after school, or are no longer requiring the same level of supports.

Our restructure has developed into something a little different to what was initially planned, we still have our My Supports and Empowering Pathways (youth and adult) programs and have added The LEAP Collective, which encompasses The LEAP Shop and all of our day service model group-based activities.

Megan Billing is now Supervisor of both the My Supports and Empowering Pathways teams, it's a big role that Megan



MY SUPPORTS

**Megan Billing**  
Supervisor



THE LEAP  
COLLECTIVE

**Corina Hendriksen**  
Supervisor



EMPOWERING  
PATHWAYS  
(YOUTH AND ADULT)

**Megan Billing**  
Supervisor

does well, arriving at work every day with a smile and can-do attitude. Megan's team continue to provide high level supports to all clients, taking time to listen and understand what each client is requesting and tailoring supports to enable them to work towards achieving their goals. We are committed to hearing what our clients want to achieve and supporting them to make it happen.

The My Supports program provides one to one individualised and flexible supports to assist clients to work towards reaching their goals, with a main focus of maintaining their independence in the community and improving their physical and mental well-being through access to the community.

“ We are committed to hearing what our clients want to achieve and supporting them to make it happen. ”

“ Staff and clients have  
needed wellbeing support  
more than ever before. ”

The team has been busy supporting clients to develop healthy meal plans within their budget, complete weekly shopping, banking, meal preparation, attend exercise programs, maintain a clean and safe home environment, attend appointments, undertake personal care and shopping, participate in activities of their choice and travel planning.

Highlights and achievements have included supporting:

- a client to participate in a pool competition
- several clients to organise tap and go cards so that they can achieve their goal of independently paying for their own shopping
- a client to build their window cleaning business
- three clients to organise holidays through Clubmates
- a client to receive driving lessons, which will enable them to have more independence
- two clients to access the hydrotherapy pool at Bluewater so that they develop confidence around water and improve their health through exercise
- a long-term client to work through the process of choosing the right care for them, packing up their old home and moving into permanent residential care at Mercy Place in Colac.

The Empowering Pathways programs focus is to support clients through learning and capacity building, offering group programs and individual supports. The aim of these supports is for clients to develop confidence, learn new skills and be empowered to increase their independence in making choices and informed decisions.

The team has proactively pursued innovative ways to support clients to access community-based activities, further develop skills for daily living activities, access learning opportunities, improve physical and mental health and wellbeing, access to recreation, leisure, cultural activities and peer mentoring.

Venna pricing and sorting  
stock for The LEAP Shop.






Highlights and achievements have included supporting:

- a client to travel to Geelong and trial different types of manual wheelchairs
- two clients to travel to Geelong to test and choose new high low beds to increase their independence by enabling them to safely transfer in and out of bed
- a client to enrol with the electoral commission and vote in their first election
- a client to choose accessible fittings and fixtures for their bathroom renovation
- two clients to pack, move and set up a shared home, resulting in reduced cost of living pressure for one, and the opportunity to further build on independent living skills for the other, as it is their first time living away from home

Our third program, The LEAP Collective has come together this year with Corina leading the development of many fresh and exciting activities designed to meet the varying needs and goals of our new clients. We have recommenced our young women's and men's recreation groups which each go on fortnightly outings and monthly outings as a group, allowing clients to participate in the community and socialise with their peers. Our youth and children's holiday programs have also recommenced and are an area we are focused on growing back to similar numbers as prior to the pandemic.

The LEAP shop has grown greatly in the last 12 months with many new clients joining the team to gain experience and learn retail skills. Monday is now our busiest day with eight clients and four support workers in the shop.



John settled  
and tinkering with  
something familiar  
in his new home at  
Mercy Place Colac.

We have been able to give back to communities more this year by donating our overflow of stock to remote opportunity shops, the disadvantaged within our community and to volunteer groups locally and overseas that help those less fortunate.

The social aspect of a workplace is something our clients enjoy and teamwork is something you will always see on display if you visit the shop or any of the programs held at Bromfield Street, as our dedicated team support clients to work toward reaching their goals within the LEAP Collective. We are also very appreciative of the time our two wonderful volunteers Mary and Leslie give.

# Administration Report

“There exists everywhere a medium in things, determined by equilibrium.”  
– Dmitri Mendeleev

The administration team have over the last year worked hard to focus on the tasks at hand and find balance in their roles.

Our office front of house staff, Nicole and Sandra have been focussed on settling into their roles and prioritising the backlog of documents requiring scanning, uploading, and filing, and the digitisation of hardcopy staff and client records with casual support from Matthew.

The finance team have welcomed Sharryn who has been working on ensuring our invoicing for Supported Independent Living supports, and charging of daily support records is accurate and up to date. Jennie has continued to focus on ensuring payroll is processed each fortnight in a timely manner and our accounts are paid on time. Jan's focus has been on training Sharryn, claiming payments and ensuring our financial accounting and budgets are in order.

Sue has been focussed on rostering and ensuring corresponding client funding documents are recorded appropriately. Sue has also been busy doing audits of client files and providing quotes for services to Support Coordinators. Naomi provided a back-up role to this important function.

Madison our IT expert has focused on providing us all with day-to-day technical support and setting up the additional new office at Shop 1 to cater for

all our IT requirements. Madison has also overseen the installation of our new TIPT Phone System, a comprehensive scalable phone system we can expand across our sites with potential for mobile integration.

Wendie has been focused on maintaining and improving our facilities, many are aging and requiring ongoing repairs. Our units in Dowling Street, Bruce Roberts Place received a fresh coat of paint on all external features and all gardens some long overdue love. Major upgrades have included the installation of a canopy over the accessible doors at The LEAP Shop, affording more protection from the elements for clients and staff accessing the building. Our new additional office, Shop 1 in Hesse Street also received some upgrades prior to administration staff moving in. Wendie has also ensured our legislated fire and emergency management processes are in place and being undertaken as required by all staff and an adequate supply of PPE is on hand.

Lucy's focus over the year has been on recruitment and training of support staff to meet the servicing requirements of CODA clients. Diversity and inclusion within the workforce has been supported by partnering with Disability Employment Services. Induction and training of new and training existing staff has been supported, in part, by a donation from Findex from their Community Grants Program, of \$1,500.

## **CODA staff training undertaken includes:**

- Difficult Conversations
- Epilepsy Essentials and Emergency Medications – Midazolam
- Excellence in Service Delivery
- Health and Safety Representative Training for all Health and Safety Representatives
- Introduction to Understanding and Managing Epilepsy
- Manual Handling, Personal Protective Equipment and Infection Control
- Medication Administration training
- Motivational Interviewing Introduction
- Physical and Emotional Response
- Respectful Workplace
- Role of a Return to Work Coordinator
- Understanding Traumatic Brain Injury
- WIDI Leadership Insights Series





“ Throughout the infinite,  
the forces are in a perfect  
balance, and hence the  
energy of a single thought  
may determine the motion  
of a universe. ”

– Nikola Tesla



# Board Member and Staff Milestones

Congratulations to the following Board Member and Staff on reaching significant milestones.

## Board Member Milestones



**Mary Carew**

## Staff Member Milestones



**Corina Henriksen**  
**Vicki Wilson**  
**Nick Jenkin**  
**Julie Minster**

**Stacey Cook**  
**Kerry Fletcher**  
**Joseanne Pace**  
**Jason Whitehouse**



**Lucy Morrissy**  
**Kat Bryan**  
**Monica Provan**  
**Ketrina Hester**  
**Sue Spokes**

# CODA Life Memberships



**Bertha Langdon**

Colac Hostel Association Committee Member

1978 – 1991

Bertha was nominated for life membership of the Colac Hostel Association Committee on 25 February 1990 in recognition of the sterling service given to the Hostel Association since its inception, and that the Respite Care Hostel be named 'Langdon House'. Sadly, Bertha passed away 9 May 1991.

Bertha was one of nine local women who passed a resolution on 18 October 1978 "That a Committee be formed to enquire into the possibility of acquiring in Colac a house to be a residence for mildly handicapped females".

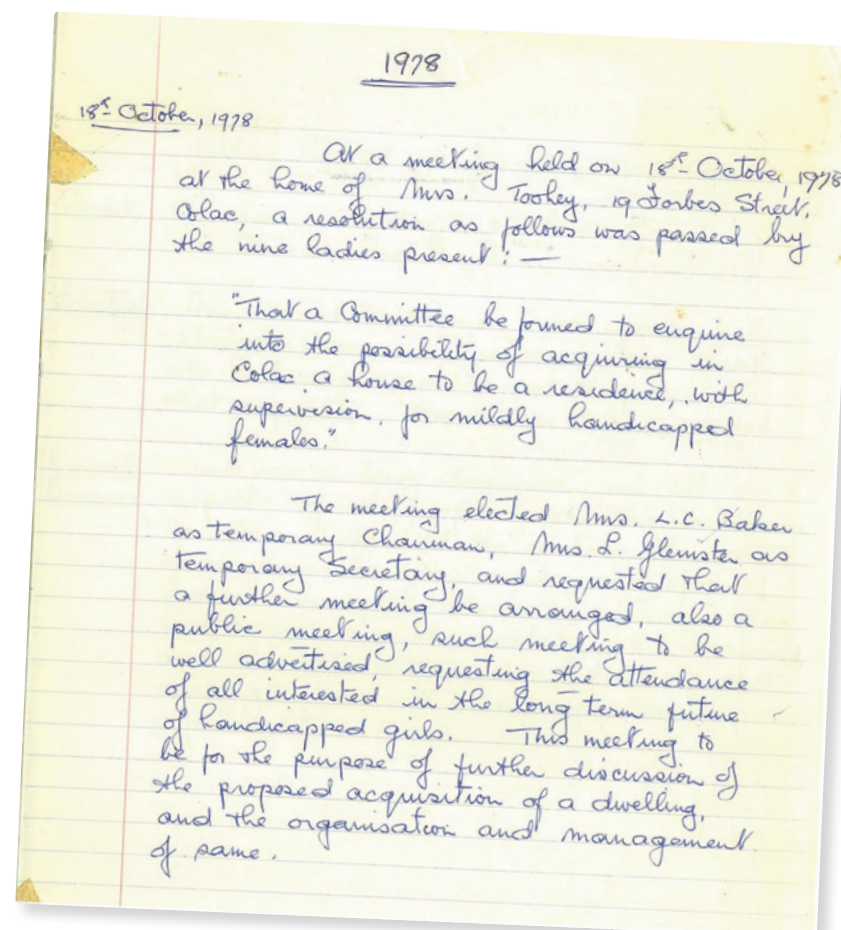
Bertha for many years worked at Colanda, a residential facility for people

with a disability as a family liaison person, supporting families through the transition to congregate care.

Bertha was a strong advocate for the establishment of community-based homes for people with a disability, actively campaigning and lobbying government for funding to develop Langdon House and Jalmah in particular.

Bertha was also an active member of Riding for the Disabled and the Country Women's Association for many years.

Bertha held the role of Vice President of the Colac Hostel Association for six years and has been described as a tireless worker and advocate for people with a disability in the Colac community.



## CODA Life Memberships



**Mary Carew**  
CODA Board Member  
1998 – current

Mary was nominated for life membership of Colac Otway Disability Accommodation Inc. on 9 November 2020, in recognition of her exceptional performance and significant voluntary contribution and years of service.

Mary has been an active volunteer board member at CODA for over 25 years, giving freely of her time, wisdom, knowledge and experience. She has actively advocated for improving the everyday lives of and supports for people living with disability. In early 2019 Mary became one of CODA's first volunteers at The LEAP Shop and she has held the position of vice chair of the CODA Board of Management for the last two years.

Mary began her career as a Primary School Teacher in Melbourne and after a few years, married and moved back to the country, raising children and volunteering with the then Beeac

Netball Club where she coached, played and umpired for many years. Mary has been a long-term active member of the Beeac Hall Committee and volunteered many hours organising the Eurack Avenue of Honour Centenary in 2016.

After 12 years raising children she returned to teaching at Colac's St Marys Primary School, taking on many additional roles and responsibilities during her 28 years there. These included Vice Principal and Religious Education Coordinator in addition to her trained role of Special Education Teacher.

Retirement allowed Mary to volunteer with VISE (Volunteers for Isolated Children Education), travelling many times to various remote properties in outback Queensland for six weeks at a time, to provide in-person tutoring and educational support to geographically isolated families. She also volunteers weekly with the Colac Diversitat Homework Club.

Mary has been an avid breeder of Maine Anjou cattle, which her and husband Alan have shown for many years at regional and Melbourne Shows. Mary is also a long-term volunteer and life member of the Colac & District Pastoral & Agricultural Society, filling the role of cattle steward for many years.



**George Roberts**  
CODA Board Member  
2004 – 2020

George was nominated for life membership of Colac Otway Disability Accommodation Inc. on 9 November 2020, in recognition of his exceptional performance and significant voluntary contribution.

At an early age his mother instilled in him that "there is more pleasure in life giving, than taking", referring to it as the economics of life. George's extensive volunteer service to so many different organisations over the last 56 years is evidence this lesson was well learnt.

George's first formal venture into volunteering was as a young man in 1964 when he joined the Hopetoun Hospital Committee of Management. 1967 saw him, wife Audrey, and young family move to Colac where his desire to give, rather than take took hold and grew exponentially.

George first joined CODA as a board member in 2004, giving freely of his time and knowledge, especially in relation to the building industry and associated

legislation. He was actively involved in the development of Jalmah in Campbell Street and Bruce Roberts Place, the three units in Dowling Street. He was also CODA's representative on the Otway Plaza Owners Corporation for many years.

In addition to his 16 years of voluntary service to CODA, George has contributed significantly to Colac and surrounding communities, an active volunteer with many organisations, groups and clubs including Colac Pony Club, Colac Fire Brigade, Red Cross – patient transport, Do Care, Rotary, Little Athletics and Colac East Kindergarten. He has been acknowledged as a life member of nearly all and continues to actively volunteer with many.

Of special note is his 58 years of volunteering for the Lord Mayors Portsea Camp for disadvantaged children, raising much needed funds for this charity. George is also a welfare officer with the Probus Club, visiting people of ill health in nursing homes, palliative care and hospital. George in retirement, has taken on the volunteer role of Court Networker, for this he returned to study, travelling one day a week for 12 months to Melbourne to obtain the required qualification.

George, a Justice of the Peace, is the proud recipient of the Queens Fire Services Medal, and was awarded an Order of Australia Medal in the Queen's Birthday 2000 Honours List for Service to the community of Colac.



## CODA Life Memberships



**Jacqui Soares**  
CODA Volunteer and CEO  
1990 – 2016

Jacqui was nominated for life membership of Colac Otway Disability Accommodation Inc. on 9 November 2020, in recognition of her exceptional performance and significant voluntary contribution.

Jacqui commenced her career as a nurse; her long career in disability began as a direct carer. In 1990 she commenced working for the Colac Hostel Association for People with a Disability, which became Colac Otway Disability Accommodation Inc. and was the inaugural Chief Executive Officer, bringing a wealth of experience and commitment to the role.

Jacqui has been and still is a strong advocate for, and promoter of change in the lives of people with a disability. She has done this not only as a parent of a daughter with a disability, but as a leader of a not-for-profit community-based provider of services to people with a disability. She took a lead role in the implementation of the NDIS in the Barwon region both

from a service provider perspective and as a parent.

Jacqui has regularly served on working groups and projects led by DHHS Barwon including the Regional Disability Advisory Group and LIIRDS at the local level in Colac, a founding member of the Colac Disability Network. She was strongly involved with other providers in the call for sector reform and the 'Every Australian Counts' initiative, and is an active member of the online support group for families and carers of children who have 1p36 deletion syndrome.

Jacqui has not only been an active community member in the disability sector, her love of the land and Holstein cattle has seen her contribute as a long-term active member of the Holstein Australia Association, serving as secretary and treasurer of the local sub-branch for many years. She is currently a Director and the Chair of WestVic Dairy, and a board member of the Holstein Australia Association.

Jacqui's love of music and community has led to her being an active member of the Colac Uniting Church where she regularly plays keyboard, and leads the choir. She is also a long-term member of the Colac City Band, playing the euphonium.

Jacqui was awarded an Order of Australia Medal in the Queen's Birthday 2020 Honours List for Services to People with a Disability.



**David Schram**  
CODA Board Member  
2003 – 2022

David was nominated for life membership of Colac Otway Disability Accommodation Inc. on 2 May 2022, in recognition of his exceptional performance and significant voluntary contribution.

David first joined CODA as a board member in 2003, giving freely of his time and knowledge, most especially of the business and building industry. He was actively involved in the development of Jalmah in Campbell Street and Bruce Roberts Place, the three units in Dowling Street. David held the position of vice chair in 2017.

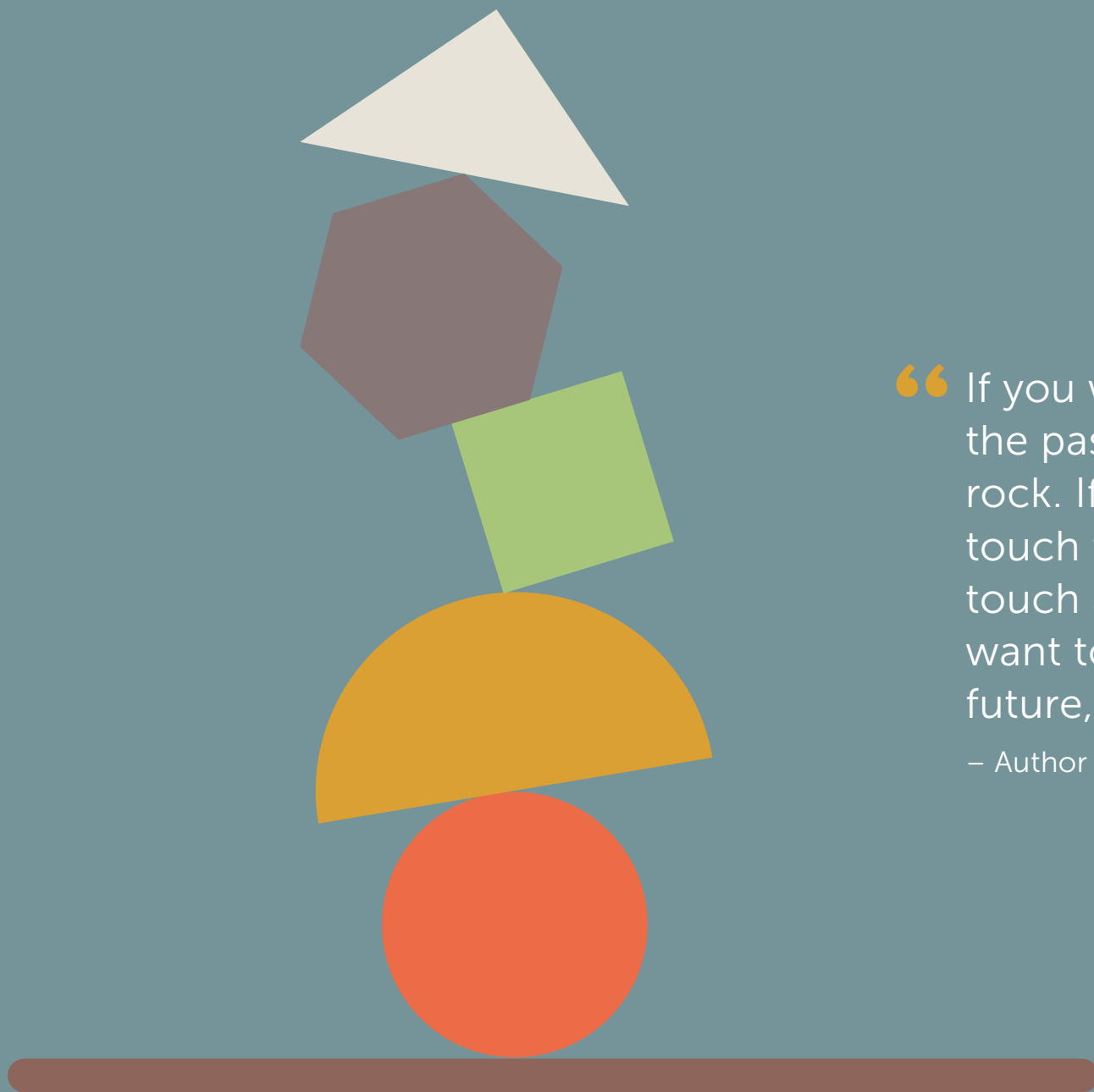
In addition to his 19 years of voluntary service to CODA, David was a member of the Do Care Board of Management for five years and has contributed significantly to Colac and surrounding sporting communities, an active and

passionate volunteer with many groups and clubs for over 50 years.

David's long history of volunteering in the sporting sector includes eight years volunteering with Leisure Networks football for people with a disability. More than 40 years with the Colac Baseball League, which encompasses clubs from Deans Marsh, Ballarat, Geelong and Colac. He is a life member of the Colac Baseball League and Colac Baseball club.

David is also a life member of the Colac Sportsman's Club, having spent many hours raising funds for junior sport, organising guest speakers and serving on the committee as secretary, president and committee member for over 40 years.

David's contribution to local sport was acknowledged in 2001 when he was awarded the Australia Day Sporting Service Award from Colac Otway Shire, and in 2002 he received the Services to Sports Award from the Sportsman's Association of Victoria, for his outstanding volunteer contribution to sport.



“ If you want to touch the past, touch a rock. If you want to touch the present, touch a flower. If you want to touch the future, touch a life. ”

– Author Unknown

# Acknowledgements - Thank you!

CODA would like to thank the following individuals and businesses for their generous support of CODA's Inaugural Art Show 2022 - Freedom

**Judge**

Jennie Grenfell

**Acquisitive Prize Award**

Anonymous Donor

**Artist residing in Colac Otway**

**Shire Award** - Proudly sponsored by Art Reach Studio Gallery, Beech Forest

**Artist under 18 Award**

Proudly sponsored by FRRR "Outside the Square" Project - youth engagement

**2 Dimensional Artwork Award**

Proudly sponsored by Creative Otways Inc.

**3 Dimensional Artwork Award**

Proudly sponsored by BDH Constructions

**People's Choice Award (Tied result)**

Proudly sponsored by Gellibrand River Gallery and Colac Landscape Supplies

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

- Ball and Croft Better Home Living
- BDH Constructions
- Ben Tate – Jim's Mowing
- Better Facilities Cleaning
- Bruce Lowenthal Auctions
- Bunnings Colac
- Colac Area Health – Home Nursing
- Colac Otway Regional Advocacy Services
- Corangamite Clinic – Influenza Vaccination
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- DFFH
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- Edney Electrical
- Findex
- Geoff Vagg – THC
- Hulms Bakery
- NDS – Sarah Fordyce, Clare Hambly and Graeme West
- Recycle Care
- Sahm Keily – Graphic Designer
- Spence Plumbing
- Star Printing – Terang
- Stax Factory Outlet – Colac
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John Whytcross





“ As CODA continues to work within to find the balance between service delivery, compliance and quality we appreciate the continued support of our clients, families and staff as we re-establish this equilibrium. ”



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