

Congratulations on 10 Years of Service!

A wonderful achievement this year was made by 3 CCLO Staff in reaching 10 years of service! Lee-anne Hollis, Troy Hollis and Ian Armfield, have all made this momentous mile stone!

We would like to thank each of them for their dedication and compassion to our clients and the organisation. We look forward to many more years of their invaluable assistance in CCLO moving forward in the future.



CCLO Christmas Party

The CCLO Christmas Party was held on Sunday 4th December at Wyong Golf Club and a wonderful day was had by all the Clients, Families, Staff and Board of Management.

Everyone was treated to dancing with the tunes from Mobydisc and personal Christmas messages from our clients. The afternoon was topped off with a visit from Santa who gave out presents to excited kids and clients with some help from Santa's helpers.



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Message from the Board of Management

Well we are again at the end of the year and we must all wonder where the last one went. It has been a great year for CCLO, with transition to NDIS progressing well in spite of all the doomsayers.

In line with our strategic plan, we are continuing to develop our property acquisitions to ensure we are able to grow in the area of supported accommodation. Our latest purchase is a property at 9 Canton Beach Road at Toukley which, after some minor renovations, is now ready for occupancy. The dilemma for us has been whether to offer this property for rental on the market, or to keep it for our own clients. There is a continuing demand for the type of supported accommodation that CCLO has become known for, and to this end we will more than likely put our own clients into this property.

Behind the scenes work is continuing towards construction of Stage 1 at Minnamurra Road, Gorokan. Once completed this will provide further much needed supported accommodation for CCLO clients. Construction should commence early in the new year, and it is anticipated that Stage 2 of this project will not be far behind.

Our AGM was held in November and we are fortunate to have all Board of Management positions filled. New to our Board is Brian Emms who will be a great asset to CCLO and the Board due to his experience in the disability sector. Leaving the Board at this time is Carolyn Fairhurst who has made a significant contribution to the Board and we are sorry to see her go.

The CCLO Christmas party was held at Wyong Golf Club on 4 December and was an outstanding success once again. All participants had a great time and Santa was there to reward those who had been good for the past year.

The coming year promises to be an exciting one for CCLO with further developments and growth in the pipeline. Watch this space to learn about new and innovative approaches to supported accommodation as we progress to full NDIS roll-out and the demands of what seems to be an ever increasing need for our services.

On behalf of the Board of Management, I would like to thank our Management Team and support staff for the wonderful job they have done over the past year and to wish you all a very happy Christmas with your loved ones, and a bright and prosperous new year.

Judy Andrews
Chairperson

From the CEO's Desk

Christmas is upon us once again and another busy and exciting year for CCLO is closing. I thought it appropriate to list some of the highlights of the year.

We previously commenced an early involvement with the NDIS due to an NDIS participant transferring from the Hunter NDIS Trial Site to the Central Coast. This client took up residence at our Canton Beach Toukley property and this assisted us in preparing for the full NDIS roll out here on the Central Coast from July 2016.

The preparation for the transition of funding from ADHC to NDIS has presented many challenges to us but with considered and careful planning we have been able to successfully meet these challenges and set us upon a course for future development and expansion, following up on the initiatives embraced at our last Strategic Planning Meeting in March 2016.

The purchase of the 4 units at 7 Canton Beach Road Toukley has proven to be a great acquisition and as mentioned by our Chairperson, Judy Andrews in her message we have since purchased the next door property, 9 Canton Beach Road Toukley, for a future combined development.

We undertook revaluations of all of our properties by registered Valuers in July of 2016 and these revaluations will increase our property values by \$335,000. This increase will be reflected in next year's Balance Sheet.

Behind the scenes, we have increased our client numbers substantially, particularly in the Community Access Area and consequently our staff numbers have also increased to 40 full and part time employees.

We are continuing to institute a cloud based CRM System which will eventually electronically connect all our Support Workers direct to pertinent client information, rosters and input data, as well as directly to the NDIS Portal.

At the commencement of this year we purchased another 8 seater vehicle in order to provide more Community Access for our Supported Accommodation & Home Care participants.

A great new outdoor covered pergola area was installed at our Lily Lane Supported Accommodation House. This has provided a greatly appreciated 'all weather' entertainment and social recreation area for our 5 residents in this house.

All of our accommodation is fully tenanted and we have a 'waiting list' for Supported Accommodation. We are reminded constantly of the critical need for Disability Accommodation here on the Central Coast and it supports one of our major strategic initiatives of building and providing housing, along with our quality Supported Care.

On the 18th November CCLO was awarded the "Disability Service of the Year" at the inaugural Central Coast Aged Care & Disability Achievement Awards. A truly wonderful and fitting recognition of our dedicated and compassionate support staff.

We have successfully undertaken many other initiatives that will support our future growth and our desire to provide a quality lifestyle for disabled persons.

I would like to thank all the dedicated CCLO staff, the supportive Board, the involved members and families plus of course our wonderful clients (now participants under the NDIS) that have contributed to making this year the success it was.

Finally I would now take the opportunity of wishing everyone associated with us a very Merry Christmas and a Happy New Year.

Kevin Johnston
CEO

"Disability Service of the Year"



Operations Manager, Lee-anne Hollis & CEO, Kevin Johnston proudly show the prestigious award of "Disability Service of the Year"

Merry Christmas

The Board of Management, Management, Staff and Clients would like to wish you and your families a safe and Merry Christmas and a very happy New Year.

Our Office will be closed over the Christmas break from 23rd December 2016 to return 9th January 2017.

Welcome Ange!

We would like to welcome Ange Wright to the CCLO Management Team as the new Community & Co-Ordination Support Manager!

We are excited to welcome Ange to the CCLO Family!

Happy Birthday!

December

Lee-anne 12/12, Ping 15/12, Keilee 16/12, Mark 18/12, Robynne 27/12.

January

Kim 11/1, Gary 12/1, Lisa 25/1, Zeena 22/1, Duncan 27/1.

February

Troy 13/2, Michelle 17/2, Ange 18/2, Vivien 20/2, Lee 26/2, Sammi 27/2.

DID YOU KNOW

From the NDIA Quarterly Report for Quarter One 2016-2017 year.

"As at 30th September 2016, 37,721 Participants had approved plans and \$3.3 Billion of supports has been committed to these Participants.

Still a long way to go"

**"TO PROVIDE THE HIGHEST QUALITY SERVICE
THAT RESPONDS TO THE EVER CHANGING
NEEDS OF INDIVIDUALS
WITH A DISABILITY"**