



Golden Shovel Event at Gorokan

Left to right: David Harris MP, Judy Andrews – CCLO Chairperson, Kevin Johnston – CEO and Kieran Turner – Community Sector Banking State Business Manager.



David Meehan lending a hand to the official tree planting.

Golden Shovel Event

It is a very exciting time for CCLO with the Golden Shovel Event which was celebrated to pave the way for the start of construction of our Stage 1 Gorokan home.

Construction has now commenced on the home and the site is a hive of activity. CCLO has waited a long time for this construction to finally come to fruition and with Stage 2 to commence soon after completion, this housing will provide much needed supported accommodation on the Central Coast.

Message from the Board of Management

The 22nd AGM of CCLO was held on 29 November and was well attended by members, parents, staff, management and Directors. Our 2016/17 end of year financials were nothing short of amazing. We finished with an operating surplus of \$170,416, compared to last year 's \$59,004. Growth in our business is very strong which means that our current clients are enjoying the benefits that come from a successful service provider, and we are constantly surprised at the number of potential new clients that are on our waiting list.

All positions on the Board of Management were filled by the present incumbents, with the exception of one vacancy which occurred with the resignation of Jane Costigan. I am happy to report that we have a new Director to fill that position. Mr Piet Pouw comes to us with a wide range of expertise, and importantly for us, exceptional IT skills. This will be a great asset to the Board as we move forward to an even greater reliance on technology. So congratulations Piet and we look forward to your contribution on the Board.

The coming year promises to be a good one, with construction now well underway at Minnamurra Road Gorokan and completion of Stage 1 expected around the middle to end of next year. This will provide housing for a further five new clients, and on completion of Stage II, another five.

There has been a lot said in the media recently about the number of service providers having to close down their business due to the unacceptable delays in payment through the NDIS. We too have experienced the delays in payment, but fortunately for us and our clients, our cash reserves are seeing us through. Delays in approving new plans are also causing concern; we have four new clients waiting to go into our Victoria Avenue Toukley property, but they cannot move in until their plans are approved by NDIS. A delay causing unnecessary anxiety for these people.

The NDIS has seen many people brought into the scheme, and now it is up to them to ensure their support services are up to the job ahead of them. They should not be relying on service providers to carry the responsibility.

Congratulations to Robynne Douglass on achieving 10 years service with CCLO. Robynne is a very valued member of our management team and she was presented with a token of our appreciation at the recent AGM.

I would like to take this opportunity on behalf of the Board, to wish you all a very Merry Christmas with family and friends, and a great year ahead.

Judy Andrews
Chairperson

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From the CEO's Desk - Kevin Johnston

As outlined by our Chair of the Board of Management, Judy Andrews, “what an amazing year 2016/17 has been”, in terms of our growth and the expansion of our services to Central Coast NDIS and previously ADHC Clients. The full roll out of the NDIS on the Central Coast, of course, was not without its challenges and necessitated a significant “mind shift” as to who we are here to serve and support. Is it government or our clients? (“Participants” in NDIS speak). It seems to me that it should be our clients and I am equally sure that they desire and support a Disability Care Sector that is collaborative with them and other providers in order to provide a diverse range of quality services so they exercise their true “choice and control”, through their chosen Service Provider.

Whilst the NDIS promised the world to participants, it is obvious to many that at this point in time, they “over promised” and have to this point “under delivered”. The short comings have been well documented and explored in many media releases over the last few years and continue to be reported on. There is no dismissing the fact that the introduction of the NDIS is a mammoth social and financial undertaking, but the bureaucracy built into the system has deprived many of funding or suitable and timely support. The platform on which the NDIS is built relies heavily on an equitable partnership between the NDIS and approved Service Providers, without co-operation between these two parties working together, how can the NDIS survive and thrive?

Imagine if all Disability Service Providers withdrew their services and goodwill towards the NDIS, due to lack of adequate funding, poor communication and lack of recognition of their many years of expertise in the provision of Disability Services. At whose door would the problem rest? It is our fervent wish that ongoing, the partnership arrangement and communication between the NDIS and Providers will improve and can be fully realised. CCLO is a vocal and participative supporter of the NDIS and this is adequately demonstrated by our expanded service provisions and housing construction projects. We look forward to an inclusive future partnership with the NDIS.

During the 2016-2017 financial year our total revenue grew by almost 52% and our operating surplus was almost 3 times higher than last financial year. More importantly during this year we provided and extended our quality care and services to over 70 clients.

Finally it is vitally important that I express my sincere thanks to all our wonderful and dedicated support staff, for without them the quality service that we highly value would not be delivered. I extend my thanks also to our supportive Board, dedicated Management staff, wonderful Clients and their families and supporters. The provision of the quality services we offer gives us a continuing source of happiness and pride in the great outcomes we see in the lives of our clients. I would now take the opportunity to wish everyone involved with CCLO a very Merry Christmas and joyous New Year.

A ‘CHRISTMAS’ DID YOU KNOW?

The modern depiction of Santa Claus as a jolly bearded character in a red suit was both commercialized and popularized by the Coca Cola Company in their ad campaign of December 1931. The image has lasted until now.

CCLO Christmas Party

The CCLO Christmas Party didn't fail to deliver the feel of family, fun and festivities! This was CCLO's biggest Christmas Party yet and it was wonderful to see the support for this tradition. This year a photo booth was the prime spot for everyone to have their Christmas themed photos. There was hardly a moment where there wasn't a queue. Staff and Clients dressed up and some very funny photos were printed. Santa made a guest appearance and there were some very excited kids and Clients.



The Board of Management, CCLO Management and Staff would like to wish you a very Merry Christmas and a safe and happy New Year!



Happy Birthday

December

Jillian 6-12, Samantha A 11-12, Lee-anne 12-12, Kim E 13-12, Sally 13-12, James 14-12, Keilee 16-12, Mark 18-12, Robynne 27-12

January

Kim W 11-1, Jodie 12-1, Gary 12-1, Mitchell 22-1, Michelle R 27-1, Duncan 27-1

February

Troy 13-2, Jason 14-2, Michelle C 17-2, Millie 20-2, Sammi 27-2, Joanne 28-2

“TO PROVIDE THE HIGHEST QUALITY CARE AND SUPPORT RESPONDING TO THE CHANGING NEEDS OF PEOPLE WITH A DISABILITY”