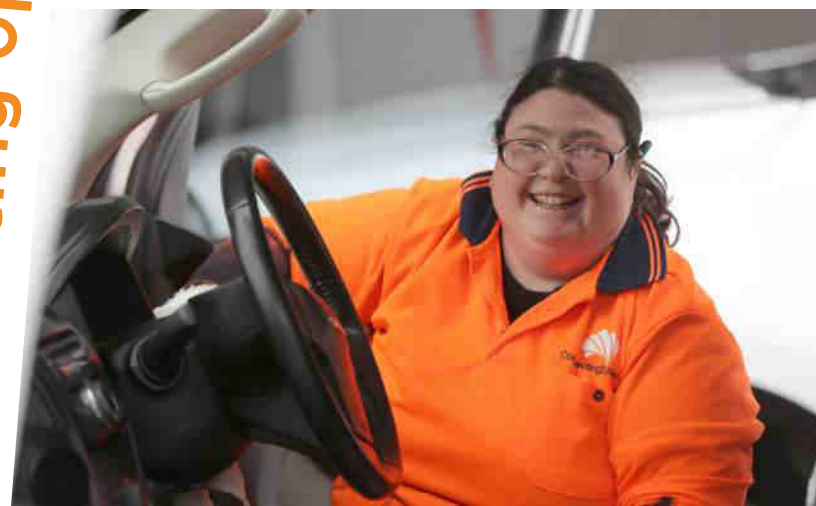




Connecting2Australia

# Annual Report 2018-2019

Creating opportunities for people living with disability



# OUR VISION

A society where people of all abilities are equal

# OUR MISSION

We create opportunities for people living with disability to support them live their best life

*"I like coming here and I like working with my friends. My favourite job is to do gardening on the Telstra sites and Crayola was fun too!"*

- Heath

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# Core Value: **COMPASSION**

No act of kindness,  
no matter how small,  
is ever wasted

## FROM THE CHAIR

**How quickly the last 12 months seem to have flown past. It seems like only two or three months ago we were starting a new operational year with all of the challenges and changes planned for the expansion and diversification of our services.**

Having completed the Strategic Plan for 2016-2018, we are now looking forward to implementing a new Strategic Plan that will focus on the fundamentals of our business which are Board Governance, Business Sustainability, Organisational Development and, very importantly, People Development.

We had a change of Chief Executive Officer at the beginning of the financial year when Keith Mortimer was appointed to the position in July 2018, taking over from Mike Anderson upon his retirement.

Keith stepped into a very demanding role at a time when our service sector was undergoing significant change with the ongoing development of the NDIS (a system which, according to government announcements, has not fulfilled the promise that was expected of it).

C2A has implemented new systems and programs to cope with the NDIS demands, and this has placed extra workloads on a number of key staff members.

We now operate across 13 locations in Victoria (including two opportunity shops) covering an area from Mildura to Traralgon and have diversified our services to meet the requirements of each of these differing communities.

Overall our business remains successful and continues to grow, which in itself raises new challenges on an almost daily basis but I am confident, as is the Board, that we are able to meet these challenges and use them to our advantage.

The 2019-2020 year will present more opportunities and to this end we are working on a number of strategic initiatives which we believe will stand us in good stead as we make the changes which will be required as the industry continually diversifies to meet the requirements of our participants, their carers and their families.

Financially we are operating within our means and we maintain a surplus, which is as a result of some very careful financial management - a position not a lot of organisations in our industry can claim.

I must again express my gratitude and thanks to the Board of Governance Directors who have given freely of their time, expertise and support to C2A. Sadly we farewelled Ms Teresa Sealey as a Board Director. Teresa joined the organisation during the Woorinyan days and had been very involved in what was originally the Committee of Management, through to the present time.

Mr Marc Di Genova accepted an invitation to join the Board and we welcome him to the role.

The Board has been committed to implementing the previous Strategic and Business Plans that have been put in place. We have approved the new strategic directions that we are now working to which will ensure C2A is able to continue to provide the high level of training, support services and employment services that have established us as a 'provider of choice' and a leader in our sector.



## FROM THE CEO

**Welcome to the 2018-2019 Connecting2Australia Annual Report. It has been a year of challenges and discovery as the C2A team strove to create a diverse range of meaningful and positive opportunities for people living with a disability.**

The C2A Strategic Plan has been cemented during this period affirming that our participants, their carers, partners and families, along with our staff, are and will remain the primary focus of C2A. We will continue to meet or exceed their current and future expectations and ensure that our organisation is sustainable, both now and into the future.

As part of the strategic planning process, for me one of the highlights of the year was re-establishing our Vision, Mission and Values statements that were endorsed by the entire team.

### OUR VISION

*a society where people of all abilities are equal*

### OUR MISSION

*to create opportunities for people living with disability to support them live their best life*

### OUR VALUES

*Integrity  
Empowerment  
Compassion  
Respect  
Collaboration*

Our values will be the foundation for everything that we do and our staff will be recognised for operating and living within them.

The past year saw further transition to the NDIS across all of our locations and this brought its own inherent and numerous challenges. The opportunities that exist for our participants under NDIS are significant. As an organisation we have supported many of our participants through this challenge and learnt much along the way.

Our future success depends on having the systems, processes and compliance in place to deliver our best

service, offer the variety of choice demanded and achieve these goals in a financially sustainable manner.

Our talented participants continue to achieve in so many ways. From amazing sporting achievements (up to and including at special Olympic level), to shining brightly on musical and artistic stages, to being leaders within their communities.

In employment, so many of our supported workers have achieved their goals and established new targets to strive towards. Please take the time to follow some of their journeys within this report or through our newsletters and social media channels. While there please have a look at our new and exciting website and sign up for our regular e-news so you are kept up to date and informed of all the latest happenings.

None of this is possible without the support, dedication and professionalism of C2A's committed staff and passionate volunteers. Across all C2A locations, our Coordinators and Facilitators continued to go the extra mile to support our participants in achieving their goals (whatever they may be).

The C2A leadership team has gone above and beyond to support our staff, and in turn our participants. I also extend thanks to our Board of Governance and volunteers who all work tirelessly to make a difference to the lives of others as well as acknowledge the many business partners and individuals who work with us to share these outcomes.

To all involved with C2A, I extend my thanks and gratitude for making this organisation one that instills a great sense of pride to those who support it.

The coming year will see the implementation of our systems and processes review, which will result in C2A gaining the appropriate technology to achieve more. Through sustainability and compliance, C2A will cement its place within the disability sector. We look forward to watching the C2A story continue to grow and evolve into 2020 and beyond.

Keith Mortimer  
Chief Executive Officer

*"Work at C2A is pretty good, I like doing the gardening and using the ride-on mower, blower and other equipment"*

- John



John blowing down the  
War Graves at the  
Nichols Point Cemetery.





# Core Value: **INTEGRITY**

is choosing your thoughts and actions  
based on values rather than personal gain



## ACCOLADES & ACHIEVEMENTS



Bradley Parratt won a Bronze medal in Boccee at the Special Olympics State Games recently held in Narre Warren.

He has competed at the State Games for the past four years and last year travelled to Adelaide to compete in the National Games where he won two Bronze and one Silver medal. It's obvious Bradley loves everything about the game.

Congratulations on your medal win, it was fantastic.

Completing the 42.2km Melbourne Marathon ONCE is an amazing achievement for anyone - completing 20 is simply mind boggling!

Yet that is exactly what Mark from C2B Seaford achieved in October. To put this achievement into perspective, one marathon is equivalent to running from Frankston to Melbourne CBD up Nepean Hwy.

Mark showed off his medal and running singlet to his work colleagues and is now officially a "Spartan" Marathon runner. C2B Seaford Coordinator Michael proudly presented a surprised, delighted and probably tired Mark with his certificate for this feat. Well done Mark - a 'marathon' effort!



This is Paul Kaiser, one of C2A's supported employees who works at our Seaford location.

Paul is also an Olympian (check out the bling around his neck). Sporting the nickname "Turbo", Paul blitzed it in the pool at the recent Special Olympics held in Abu Dhabi where he represented Australia.

Competing in four events, he won a Gold in the 200m backstroke, a Silver in the 4x50m freestyle relay, a Bronze in the 100m freestyle and a Silver for the 400m freestyle.

To say we are proud of his efforts is an understatement.



# OUR VOLUNTEERS

*The heart of a volunteer is never measured in size, but by the depth of commitment to make a difference to the lives of others*

- DeAnn Hollis

At C2A, volunteers provide a valuable service across the organisation – be it working in one of our two opportunity shops (Mt Eliza and Traralgon), supporting our participants, or lending a hand at Head Office.

The C2A Cooina Opportunity Shop in Traralgon underwent a shift in structure with the introduction of four shared coordinator roles. The rationale for this was to share the workload, provide more efficient human resource management in the event of holiday leave and/or sickness, increase and build upon the existing knowledge base, create a succession plan, and offer professional growth in their existing roles and responsibilities. A similar structure is planned to be implemented at the Mt Eliza shop during 2019/2020 financial year.

C2A also welcomed volunteer Helen Fitzgerald to Mildura site (responsible for helping with the Second Hand shop) and Rajah Ramanathan for admin support at Head Office.

## Here are five surprising benefits of volunteering:

1. Volunteering time makes you feel like you have more time. This is similar to other research showing that people who donate to charity feel wealthier.
2. Volunteering your skills helps you develop new ones.
3. Volunteering your body helps you have a healthier body.
4. Volunteering your experience helps build your experience.
5. Volunteering your love makes you feel more love. Admittedly, love is a hard thing to measure but when researchers at the London School of Economics examined the relationship between volunteering and measures of happiness, they found the more people volunteered, the happier they were. Volunteering builds empathy, strengthens social bonds and makes you smile – all factors that increase the feeling of love.

Whether they're working in one of our opportunity shops, or supporting our participants across our locations, C2A is humbled by the precious gift of their time and thanks each of them most sincerely for everything they do.

## HELEN'S STORY

*With nine grandchildren (four of whom she helps with babysitting on a regular basis), anyone would understand if Helen Fitzgerald barely had time to scratch herself, let alone be a volunteer at C2A.*

*Yet Helen, like so many other volunteers who support not-for-profit organisations, manages to juggle it all and three months ago became the first volunteer (of hopefully many) at C2A Mildura in Hynes Court.*

*Joining forces with C2A Facilitator Angela Halton, they are working hard behind the scenes to get the C2A Mildura's Second Hand Shop up and running and it's not the first time they have worked together.*

*Seven years ago Helen was managing the Multiple Sclerosis Op Shop in a volunteer capacity while they waited for a paid manager to join the team, which ended up being Angela. After some time working together, they both went their separate ways (chasing different job offers and with family commitments)...until one day Helen got the call from Angela to say she'd started working at C2A, they were setting up a Second Hand shop and would Helen be interested in volunteering.*

*"Four months ago I walked in and I haven't left," Helen laughed. "It started as a couple of days a week and I'm pretty much here nearly every day if I'm not babysitting.*

*"I'd never worked in disability before but they're just beautiful people and I absolutely love it."*

*Starting a Second Hand shop from scratch was just the challenge Helen was wanting and it's an environment she's thriving in.*

*"Once the shop gets some momentum it's going to be fabulous. We need to do lots of promoting so people learn we're here but the community is very supportive and that's what will make it a success."*

*"Volunteering at C2A has very much exceeded my expectations. Everyone is happy to be there, they're always smiling and helpful...you really do feel like you're part of the family. That's what volunteering is about.*

*A sense of shared purpose and I'm more than happy to lend a hand."*

*"I absolutely love their company, seeing them learning, embracing new ideas, watching them grow as people...it's magic"*

**- Helen Fitzgerald (standing),  
Volunteer, C2A Mildura  
(pictured with participant Judy Selby)**

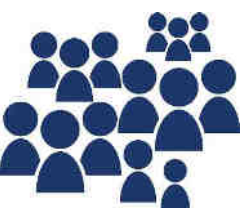






*"I love it here,  
The work is fun and  
I'm pretty good at it"*  
- Aaron

# C2A AT A GLANCE



**52**  
new staff



**32**  
casual staff



**31**  
Cert IV work experience  
job placements



**100**  
permanent  
staff



**179**  
day service attendees  
for the year



**200**  
volunteers



**\$7534**  
received in  
donations



**207**  
number of supported  
employees



**10**  
Connecting2Work  
participants



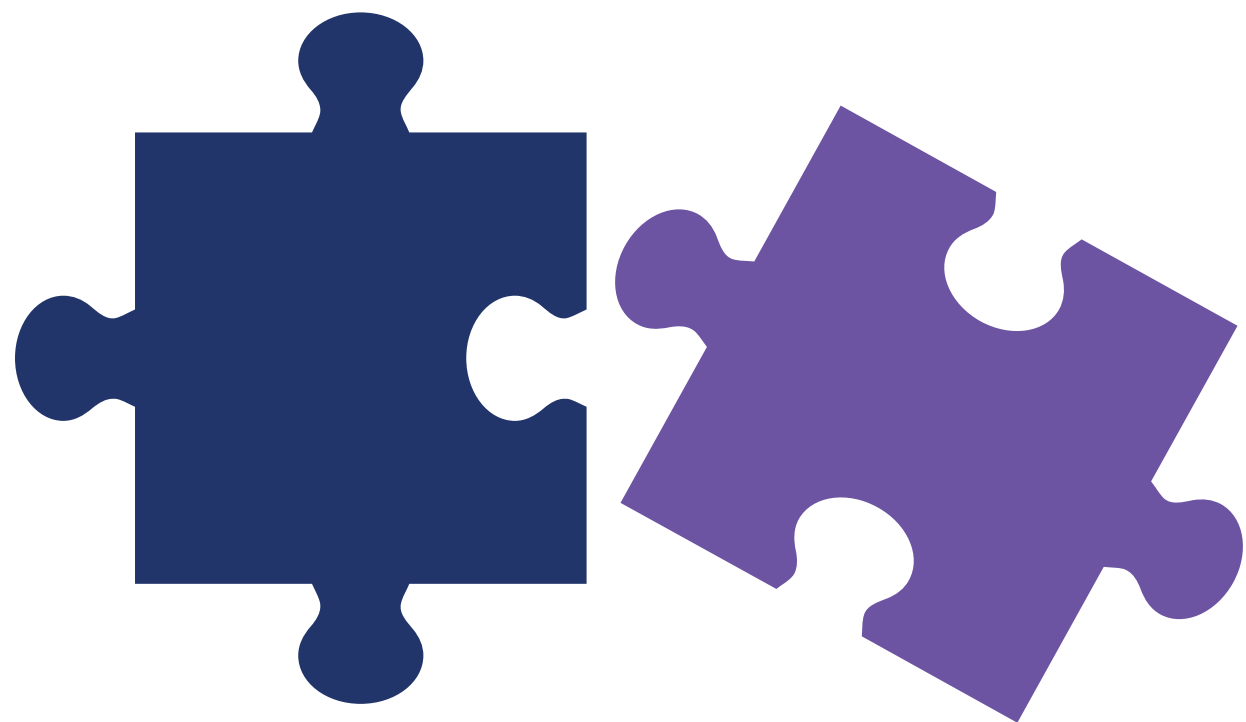
**41**  
vehicles in the  
C2A fleet



**9**  
placements to  
paid work

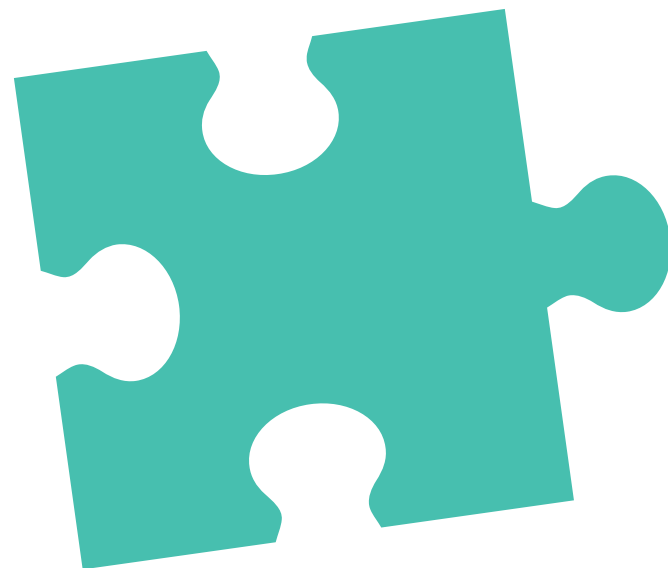


**\$486,626**  
invested in fixed assets  
across all sites



# Core Value: EMPOWERMENT

When you become fearless,  
the world becomes limitless



## NDIS UPDATE

### Victoria statistics as at 30 June, 2019

79,089 people in Victoria benefiting from the National Disability Insurance Scheme (NDIS).  
17,797 people receiving support for the first time.

### NATIONAL DISABILITY STRATEGY

Commonwealth and State and Territory governments are committed to a national approach to supporting people with disability to maximise their potential and participate as equal citizens in Australian society.

The development of this National Disability Strategy is the first time in Australia's history that all governments have committed to a unified, national approach to improving the lives of people with disability, their families and carers, and to providing leadership for a community-wide shift in attitudes.

This commitment recognises the need for greater collaboration and coordination by all governments, industry and communities to address the challenges faced by people with disability. A new approach is needed to guide policies and program development by all levels of government and actions by the whole community, now and into the future.

*To read the National Disability Strategy visit [www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020](http://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020)*

### INFORMATION FOR FAMILIES AND CARERS

Families and carers provide help and support that cannot be provided by formal services or paid support workers. One of the core aims of the NDIS is to better support you in your caring role.

Your views and experiences will be important in the planning process for the NDIS because you have a unique understanding of the person you care for.

If the person you care for requests it, you will play a vital role when the person you care for enters the scheme, helping with decision making about ongoing support needs, goal setting, assessment and the planning process.

We will be able to assist you with information about supports that are available to you under other government-funded programs, including courses and peer-support programs.

Each participant will have an individualised plan that is tailored to their goals, personal circumstances and disability support needs. The types of supports that the NDIS may fund that may have direct or indirect benefits for you as a carer include:

- personal care to support an individual in their home or the community
- supports to assist people with disability to enjoy social and community interaction without relying solely on you
- assistance with tasks of daily living, including help to improve a person's ability to do things
- supported employment services and help for people to move to work programs that prepare people with disability for work
- training related to the caring role that may enhance your ability to provide care.

Supports that maintain a carer's health and wellbeing will also be considered. This support may include participation in a support group or a special interest network. In deciding whether to fund or provide a support, the NDIA will take account of what it is reasonable to expect families, carers, informal networks and the community to provide.

*For more information about being a carer, visit [www.ndis.gov.au/understanding/families-and-carers/support-carers-other-agencies](http://www.ndis.gov.au/understanding/families-and-carers/support-carers-other-agencies)*

Outside the NDIS, there are a number of supports available to carers. You can find out more about these supports by visiting the Carer Gateway website or by calling 1800 422 737.





# LIVING THEIR BEST LIFE

## The past 12 months has been a time of change for the Connecting2Community (C2C) division.

The year has seen the final rollout of the National Disability Insurance Scheme (NDIS) across our regions with almost 100 per cent of participants who were scheduled to transition having now completed that process.

In 2018/2019, we farewelled several staff, most notably Brian Drowley after 20 years of dedication to the Wonthaggi community and Di Kelly after 4 years of valuable service across several areas at C2A. We thank them both for their contributions.

C2C has embarked on relationships with many organisations, notably Chisholm Institute, Taskforce, Boosting Local Care Workforce program, and the NDIA Provider Relationship Management team – all aimed at improving the quality of supports delivered by our teams.

From July 2019 the NDIS Quality and Safeguards Commission will assume responsibility for the quality and safety of NDIS supports. The work for a successful transition commenced within this financial year and will continue through the re-registration process which should be completed early in 2020.

**In the past financial year, C2C teams delivered in excess of 150,000 hours of supports to more than 150 participants across the four locations (Frankston, Mornington, Traralgon and Wonthaggi).**

The NDIS environment presents C2C with numerous challenges not least being greater competition. Our teams have prepared for these challenges by reviewing all areas of our services and supports to determine how they can be improved and retain relevance, both now and into the future.

We look forward to new and exciting service and support offerings in 2019/2020 and beyond.

Jaimie Khan  
C2C State Coordinator

## A FEW HIGHLIGHTS

### TRARALGON

C2C Traralgon location has been busy working on consolidating community links and accessing social activities in the local community and further afield.

We supported participants to experience a variety of events such as Farmworld in Warragul, Melbourne Aquarium, a fishing trip and cruise from the Port of Sale. These special social events encourage participants to build planning and organising skills, as well as social and money handling skill development.



*Our Traralgon team supporting the annual 'Rev Head' pilgrimage to the Australian Grand Prix at Albert Park.*

Accessing local events also encourages genuine community citizenship for people with a disability as they make local linkages, friendships and establish informal networks that are important for support.

Activities such as this also build memories and give people points to talk about with their family and friends. They also challenge people to try new things and take risks, which is all part of living a full and well-rounded life.

The POD in Morwell underwent a transformation where it was re-modelled from an Opportunity Shop into a dedicated ArtSpace where C2A participants could express themselves creatively through art. The participants used this space three times per week for art classes and art therapy experiences. There had also been some interest from external organisations wanting to use the space or to run joint art classes for C2A participants and community members.

### FRANKSTON

C2C Frankston participated in a workshop run by Cricket Australia at the Civic centre in Mornington.

Participants rubbed shoulders with members from the Victorian cricket team while increasing their cricketing skills. When asked how they enjoyed their experience, participants replied with 'HOWWWZAT.'



### WONTHAGGI

C2C Wonthaggi's Trivia Night was another success, raising funds for the Phillip Island Wildlife Rescue Shelter.

In October, the 6th annual singing, dancing and miming concert, "Countdown to Aussie Rock" was performed at the Wonthaggi Arts Centre with 27 participants involved and over 130 people from Wonthaggi and surrounding communities attending. They got to enjoy our participants perform to the tunes of INXS and ACDC.



The hip hop and singing group also performed on the night. An acknowledgement to our Aboriginal people was the Yothu Yindi song that the participants sang and danced to.

### MORNINGTON

C2C Mornington participants were thrilled with the launch of the new RDA (Riding for Disabled) facility built at Mornington Racing Club (MRC) which was a big improvement from the members' car park and makeshift shelter where they have traditionally held their twice-weekly program.

Brought about courtesy of funding provided by the MRC Foundation, the new facility offered RDA members and volunteers the opportunity to enjoy electricity, toilets and air conditioning as well as an expansion of their current program.

The program, which sees people with a disability or those in a wheelchair ride in horse-led carriages, is a vast support for the 32 participants who took part throughout the year. The program provides physical and emotional therapy, exercise and social interaction for participants, carers and volunteers alike.



## CREATING OPPORTUNITIES

Each C2C location offers a range of different activities for participants to choose from that have been developed to help establish positive social connections and build individual capacity through life skills training and development in a fun learning environment.



# NEW DIRECTIONS

For Liz Grey and Sophie Hemburrow, the decision to start a career in disability was a lot about 'wanting to try something new' and 'it was time to challenge myself and go back to school'. For both, this new direction has completely exceeded their expectations.

Liz had worked as an Integration Aide in primary schools for more than 17 years, as well as providing care at home for adults. Sophie had 20 years experience in the retail field. Last year they both gained work placement with Connecting2Community (C2C) Mornington as part of the completion of the Cert IV in Disability which lead to full time employment...and they couldn't be happier.

**Liz:** If you care about people, if you like helping others, then disability is a great field to investigate as it is such a

wonderful support role and such a necessary one. I'm always so beautifully surprised by the emotional capacity of our participants, how they can tune in and respond... even those who can't communicate verbally. They can still give you a look or a smile and you know they're responding and connecting with you.

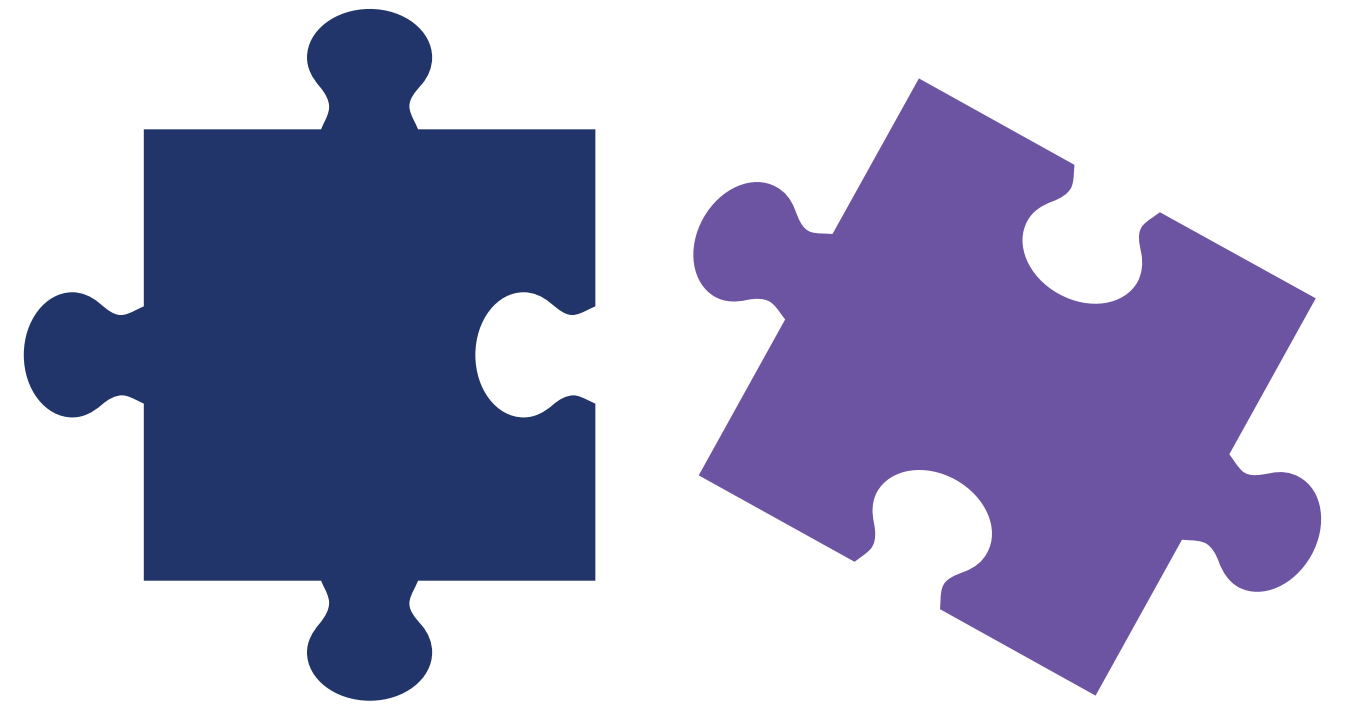
**Sophie:** This job allows you to build bonds that go both ways. They open their lives to us, they trust us to provide support and care. I used to see disability workers when I was in retail and always thought it would be a challenging but rewarding career so I decided to go back to school and I've never looked back.

**Liz:** You really do forge friendships, even when faced with the obstacle of not sharing a common language. One of our participants came up to me and showed concern and offered comfort because they felt I'd had a challenging day. They are so incredibly honest in their responses and their feelings, I do love that about them all. There are so many different ways we can connect with each other, as humans, speech is only one mode.

**Sophie:** For me, working in disability puts life into perspective. We all have limitations but I find every day I'm taught how to be better, how to be patient, how to build resilience, how to be more accepting of differences. For me the positives of the job far outweigh any negatives; I always come home happy.

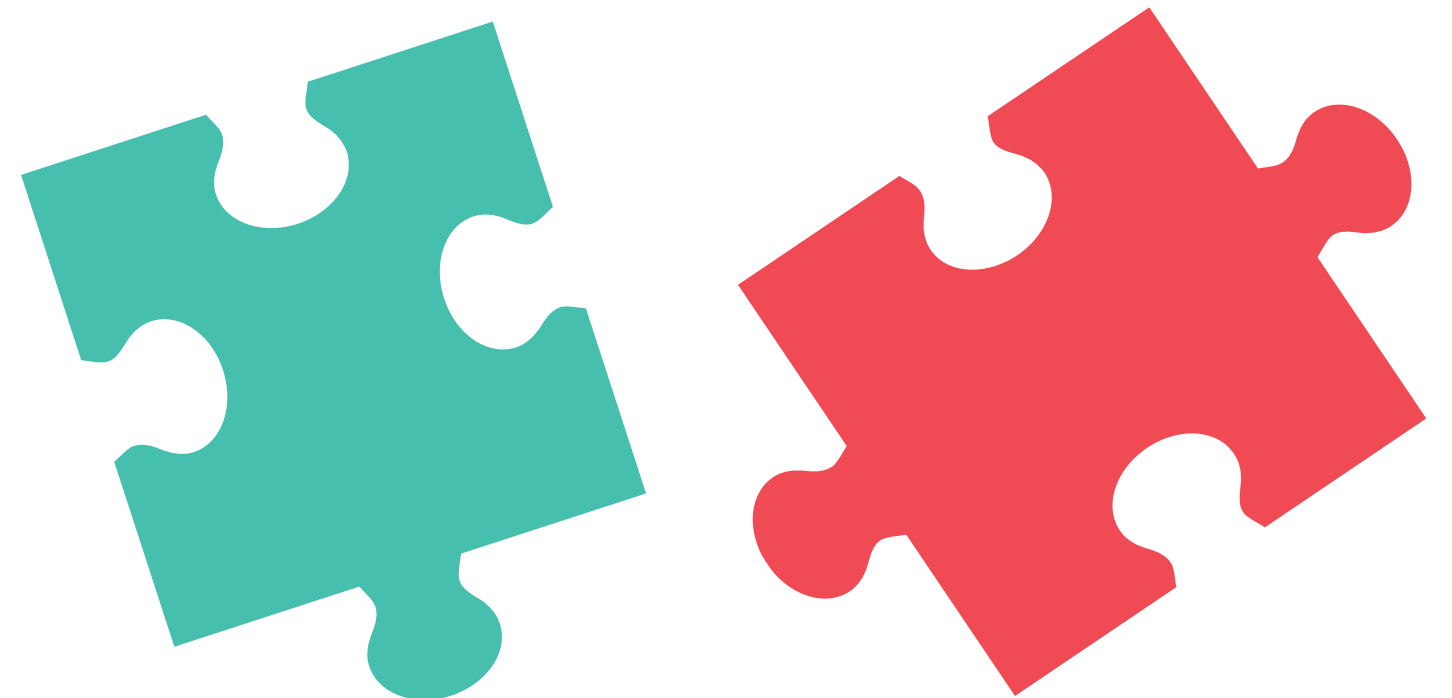
**Liz:** I've got one participant who only ever drew in black pen but now he's using colors and loves going to the library to borrow books. He's more engaged and independent now and even helps me look after another participant. I love watching him grow in confidence.

**Sophie:** I'm really proud of myself for following through and getting my certificate. I can't believe how much I am now a champion for those with disabilities. I want the world to be better for them; life is challenging enough. And don't get us started on people who steal disabled parking spots.



## Core Value: **RESPECT**

is a mirror... the more we show it to other people, the more they will reflect it back





# FINDING HER PASSION

**Meet Gabrielle Sharp (or Gabe as she's known), who first joined C2A Bayswater doing work placement as part of her Cert IV Disability and was offered a position in November. Since then, she has become an integral part of the Bayswater team. Here she looks back on her journey (so far)...**

## **What drew you to the disability sector?**

*This is my first paid position within the sector. I had previously helped set up and run a children's charity that supported families with children living with disabilities in the eastern suburbs. We used to bake cupcakes and run music events that raised funds for seizure alert dogs as well as equipment and aids for children before the NDIS existed. A family member had recently finished a course and gotten a job as a support worker and it made me realise I could have a career in that sector...so I applied online for a Cert IV in Disability and within two weeks I was starting classes.*

## **Why did you seek work placement with C2A?**

*Employease, who ran my course, helps students find placement based on proximity to home and availability of hours. C2A Bayswater was only four minutes from home and fitted the hours I had preferred.*

## **Tell us about the Candle making project?**

*As part of placement we had to do an assignment that involved teaching participants a new skill so I decided to share my knowledge of candle making. With the support of C2A staff and management, it has grown from a small project into a fully fledged business venture at the Bayswater site.*

## **Have you now completed your studies? Is there more you want to learn?**

*I completed my Cert IV in Disability in October 2018 and I plan to enrol in an online Behavioural Psychology course to be better equipped to support participants who have more complex needs. I know basic AUSLAN (sign language) but would like to do a course soon to become fluent.*

## **Was working at C2A what you had expected?**

*I had no idea organisations like C2A existed and it was not at all what I had expected. Working in supported employment was an eye opening experience, in a positive way, when you see what people can achieve when given the right support and opportunities.*

## **Do you see yourself staying in the disability sector?**

*Definitely. We have been working hard at Bayswater and it is paying off. I am excited to see everyone grow and work together to achieve their goals.*

## **What would you say to anyone considering a career in disability?**

*It's an exhausting but rewarding career; it puts the world into perspective and makes you realise what really matters in life.*

## **What are some things you love about your job?**

*I love hearing stories from our older clients, they've lived such interesting lives...one of our participants had a Great Aunt on the Titanic! For me, some days it doesn't feel like I'm at work at all...I just get to hang out with some genuinely cool people.*

## **What are your hopes for the role?**

*I would love to recruit more participants and reach out to any person living with a disability who might be thinking that finding and keeping a job wasn't possible or for them...I want to show them that with the right supports in place it is absolutely achievable.*

# GETTING JOB READY

**Gaining employment and living an independent life can be top of the wish list for many C2A participants. Our Connecting2Work program is designed to encourage them reach their goals through learning relevant life skills and accessing relevant training and support.**

It's been a productive year at Connecting2Work (C2W). Over the past year, 100 per cent of our participants have had some form of work placement and three of them have managed to maintain that work for an extended timeframe.

One participant secured paid employment (one day per fortnight) while another has moved on from C2W after having landed a four-day per week paid position.

At C2W, we love initiative and were very impressed with one participant who initiated his own business by making and selling his home-made spice mix at markets as well as supplying a local butcher shop with his stock on consignment.

By supporting him to get to an emotional place where he felt confident to take risks, the world of opportunity has opened up. This same participant also passed his learner driver test, thanks in no small measure to the Learn to Drive program.

Our Social and Emotional program has resulted in a large reduction in emotional escalations of the participants who have learned some relaxing and calming exercises (techniques and strategies they can apply to all facets and stages of their lives).

Learning 'life skills' is a large focus with participants organising outings where everyone has input into the decision-making process (a huge improvement for most of them). Everyone has a much better understanding of their rights as individuals and that they can have a say in their own futures and personal development. A few have conquered fears around using public transport and now regularly jump on the bus or train by themselves or in small groups.

Another aspect of planning is financial with many learning how to plan and budget; an integral component of independent living. This is a massive

improvement on last year where many would have felt overwhelmed and intimidated at the prospect of planning all elements of an outing. Knowledge is key.

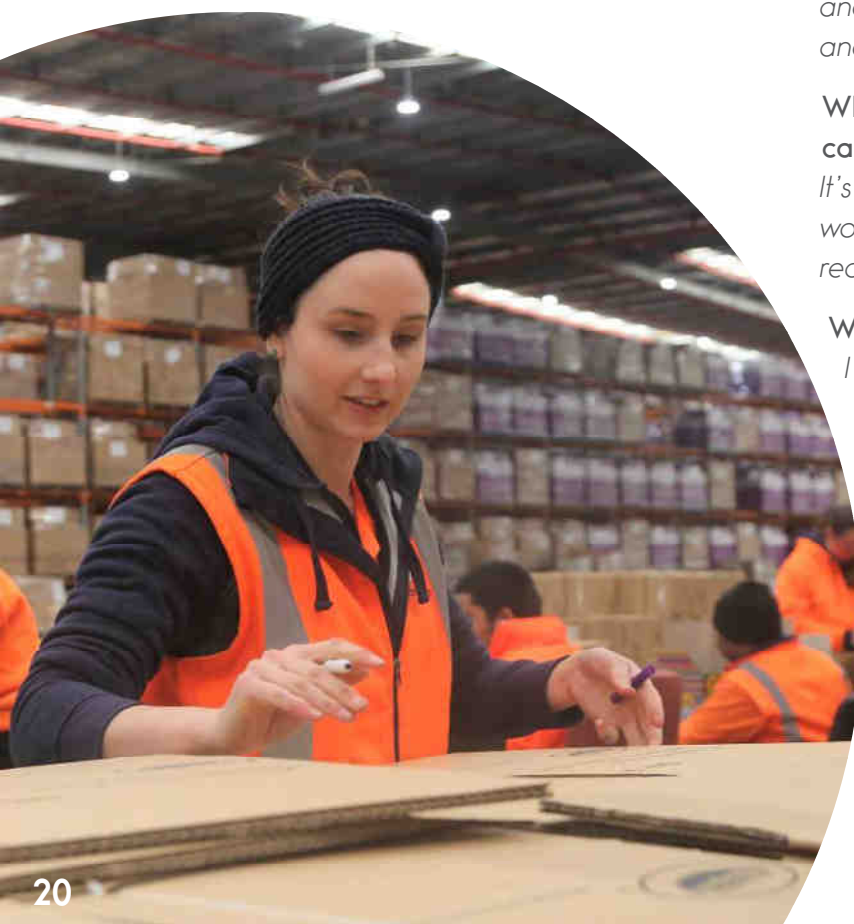
A few participants answered a casting call to feature in a movie about life with disability but sadly didn't make the cut. Each participant took the time to create their own resume from start to finish, learnt how to update it on the computer, and practiced writing cover letters. They were also taught how to do emails, including how to set one up, and how to attach their resume to an online job application.

## **DRESSED FOR SUCCESS**

*Corey Paten (pictured below), a C2A Connecting2Work participant, obtained work experience at Callucci Menswear in Frankston.*

*Under John at Callucci's supervision, Corey embraced the opportunity to learn new skills. It was the perfect fit as Corey has a passion for men's fashion and loves looking his best. His goal is to secure paid work within the retail industry.*

*These were the first steps towards him getting one step closer to realising that goal. Well done Corey and thanks to Callucci Menswear for giving him the opportunity.*





# Core Value: COLLABORATION

Unity is strength...  
when there is teamwork and collaboration,  
wonderful things can be achieved

## BUILDING PARTNERSHIPS

**Connecting2Business (C2B) had a fantastic year creating new and exciting employment opportunities for our supported employees who learned a vast array of skills in multiple fields.**

C2B has six locations (Seaford, Mildura, Bayswater, Bendigo, Wonthaggi and Thomastown), all with unique commercial contracts giving our participants the chance to work within their local communities in teams and live their best life. All staff and supported employees had a revamp with new uniforms (vests, coats and polos shirts) which look fantastic when they are out and about and make them feel they belong to a great team.



The transition to NDIS continued to roll over to a number of our sites and certainly presented us with some challenges and road blocks, however we continued to work with the NDIA to ensure our supported employees, both new and old, have an opportunity to work with us and maintain fulfilling and life changing employment that creates independence, social skills, work place skills, and a place to belong... all in a supportive environment.

### MILDURA

Mildura continued to show strong financial growth for the financial year. We also grew with the Department of Human Services (DHS) public housing which kept our gardening and cleaning crews busy. Mildura also secured the garden maintenance of the Mildura War Graves from the Department of Veteran Affairs for another two years. Our supported workers take great pride ensuring the graves look the best they can out of respect for the families and loved ones of those who have fallen.

Mildura also commenced another business venture, a Second Hand Shop on site at the Hynes Court factory. All of the items sold are donated with some items coming from the DHS sites and being cleaned by our workers to a presentable standard for sale. Our first volunteer Helen Fitzgerald (see page 10) brought a wealth of knowledge with her. Items were advertised for sale on the Mildura Buy Swap Sell facebook site and by word of mouth.

### FRANKSTON RSL

*Last year Frankston RSL, through their community fund, granted C2A with money to purchase some new gardening equipment for the C2B Seaford team. Here are a few words from RSL Operations Manager Annemaree Kelly.*

*"Frankston RSL has proudly held a partnership with Connecting2Australia now for over 9 years. It was back in 2010 when we engaged, what was then known as Connecting Skills, to maintain and oversee our grounds.*

*Since then we have been proud to showcase the great work they continually do each week. Our partnership has grown over the years with the RSL being able to donate many pieces of equipment including mowers, hedge trimmers, and more.*

*We also extended our partnership some seven years ago by funding and hosting their annual Christmas Lunch each year for their staff and clients.*

*It's just another small way that we try to support organisations such as C2A that do an amazing job supporting and helping people living with disability or disadvantage within our community".*

*C2A is most grateful to Frankston RSL and all our community partners.*

*Pictured (L-R): Annemaree Kelly, Greg, C2A Facilitator Dennis, Brian, C2A Coordinator Michael, Daniel and Phil.*





## BAYSWATER

C2B Bayswater continued to grow whilst maintaining ongoing relationships with our grounds maintenance contracts and car washing contracts with Victoria Police and other groups.

C2B Bayswater gained new contracts with companies and organisations and branched into assembly and packaging work. This has been a fantastic success for all our participants, regardless of their disability, and certainly kept them busy (but with a lot of fun along the way).

C2B Bayswater also created a new business venture this year, "Candles with a Conscience". What was initially presented by work placement student Gabrielle Sharp

(page 20) as an activity for participants to do if/when the weather was unkind, quickly grew into quite the enterprise with over 100 candles being sold in the first month without any advertising. Our supported employees were so excited with the response they branched out to holding a stall at craft markets. With a new website and online shop being developed, their handmade natural soy candles in a range of fragrances will be readily available for purchase.



## SEAFORD

C2B Seaford had a fantastic year of growth in the business, with contracts secured and the on-boarding of many new participants. New contract sites within the Cleanaway group saw participants requesting to work additional days which in turn provided additional opportunities for upskilling and training. In late June, we left Apsley Place, our home for many years, to relocate around the corner and only one street away on Sir Laurence Drive, providing a more modern amenity for all in attendance. Seaford continued to enjoy the wonderful support offered by many supporters, in particular the Frankston RSL, as they enter into their 10th year partnering with C2B Seaford.

## BENDIGO

C2B Bendigo reinvented itself with new staff and exciting projects this year. Screen printing contracts continued to come in thick and fast with a variety of community organisations and businesses requesting printing of bags, kids aprons, t-shirts and tablecloths, to name a few.

Our assembly and packaging contracts grew and kept everyone on their toes. Fantastic new community ventures saw us partnering with Access Training and the VCAL students from Kalianna School to create community programs including Grow Cook Share, and Ground to Plate courses. They created a real sense of community and worked together to emphasise the importance of inclusion and what can be achieved. The more organisations and members of the community come together, the more that can be achieved.

## THOMASTOWN

C2B Thomastown's relationship with Victoria Police continued to expand with new stations coming on board for car washing. Our participants always ensure the cars are sparkling clean and often received high fives from the officers when they had finished. Our supported employees continued to keep the local primary and high schools looking their best by maintaining a number of schools grounds in the area. The school contracts provide a great opportunity for upskilling using of different tools and equipment.



## WONTHAGGI

Wonthaggi is certainly not a quiet little town and our Murray St location bursts at the seams with fantastic opportunities for our supported employees. For those who love the outdoors and nature, C2B Wonthaggi is certainly the place to be as our participants continued to maintain the stunning RACV Resort in Inverloch, while sharing the 'office' with furry wildlife that like to see how hard our staff are working. We continued maintenance of DHS houses in the area and furthered our great relationship with the Bass Coast Shire with a number of different contracts.



C2A staff and supported employees across all of our sites are looking forward to an exciting and busy year ahead.

Sally Thorpe  
C2B State Coordinator

# FINDING THE RIGHT FIT

C2A completed its first year delivering the Disability Employment Service (DES) contract. Disability Employment Services help people with disability find work and keep a job. Through DES, people with disability, injury or health condition may be able to receive assistance to prepare for, find, and keep a job.

In early 2018, C2A was selected as the only DES specialist contract for Intellectual Disability on the Mornington Peninsula.

Even with the vast number of DES providers competing in the same space on the Mornington Peninsula, C2A offered participants a unique opportunity to tap into our years of specialist experience managing people with intellectual disabilities.

Our newly appointed Employment Consultant Amanda Clifford hit the ground running with promoting C2A and the different programs that our potential participants could link into, as well as showcasing the on-the-job training and supports we had on offer.

With C2A operating a number of supported employment sites, our DES participants were able to get real hands-on experience undertaking garden maintenance, recycling, and e-waste under the supervision of a C2A Work Crew Facilitator.

These work opportunities helped participants identify their skills, their interest areas, allowed them to experience what it is like to work in a team environment and working to a schedule.

Brad's story (opposite) is a perfect example of how work experience in an Australian Disability Enterprise (ADE) whilst in DES gave him achievable goals, focused on his strengths and skills, and supported him to pursue a career in gardening.

## CHASING HIS DREAM

*We all love a good news story and Bradley, a new C2A supported employee, is well on the way to writing his very own happy ending.*

*Bradley, who came to C2A in our Disability Employment Service (DES) program from a Centrelink referral and loves to work outdoors, has gained himself supported employment.*

*After meeting with his C2A DES employment consultant, Amanda Clifford, it was suggested to Bradley that he work two days a week at our Connecting2Business site in Seaford with the grounds maintenance crew. Additionally, Amanda is also looking to enrol Brad at Chisholm to do a Certificate III in Horticulture for three days a week. Bradley loves learning new skills, meeting new people at work and being outside and his goals are to be more financially independent and gain new skills and qualifications.*

### So how did we help?

*C2A supported Bradley with the process of applying for NDIS funding, employed him in our Seaford work crew, helped him get the appropriate work clothes and have provided post placement support since he began working.*

*"This is my first real job and I feel so incredibly supported" said Bradley. "Before C2A I didn't know how to make my dream come true but now I feel I have a great chance to create a career I will love".*







Ewaste is fun,  
I like it there  
- RHYS



I like the staff  
and my  
work mates  
- MARK



I like it when I  
have my support  
with Damian and  
we go swimming  
- LUKE



I get to work  
outside and be  
with my friends  
- DANIEL



It gives me  
money to go  
on holidays  
- MARK



I like going  
to work with  
my mates  
- STUART



I always enjoy  
coming in and  
look forward to  
the days I attend  
- JOEL







# Financial Statements

as at June 30, 2019

The achievements of an organisation are the result  
of the combined efforts of each individual

- Vince Lombardi



# FINANCIAL REPORT



C2A achieved a trading surplus of \$74,608 for the 2019 year. The Disability sector has undergone significant changes, and the last 12 months has seen further challenges, with the transitioning to the National Disability Insurance Scheme (NDIS) funding arrangements. In a competitive and changing environment with structural reform for the sector, this is a positive result.

The continued rollout of NDIS has completely changed the funding arrangements for services that have been provided and the margins earned.

C2A remains in a strong financial position with net assets having increased to \$18,050,918 up from \$16,757,068 as at 30th June 2019.

The 2020 financial year will see an investment in new processes and systems to streamline the billing and recording of information in relation to participants, maintain compliance required under the NDIS framework and improve operational efficiencies.

The most significant items in the Statement of Profit and Loss are income received from the funding sources of NDIS, Department of Social Services (DSS) and Department of Health and Human Services (DHHS) and salary costs. The movement in these items is highlighted in the graph included, with a comparison to total expenses over previous years.

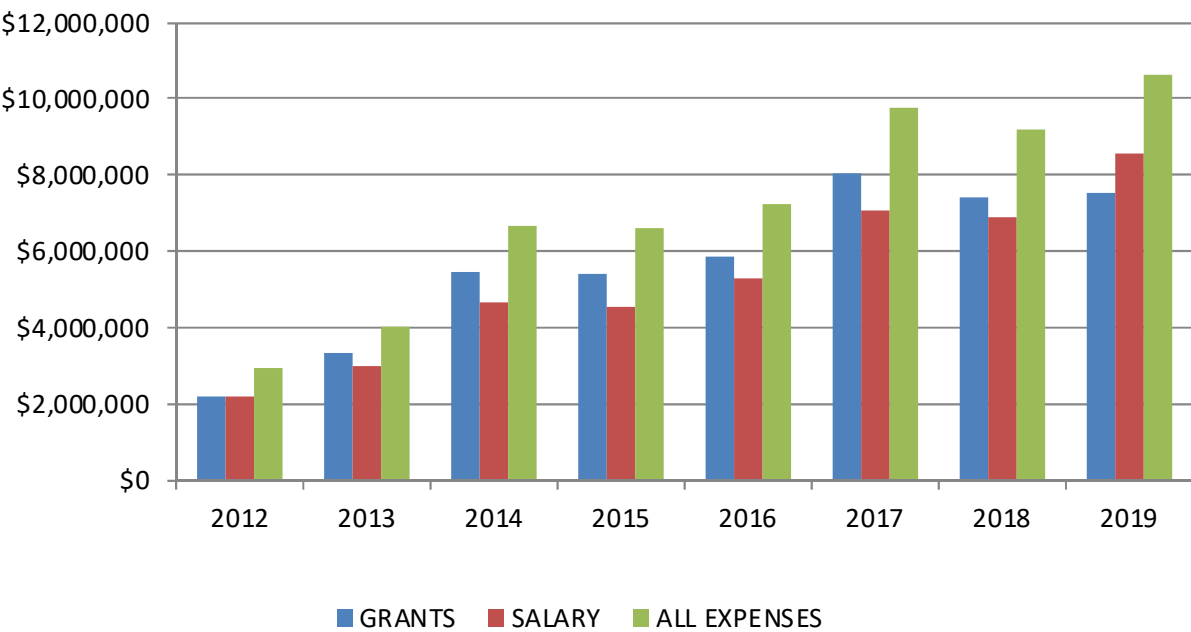
The comparison graph clearly indicates that funding from traditional sources falls short of covering total expenses. This situation is ongoing and is accentuated under the further transition to NDIS funding. The organisation is working to diversify income sources to ensure that it can continue to provide much needed services to an ever increasing, diverse range of customers. The other graphs indicate where our income is currently derived and where it is spent.

The full details of C2A's operating result are set out in the detailed financial report which has been duly audited.

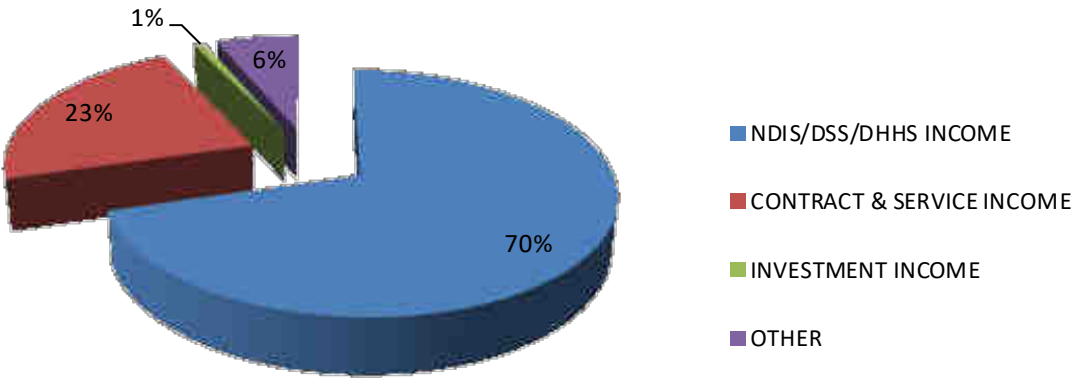
Despite the challenging environment C2A remains in a strong position to meet the needs of our customers in 2020 and beyond.

Mary Anne Morison  
**Finance Manager**

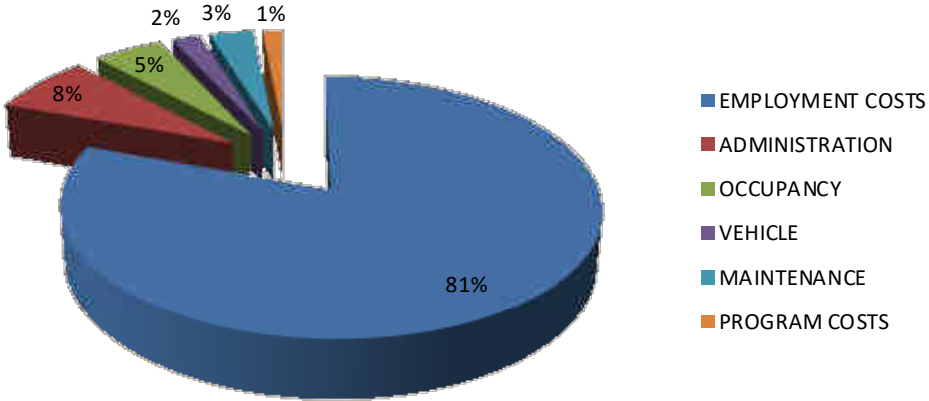
COMPARISON NDIS/DSS/DHHS INCOME,  
SALARY AND TOTAL EXPENSES



SOURCES OF INCOME



EXPENDITURES





# EXTRACTS FROM FINANCIAL STATEMENTS



Shepard Webster & O'Neill Audit Pty Ltd  
Certified Practising Accountant, Authorised Audit Company  
ABN: 89 154 680 190

## Auditor's Independence Declaration

To Connecting2Australia Limited,

In accordance with the requirements of section 60-40 of the *Australian Charities and Not for Profits Commission Act 2012*, as lead auditor for the audit of Connecting2Australia Limited for the year ended 30 June 2019, we declare that, to the best of our knowledge and belief, there have been:

- i) No contraventions of the independence requirements of the *Australian Charities and Not for Profits Commission Act 2012* in relation to the audit, and;
- ii) No contraventions of any applicable code of professional conduct in relation to the audit.

Dated at Frankston on the 10<sup>th</sup> of October 2019

SHEPARD WEBSTER & O'NEILL AUDIT PTY LTD  
Certified Practising Accountant  
Authorised Audit Company No 415478  
31 Beach Street Frankston 3199, PO Box 309 Frankston Victoria 3199  
Telephone (03) 9781 2633 – Fax (03) 9781 3073  
Email – [szepfalusy@shepard.com.au](mailto:szepfalusy@shepard.com.au)

DAVID A SZEPPFALUSY  
DIRECTOR

# EXTRACTS FROM FINANCIAL STATEMENTS

## Directors' Report 30 June 2019

### Directors' Benefits

Since the end of the previous financial year no Director of the Company has received or become entitled to receive a benefit, other than:

- (a) a benefit included in the aggregate amount of emoluments received or due and receivable by Directors shown in the financial statements, or
- (b) the fixed salary of a full-time employee of the Company or of a related body corporate,

by reason of a contract made by the Company or a related body corporate with the Director or with a firm of which he is a member, or with a Company in which he has a substantial financial interest.

### Directors' & Auditor's Indemnification

The Company has not, during or since the end of the financial year, in respect of any person who is or has been an officer or auditor of the Company or a related body corporate, indemnified or made any relevant agreement for indemnifying against a liability incurred as an officer, including costs and expenses in successfully defending legal proceedings.

All Directors of the Company are covered by a Directors and Officers liability insurance policy covering claims in respect of breach of duty, breach of trust, neglect, error, misstatement, misleading statement, omission, breach of warranty or authority, or other act wrongfully committed.

### Auditor's Declaration

A copy of the auditor's independence declaration as required by Section 307C of the Corporations Act 2001 is set out on the next page.

### On behalf of the Board

A Anderson – Director

G Frankland – Director

Signed at Frankston on this 10<sup>th</sup> day of October 2019

# EXTRACTS FROM FINANCIAL STATEMENTS

Statement of Financial Position as at 30 June 2019

## Statement of Financial Position As at 30 June 2019

	Note	2019 \$	2018 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	4,596,252	4,555,691
Trade & Other Receivables	3	767,358	575,245
Financial assets	4	10,977	10,730
Other current assets	5	433,752	50,237
Assets Held for Sale	9	-	850,000
<b>TOTAL CURRENT ASSETS</b>		<b>5,808,339</b>	<b>6,041,903</b>
<b>NON CURRENT ASSETS</b>			
Fixed Assets	6	13,928,517	12,709,817
<b>TOTAL NON CURRENT ASSETS</b>		<b>13,928,517</b>	<b>12,709,817</b>
<b>TOTAL ASSETS</b>		<b>19,736,856</b>	<b>18,751,720</b>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payable	7	628,165	1,004,983
Provision for Employee Entitlements	8	950,105	904,585
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,578,270</b>	<b>1,909,568</b>
<b>NON-CURRENT LIABILITIES</b>			
Provision for Employee Entitlements	8	107,668	85,084
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>107,668</b>	<b>85,084</b>
<b>TOTAL LIABILITIES</b>		<b>1,685,938</b>	<b>1,994,652</b>
<b>NET ASSETS</b>		<b>18,050,918</b>	<b>16,757,068</b>
<b>EQUITY</b>			
Reserves		1,341,980	122,738
Retained Surplus		16,708,938	16,634,330
<b>TOTAL EQUITY</b>		<b>18,050,918</b>	<b>16,757,068</b>

# EXTRACTS FROM FINANCIAL STATEMENTS

Statement of Profit and Loss and other comprehensive income for the year ended June 30 2019

## Statement of Profit or Loss and Other Comprehensive Income For the year ended 30 June 2019

	Note	2019 \$	2018 \$
<b>Continuing Operations</b>			
Grants Revenue		7,542,365	7,394,156
Contract and Client Income		2,402,999	2,318,637
Donations Received		7,544	6,785
Interest Received		89,991	62,730
Profit on disposal of assets		92,398	3,818
Other Revenue		579,986	329,772
<b>Total Income from continuing operations</b>		<b>10,715,283</b>	<b>10,115,898</b>
Employee benefits expense		(8,572,939)	(6,927,226)
Administrative Expenses		(330,803)	(372,025)
Depreciation, amortisation and impairments		(421,639)	(424,462)
Bad and Doubtful Debts		(20,244)	(12,651)
Occupancy expenses		(538,938)	(772,148)
Equipment and Maintenance		(343,384)	(304,303)
Program, Materials & Catering Expenses		(160,366)	(71,924)
Vehicle expenses		(224,387)	(281,766)
Loss on disposal of assets		(926)	(1,660)
Other expenses		(27,049)	(21,555)
<b>Total Expenses from continuing operations</b>		<b>(10,640,675)</b>	<b>(9,189,720)</b>
<b>Surplus from operations</b>		<b>74,608</b>	<b>926,178</b>
Acquisitions and Mergers	18	-	-
<b>Surplus before income tax from Continuing Operations</b>		<b>74,608</b>	<b>926,178</b>
Income tax expense		-	-
<b>Surplus after income tax from Continuing Operations</b>	1(k)	<b>74,608</b>	<b>926,178</b>
<b>Other Comprehensive Income:</b>			
Items that may be reclassified subsequently to profit or loss:			
- Movement in the Asset Revaluation reserve		1,219,242	-
Items that will not be reclassified subsequently to profit or loss:		-	-
<b>Total Comprehensive Income attributable to members of the entity</b>		<b>1,293,850</b>	<b>926,178</b>



# BOARD OF GOVERNANCE

## ALEX ANDERSON OAM JP : FICDA - Chairman (Director since 2009)

A regular Army Officer in the British Army from 1960-1969, Alex brings a wide range of skill sets to his position as Chair including organisational skills, business development, strategic planning, industrial relations, Health/Safety/Environment, Marketing and Business Leadership. Alex managed Drake International Operations in Australia, New Zealand and South Africa from 1970-1979 and is the Director/Owner of AJS Consulting since 1985. He has also been a Board Member for Rotary International, Legacy, Order of Saint John of Jerusalem Knights Hospitaller.

## GORDON FRANKLAND - Vice Chairman (Director since 2012)

With an intensive background in building and construction, Gordon was a member of the Housing Industry Association from 1980 until 2014 and Regional Executive Victoria Committee Member from 1980 to 2002 as well as Technical Committee Member from 1980 to 2014. He has also spent many years giving back to his community. He was a member of the Frankston Jaycees from 1972 – 1988 before joining Frankston Central Rotary Club in 1990 until 2006. He joined the C2A Board in 2011.

## GREG WATERLAND – Treasurer (Director since 2000)

Greg is a long-standing member of local accounting firm Flinders Partners with previous time spent with a second tier firm in Melbourne. Greg is a registered company and Self Managed Superfund auditor and recognised leading consultant in the field of superannuation. Leisure time is spent with family and taking long walks with the four footed family members.

## CHRIS ANGERER (Director since 2002)

Chris is an Orthopaedic Footwear Practitioner who started his own practice in 1989 in Frankston and also consults in NSW and the NT. His business is a registered provider for the NDIS. Chris is a Member of the International Society for Prosthetics and Orthotics, Sports Medicine Australia and Orthotech Australia. He was instrumental in establishing competency standards for his profession and served on the Board of his association. Chris has been a member of Rotary since 1993, serving in a wide variety of positions and joined Woorinyan (now C2A) in 2001.

## TIM CROWE (Director since 2012)

Tim Crowe joined Ranfurly Asset Management, the private investment arm of the Dennis Family, in November 2018 and has more than 40 years experience in construction and property development in the commercial, residential and retail sectors. Prior to his commencement, Tim was with Vicinity Centres as a senior development executive where he successfully completed development projects at Arndale, Cranbourne and Mandurah Forum shopping centres. At Ranfurly, Tim will be focused on, Joint Venture opportunities, future mixed use development opportunities and expansion of the existing shopping centre portfolio.

## MARK DI GENOVA (Director since 2018)

With a Bachelor of Business Accounting & Computing at Monash University, Marc has been in public practice since 1999. As a member of Chartered Accountants of Australia and New Zealand, he prides himself on his proactive approach and the long term business relationships he builds with his clients.

## CAROLYN PARKER (Director since 2017)

Carolyn is an independent company director. She was previously Managing Director of the privately owned property investment entity Kador Group for 25 years. Carolyn has an Honorary Doctorate in Business from RMIT University as well as a Bachelor of Business from RMIT. She is a member of the Australian Institute of Company Directors, a member of CPA Australia and a Fellow of the Financial Securities Institute of Australia and has held a number of Board or Committee positions with a range of organisations.

## Retirements

C2A wishes to acknowledge and thank retiring Board Director Teresa Sealey for the expertise, professionalism, enthusiasm, commitment, passion, time and support she has given the organisation since joining the Board in 2010.

We are extremely grateful for the gift of your time and wish you every success in your future endeavours.

*Don't judge each day  
by the harvest that you reap  
but by the seeds that you plant*

– Robert Louis Stevenson



***Leadership is not a position or a title, it is action and example.***



# ACKNOWLEDGEMENTS

## Life Governors / Hon. Life Members

Mrs B Bevan  
Mr G Delany  
Mrs E Hamilton  
Mrs C Nash

Mr M Ongarello  
Mr B Petrie  
Mrs A Phyland

## Donors/Supporters

C2A gratefully acknowledges the contribution of the following organisations, community groups and individuals. Together we are making a difference.

- Bendigo Bank (Collection tin)
- Centenary Park Golf Club
- Frankston RSL (equipment funding)
- Freeda Davidson (Bequest)
- Ritchies IGA Community Benefits
- E & A Quintana (Performance Group)



# EDUCATION/TRAINING AND COMMUNITY PARTNERSHIPS

C2A is most appreciative of the support shown by the following individuals and organisations.

## EDUCATION AND TRAINING

Access Skills Australia  
Chisholm Institute  
Employeease  
Job Training Institute  
Monash Rural Health  
Skills Plus - Brace

## COMMUNITY

Alex Regos Catering  
Andrina Private Nursing Home, Carrum Downs  
Bass Coast Health  
Bass Coast Shire Council  
Belvedere Bowls Club, Seaford  
Bob Boutique, Bendigo  
Briars Eco House (Mornington Peninsula Shire)  
Bunarong Aquarium  
Bunnings, Carrum Downs  
Bunnings, Epsom  
Bunnings, Frankston  
Bunnings, Keysborough  
Bunnings, Mornington  
Callucci Menswear, Frankston  
Chelsea Men's Shed  
Claudia's Café, Morwell  
CMEFit Gym, Traralgon  
Country Fire Authority, Bass Coast Shire stations  
Country Women's Association, Traralgon  
Department Health and Human Services  
Frankston Bowl Zone  
Frankston City Council  
Frankston North Lawn Bowls  
Frankston RSL Sub Branch  
Frankston Youth Centre  
Gormandale Community Centre  
Gormandale Primary School  
Grow, Share, Cook  
HeadSpace  
Healthwise Traralgon  
Hopeworks Op Shop, Seaford  
Jukebox Express  
Kalianna School, Bendigo (Robert Brown)  
Karinga Nursery

Latrobe City Council  
Latrobe City Council Library  
Latrobe Community Health Service  
Latrobe Leisure Centre  
Martial Arts and Taekwondo by Steve  
Meals on Wheels, Frankston  
Mornington Civic Centre  
Mornington Peninsula Libraries, Hastings  
Morwell Neighbourhood House  
Music with Eddy  
National Association of Charitable Recycling Organisations  
Padua College, Mornington Campus  
Peninsula Aquatic and Recreation Centre (PARC)  
Riding for the Disabled Association (RDA) Victoria  
Rosedale Cricket Club  
Rosedale Neighbourhood House  
Sages Cottage, Baxter  
Sailability Victoria, Hastings Yacht Club  
Sailability Victoria, Mornington Yacht Club  
Salvation Army Op Shop, Frankston  
Seaford Bowls Club  
Silver Tongue, Bendigo  
Somerville Hotel, Morning Melodies  
St Vincent de Paul Society, Wonthaggi  
Table Tennis Association (Nancy Pattison)  
That's The Thing About Fishing  
The Funky Farm  
Traralgon Neighbourhood House  
Traralgon RSL Sub Branch  
Victoria Police  
VRI Traralgon  
Warragul Leisure Centre  
Wholefoods Melbourne, Frankston  
Wonthaggi Automotive (Jesse Bolding)  
Wonthaggi Bowls Club  
Wonthaggi Workmen's Club  
(Andrew Hooten-Shandley)  
WYNCITY, Morwell  
Xplode Fitness, Frankston  
YMCA Pool and Gym

*Our strength will grow through community.*





# Connecting2Australia

Community + Business + Work + Training + Accommodation  
A registered NDIS service provider

**362-364 Nepean Highway, Frankston VIC 3199**  
**PO Box 773, Frankston VIC 3199**

**1300 111 212**  
**info@c2a.org.au**  
**www.connecting2australia.org.au**

**ABN: 67 877 349 510**

## **CONNECTING2COMMUNITY**

32 Cranbourne Road **FRANKSTON**  
311 Racecourse Road **MORNINGTON**  
23 Dunbar Road **TRARALGON**  
64-80 Murray Street **WONTHAGGI**

## **CONNECTING2WORK**

363-364 Nepean Highway **FRANKSTON**

## **CONNECTING2BUSINESS**

26 Corporate Boulevard **BAYSWATER**  
33 Gittens Drive **STRATHDALE (BENDIGO)**  
121 Victoria Street **EAGLEHAWK (BENDIGO)**  
Factory 2/12A Hynes Court **MILDURA**  
Unit 1/29 Sir Laurence Drive **SEAFORD**  
49 Latitude Boulevard **THOMASTOWN**  
64-80 Murray Street **WONTHAGGI**

## **OPPORTUNITY SHOPS**

16B Ranelagh Drive **MT ELIZA**  
15 Seymour Street **TRARALGON**