



Community Connections Australia

Annual Report
2020-2021

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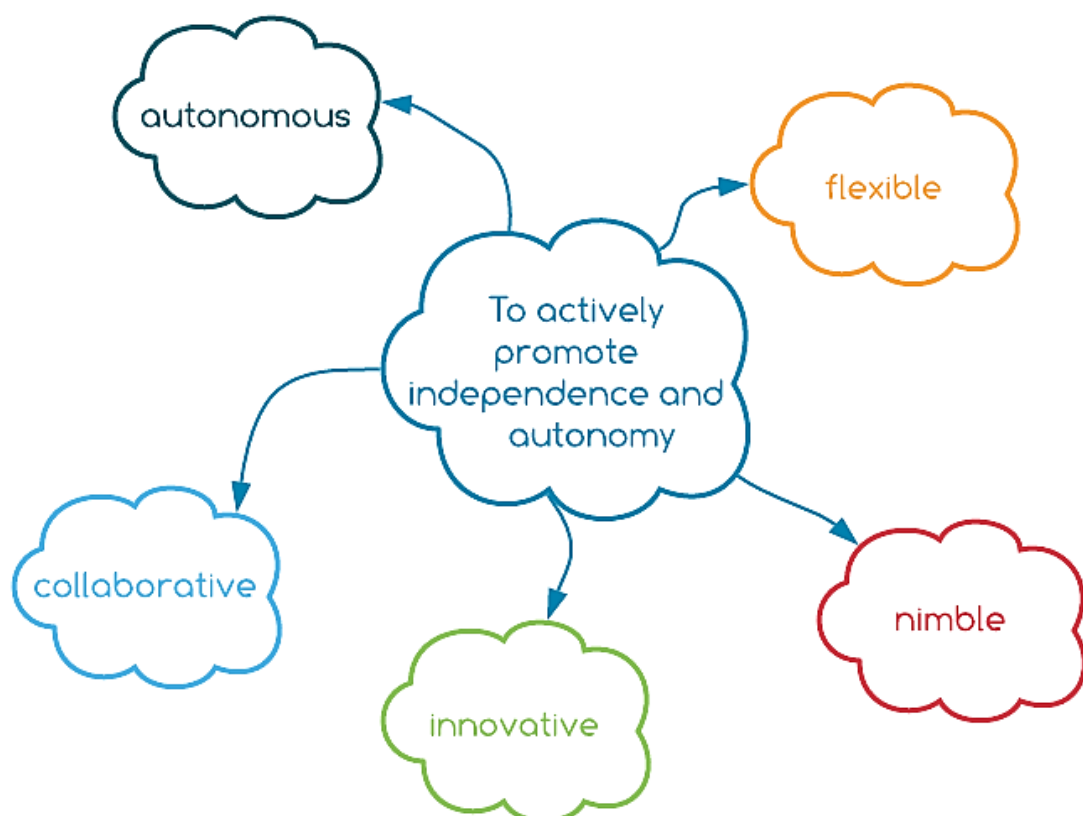
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Building Choices and Options for people who live with disabilities and their families

OUR VISION

CCA is recognised as a leading, knowledgeable, innovative and technologically savvy organisation of truly customised services that offer people solutions and real choices to live their life their way.

OUR PURPOSE AND VALUES

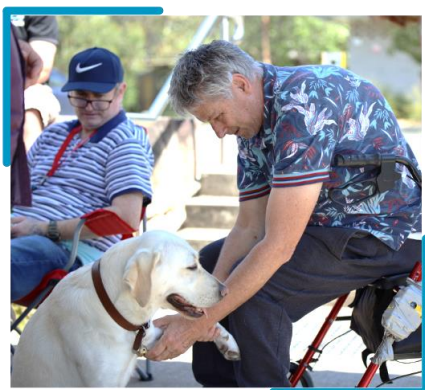


our organisation

A life in the community, coupled with the active involvement that such a concept implies, continues to be the driver of our service delivery.

Community Connections Australia (CCA) is a not-for-profit and charitable company. We came into existence in 1987 as Residential Care Inc. funded as a pilot program to move people out of institutions and congregate care into community based housing. Our focus was based on finding and adapting support for people's independence in ways that most appropriately met their needs and aspirations. Our name was changed in 2001 to Community Connections Australia and our legal status to that of a Company Limited by Guarantee - with a license to omit Ltd from our name so as to better reflect our service delivery models and our beliefs that continue to shape and define our ongoing service delivery.

Over the past 35 years we have maintained our belief that 'People who live with all types and degrees of disabilities *can and should* be a part of their chosen communities and lifestyles'.



Our premise is that the more people are visible and active within their community, they become known for who they are and become a part of the everyday life of our society - as Bill or Jane - instead of being labeled and perceived as 'different' and apart. Our service delivery models are designed to be targeted to individual wants and needs so that people can be as independent as they wish to be. We focus on how we can support people according to *their* individual wants and needs, with the staff or assistance that they want and require - be that targeted and specialised supports or generic community options.

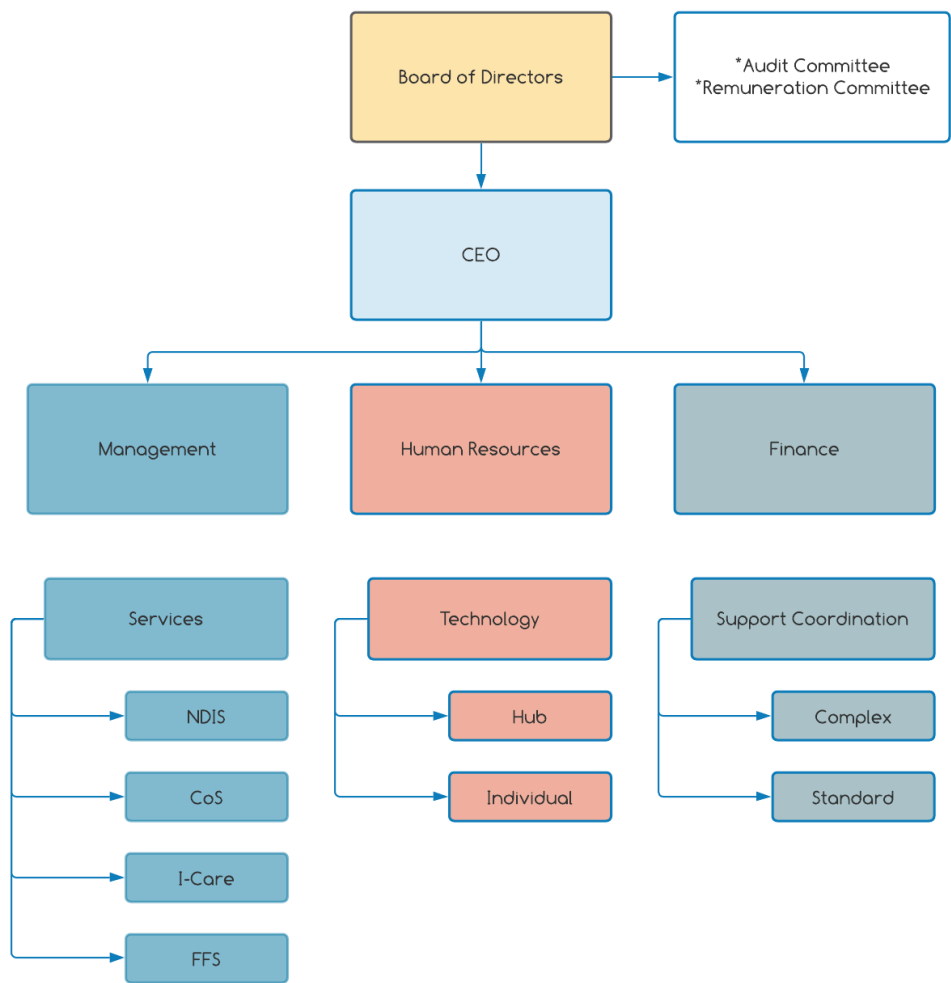
A life in the community is an important goal for the people who seek our service delivery options and therefore one of the most important drivers for CCA - where the notion of disability becomes an ordinary part of 'community' rather than a formal and separating factor.

We believe that people have the right, regardless of the type or degree of their disability, to receive those service delivery options that provide them with the means to experience a full and inclusive life in the home and in the community of their choice and their service delivery arrangements.

When people are deeply embedded in their chosen activities within the community, they have a voice (even without expressive speech) that changes other people’s perceptions of their identity, value and worth as a person. We continue to provide and encourage the social and technological supports needed by people and to find other technology that will widen their community presence. Our ever developing Technology Hubs have become pathways to friendships and additional safety and security options.

Our role is to empower each person to find their voice and to understand and help them to achieve their goals and dreams.

CCA ORGANISATIONAL CHART



the people we support

*Understanding that the needs of each person differ
we provide customised service solutions
and choices to enable people to live life their way.*



Community Connections Australia (CCA) provides individualised support services, tailored to a person's needs and choices across the Sydney Metropolitan area. Services are funded in different ways - NDIS packages, I-Care or other insurance schemes or on a fee for service basis.

We work with each person to build their own service approach and enable them to have a customised and unique outcome rather than a 'one size fits all' model of support. We support people of all ages who live with all types and degrees of disability including:

- Developmental disabilities including intellectual disability and cerebral palsy;
- Autism spectrum;
- Sensory disabilities including visual and hearing impairments;
- Physical disabilities such as Multiple Sclerosis (MS), Motor Neurone Disease (MND), Strokes, Arthritis, Muscular Dystrophy;
- Accident related disabilities – Spinal Cord injuries; Acquired/Traumatic Brain injuries; Physical injuries e.g. Amputees;
- Dual Diagnoses – people with both a disability and mental health problems;
- Alzheimer's Disease and/or Early Onset Dementia;

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- Complex Care- people who have both a disability and multiple complex health issues e.g. Diabetes, Epilepsy;
 - Age related health problems.

Our range of services vary from full time to drop-in support, as much as twenty four hours a day to as little as one hour a week. These supports are provided to people who:

- Share their home with one or two others;
- Live by themselves;
- Share with their partners in their own home;
- Live with their families;
- Who are in crisis and need urgent support;
- In need of live-in support on a short term basis.

Our supports include:

- Technology Hubs;
- Technology Skills Day;
- Social Club;
- Living Skills Day;
- NDIS funded Support Coordination;
- NDIS funded Specialist Support Coordination;
- NDIS funded Supported Independent Living (SIL);
- Skills training in daily life activities;
- Community participation and integration;
- Companionship and checking on well-being;
- Providing assistance for everyday tasks- cooking, cleaning, personal care;
- Attending medical, dental and other health appointments;
- Help in organising clinical assessments;
- Housekeeping services - menu and meal preparation, shopping;
- Individualised Technology supports - in-home options, monitoring services, mobile phone devices/ services, apps and services, safety and security advice etc.

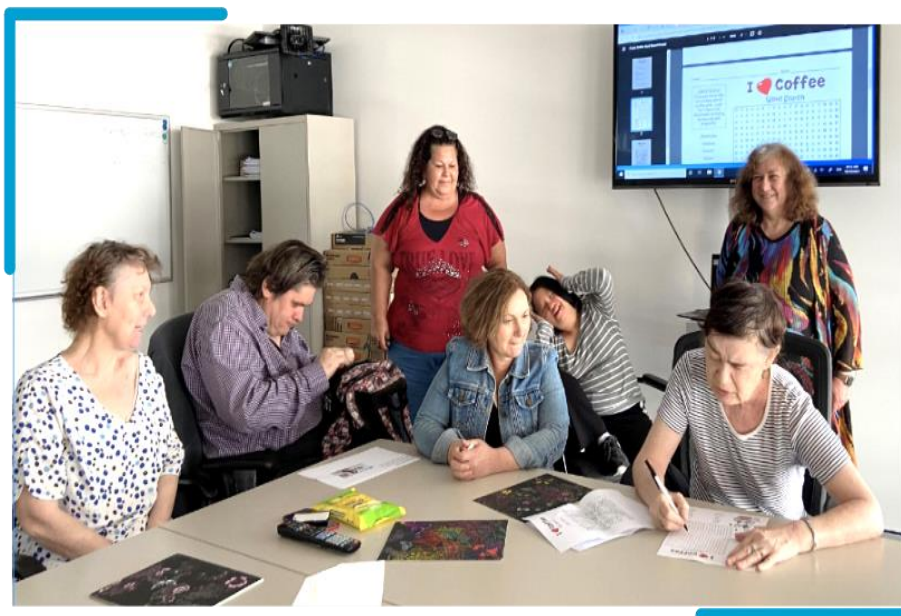


the chairman's and ceo's report

It is our pleasure to present the 2021 Annual Report. On behalf of CCA we thank our membership and stakeholders, who have supported our organisation. We thank the Members who are elected to the Board of Directors and who have generously given their time and expertise.

We are pleased to be able to report to you on the progress CCA has made during the past 12 months. Our organisation has achieved excellent outcomes in a challenging and complex environment and has continued to embrace change to ensure the people receiving support and their families remain at the forefront of service delivery.

We have achieved sound financial results, more people have chosen CCA for their support, and we remain recognised as a leader in providing a range of supports to people with a diversity of care needs. Consequently, CCA is now a medium sized organisation and we have refined the operational framework required to underpin the increasing number of people while continuously improving our high standards of service delivery. This was in spite of a pandemic, increasing regulation, additional compliance and funding requirements, and a frequently changing operational environment.



The lockdown reinforced our belief that every single person should be a part of, and engaged in, their own community. We continue to reframe and reshape our service delivery models, and technology is a leading tool to ensure people remain connected and engaged in social activities. Community took on a new meaning as people were 'locked down'. Our Technology Hubs grew in size and frequency and 'on-line' community offerings replaced traditional community groups. We have developed a pathway where technology will be the everyday norm, for the people we support, their families and for all staff members.

Over the past year we have focused on using technology to improve our service by creating efficiencies in many of our everyday practices. An extensive review of our operational processes has been undertaken to digitise as many aspects of our daily work practices as possible. The objective is to transform all of our paper based forms - for compliance, risk management and individual support requirements - to an electronic form to free up the time that staff spend on documentation and administration and enable more time to focus on people and look at innovative ways to improve services.

We reluctantly accepted the resignation of Mr Mike Gregg as Chairman, and are particularly grateful he has remained a Director of CCA. His stewardship and unfailing personal support over the past five years saw him lead and guide CCA through the rollout of NDIA and the growth of the organisation into a sustainable and thriving business. We have always been very fortunate in being able to attract Directors who bring skills that enhance the governance and leadership of CCA.

Our experiences, our mission, purpose and values continue to reinforce the importance of the individualised nature of our service delivery. Our ultimate focus continues to be that every person is known as an individual in their own right and is not defined by their disability. Our strength remains in partnering with the people we support, to learn from them about their needs, work with them to find solutions and encourage collaboration with other like-minded people across all areas of our service delivery.

We acknowledge the hard work of our fellow Directors and all staff who have demonstrated both resilience and flexibility over the last year. Most importantly, we thank the people we support, as it is their voice that continues to shape and define our organisation.

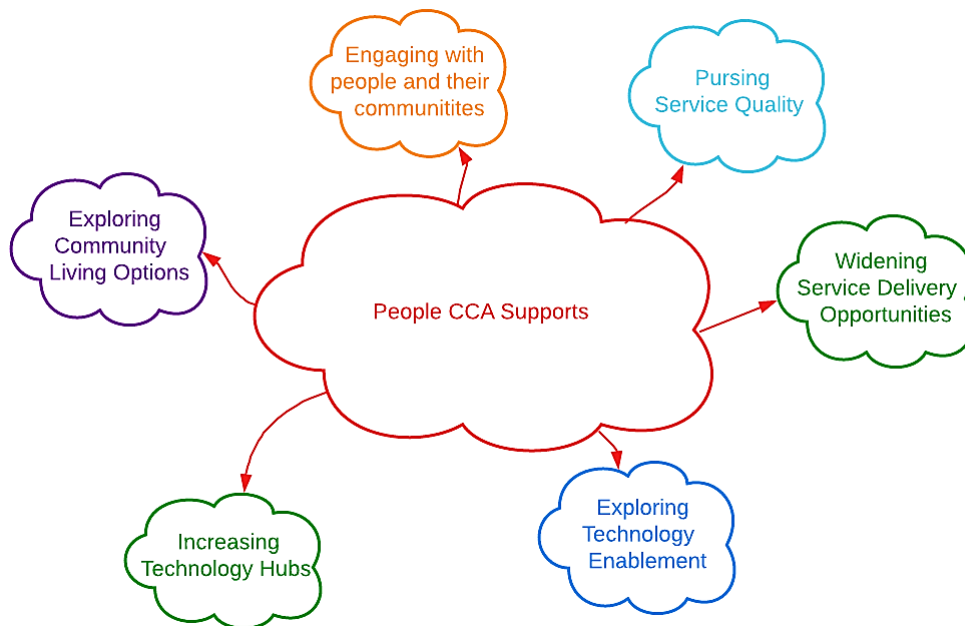


Dr Phillip Morath
Chairman



Melissa Way
CEO

SERVICE DELIVERY STRATEGY 2021-22



Our current and ongoing service delivery is to ensure that over time, people can and will take control of their own lives and determine what they need and want from service providers in all aspects of their life. This requires us to be flexible, skilled and above all prepared to assist people to find 'a life that they want in their community'. Community will always come from sources unconnected to formal service delivery - from family, friends - new and old, neighbours, advocates, ordinary citizens, volunteers from all types of activities. These form the key for the future inclusion of so many disparate groupings of people who are currently excluded from 'community' and all it offers.



Our belief remains that people thrive in their own communities and that technology remains the vehicle to unlock this potential.

abn:	15 061 460 133
registered office:	Level 3 90-92 Phillip Street Parramatta NSW 2150
telephone:	1300 36 46 88
website:	www.ccoz.org.au
postal address:	PO Box 253 Parramatta NSW 2124
auditors:	Bentleys Sydney Audit Pty Ltd Level 14, 60 Margaret Street Sydney NSW 2000
legal advisors:	Williamson Barwick Suite 2, Level 10, AWA Building 47 York Street Sydney NSW 2000
insurance brokers:	AON Insurance Brokers Level 2, 175 Eagle Street Brisbane QLD 4000

registered office:
Level 3
90-92 Phillip Street
Parramatta NSW 2150

abn:
15 061 460 133