



# Community Connections Australia

Annual Report  
2022-2023

---

*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

*To actively promote independence and autonomy for every single person who receives our services so that they make their own choices and decisions to lead their life the way they wish.*

## our organisation

---

Community Connections Australia (CCA) is a not-for-profit company and a charitable entity. CCA provides a range of individualised support services to people living with all types and degrees of disability so that they can live their life independently in their chosen community.

*Our mission, vision, purpose, and values guide  
CCA to support every person to achieve  
their own dreams.*



## Our Journey

We came into existence in 1987 as Residential Care Inc., initially funded as a pilot program aimed at moving people out of institutional and congregate care settings into their own homes within the community. In 2001 we changed our name to Community Connections Australia and adopted the legal status of a Company Limited by Guarantee - with the licence to omit 'Ltd' from our name. This change allowed us to better reflect our ongoing commitment to our core philosophy and beliefs.

Throughout our existence CCA has changed and evolved, but our fundamental mission, vision, purpose, and values have remained unwavering. These principles continue to guide us as we provide services that are designed to empower people to achieve their dreams and aspirations, regardless of their ability or their circumstances.

## Our Core Philosophy and Beliefs

Since the beginning, our foundational philosophy has always emphasised that people thrive in their own homes and in their chosen community. We have always championed the rights of every person receiving services from CCA to:

- live their own life in the way that they want;
- actively participate as equals in their chosen community;
- achieve their personal goals and dreams.

We believe in the inherent right for every person to have individual autonomy, community inclusion and the ability to make personal decisions so that they lead the lives they desire.



---

## Our Premise

Our fundamental premise is that people living with disabilities should not merely be present but should be visible and active members of their chosen communities. They should be recognised and respected for who they are as individuals - as Bill or Jane - and not defined by their disability or be labelled and perceived as 'different'. They should be a part of everyday life - as neighbours, friends, sporting mates or work colleagues.

*We are committed to ensuring every person is in control of their life and their own decisions.*



## Our Values

The relationships we build with each person, their families and their support networks are the cornerstone of how our supports are provided. Our values guide and shape how we deliver our services and supports:

### Autonomous

We focus on each person's dreams and goals, ensuring their voice determines their choices and decisions in all areas of their life.

### Collaborative

We work together as a team with the people we support, their families and other support networks.

### Flexible and Nimble

We are adaptable and ready to respond to changes in people's lives, providing a range of supports when and where they are wanted and needed.

### Innovative

We embrace creativity and imagination, constantly seeking new ideas to achieve the best possible outcomes with the people we support.

## Empowering People

CCA has an unwavering commitment to empowering people living with disabilities to take control of their own lives, make their own decisions, and be as autonomous and independent as any other community member. Every person we support is treated as an equal, and respected as an individual in their own right.

## our services

---

At CCA we firmly believe in the 'build your own service' approach where people actively participate in the design of their support services, creating a tailored service rather than assuming 'one size fits all'. This person-centred and empowering model recognises the uniqueness of every person.

*Every person is unique -  
with their own needs, preferences,  
dreams, and aspirations.*



Services are funded in different ways - NDIS packages, Disability Support for Older Australians packages, ICARE, and other insurance schemes. Additionally, we offer services on a fee-for-service basis, recognising that flexibility is key to meeting the diverse needs of the people we support.

Our hours of service vary from full-time to drop-in support, as much as twenty-four hours a day to as little as two-hours a week, depending on each person's circumstances. Services are provided twenty-four hours a day, seven-days a week - including public holidays.

They are provided across the Sydney metropolitan area and extending into Greater Sydney surrounds. Locations of support are determined by where the supports are needed - in a person's home, at their workplace, university, local sporting venue, school - so that people can live ordinary lives. Our services are provided to people who are:

- sharing their home with others who live with a disability (Supported Independent Living);
- living by themselves, their partner or family in their own home;
- living in a household receiving services from other disability or mainstream services.

In addition, CCA offers alternatives to employment and community participation programs, either at our Parramatta Hub or with a person in their home/community setting. These are typically offered during normal business hours.

## the people we support

---

We support people of all ages who live with all types and degrees of disability including:

- Developmental disabilities - Intellectual Disability, Down Syndrome, Fragile X Syndrome;
- Neurodevelopmental disabilities - Autism Spectrum Disorder, Learning Difficulties;
- Sensory disabilities - Vision and Hearing Impairments, Deafblindness;
- Physical disabilities - Cerebral Palsy, Multiple Sclerosis (MS), Motor Neurone Disease (MND), Strokes, Arthritis, Muscular Dystrophy;
- Accident related disabilities - Spinal Cord Injuries (SCI), Acquired/Traumatic Brain injuries; Physical injuries e.g. Amputees;
- Dual Diagnoses - people with both a disability and Mental Health Conditions;
- Alzheimer's Disease and/or Early Onset Dementia;
- Chronic Health Conditions - generally related to an above-mentioned disability including Diabetes, Epilepsy, Chronic Pain Conditions, Age-Related Health Problems.

Our supports include:

- Community Activities - Individual Community & Social Support, CCA Social Club, Holiday Programs, Short Stay Vacations;
- NDIS-funded Support Coordination and Specialist Support Coordination;
- NDIS funded Supported Independent Living (SIL);
- NDIS funded Allied Health - psychologists;
- In-home supports - cooking, cleaning, shopping, personal care, attending health & medical appointments, other everyday tasks;
- Skills training in all daily life activities;
- Technology Hubs, Technology Skills Days, Living Skills Days;
- Work Readiness - through PrintAble and Individual WorkReady Days.





## the chair and ceo report

---

It is our pleasure to present the 2023 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 continued to grow, both in the number of people (and families) who wish to access our services and in the breadth of support we offer. We have strengthened our human resources, focusing on both our management team and frontline workers. Our leadership remains committed to ensuring we have skilled staff to provide the highest quality services to the people we support.

Our organisation remains committed to continually enhancing the quality of our services and staying in touch with the evolving needs of the people we support. We recognise that the world is ever-changing and the aspirations and dreams of the people we support are dynamic. This has led to a year where our approach to services has focused on being agile, adaptable, and innovative.

Our partnerships with other organisations and community resources enhanced our ability to deliver truly individualised and customised services, with key highlights as follows:

- commencing operations for our PrintAble Hub with seed funding from Parramatta Council - with people learning business skills and printing a range of items (cups, tote bags, key rings etc.);
- receiving additional support from ICARE as we collaborated on the best strategies to work successfully with people who have had life-changing injuries as a result of motor vehicle accidents;
- achieved major renovations for one of our high-support households after years of negotiation with relevant NSW Government authorities;
- working with a number of allied health professionals to ensure people were able to remain in their own homes after major life changes.

We have continued to foster collaboration and partnership opportunities with the people we support through a range of activities that had not been available over the previous few years due to COVID-19. These initiatives included:

- our inaugural whole of organisation CCA Christmas parties;
- the Nepean Holiday;
- CCA's Christmas Holiday Program.

We wish to thank Joe & Regina, our local café owners, Queenscliff Surf Club for the use of their premises, and our most reliable and dedicated taxi Driver 'Eisa', who after many years of commitment to the people we support retired and moved to Melbourne.



---

Our Advisory Committee and Focus Group have also returned to 'in-person' meetings, and like elsewhere in the community, have adopted a hybrid approach. This allows for flexibility, with some people attending in-person and others taking advantage of technology to join remotely.

Our Services team has worked closely with our Information Technology Department as we continue to use automation and technology to drive efficiencies in everyday business operations. This improved service delivery outcomes and everyday operations with 'live online reporting' in households for people with complex care needs. We have also strengthened our senior team with 2 new senior positions in Human Resources and Finance, which enhanced our leadership structure and has positioned us for continued growth and success.

Above all, we have ensured that we have continued to listen to the individual and collective voices of the people we support. Last year our focus was on reconnecting people with their existing communities. This year, community engagement has seen people we support explore new places, foster new friendships, and gain new skills. Some of the highlights include:

- starting Kindergarten at a local public school;
- attending University of Sydney workshops;
- performing with the local choir at a regional event;
- travelling to new places - the CCA Nepean Holiday, a family having Christmas at the Central Coast, and some overseas holiday destinations.

We express our sincere appreciation to our entire team, including our fellow Directors and dedicated staff. Their unwavering commitment and hard work have been instrumental in our ability to support people to be independent and autonomous and to be recognised as individuals.

Most importantly, we thank the people we support as their voices remain the driving force that shapes and defines CCA.



Dr. Phillip Morath  
Chair



Melissa Way  
CEO





## our strategic goals in 2023-24

---

The year ahead promises to deliver more changes, with the findings of both the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the Independent Review into the National Disability Insurance Scheme. CCA will monitor these developments, adapt our services to align with emerging recommendations, and above all advocate for the best interests of the people we support.

### Our Goals and Actions for the Year Ahead

- Deliver high-quality and individualised services to every person we support through:
  - actively engaging with every person we support;
  - enhancing our partnerships with like-minded organisations;
  - using technology to simplify services.
- Continuing to be innovative and flexible in service delivery building on our strengths as an organisation by:
  - increasing the diversity and skills of our Board;
  - embedding our positive culture and values into everyday operations.
- Building our staff's skills and capabilities and ensuring our sustainability by:
  - strengthening financial management;
  - improving the efficiency and effectiveness of our operations.



## community connections australia

---

abn:	15 061 460 133
registered office:	Level 1 90-92 Phillip Street Parramatta NSW 2150
telephone:	1300 36 46 88
website:	<a href="http://www.ccoz.org.au">www.ccoz.org.au</a>
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 Risk Services Australia Ltd Level 33, 201 Kent Street Sydney NSW 2000

registered office:  
Level 1  
90-92 Phillip Street  
Parramatta NSW 2150

abn:  
15 061 460 133