



**Football Fever**

Our clients again enjoyed another Football fan themed evening at the Life Without Barriers Disco held at Mingara!

Everyone really looks forward to the Disco and great preparation goes into the planning of the outfits for each theme. The Discos are held monthly and are a great social event with everyone catching



**Pool Work Out**

James is swimming at Toukley pool as part of his exercise program and has been loving this time spent with Michelle, his support worker, working out.

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## Message from the Board of Management

It is with great pleasure that I advise Peter McCloskey has joined the CCLO Board of Management to fill a recent vacancy. Peter comes to us with broad experience across a number of sectors, the most recent of which was his position as CEO of Delphis, an organization specializing in aged care and disability. Peter has a background in accounting and other corporate management roles and this experience will be invaluable to the Board.

Excitement is building with the imminent start to construction of our Stage 1 Supported Accommodation house at Minnamurra Road Gorokan. Everything is now ready to go and we are just waiting on official documentation from Bendigo Bank on funding for this project.

Our properties at Canton Beach Road Toukley are now fully occupied and we are obtaining quotes for the construction of a granny flat at the rear of No.9 Canton Beach Road. This will be built to platinum standard and should take around three months for completion.

CCLO is now in the unprecedented position of having a waiting list for accommodation. It seems that as soon as we acquire properties or build, we are able to find suitable occupants. On the downside, it means that there is a large number of people with disability still trying to find accommodation. To this end, we are negotiating with local affordable housing providers to see if we can lease more suitable properties to go some way towards filling this need. We are in the very early stages of looking at property in the Hunter Region, so if successful, expansion may occur in that area also.

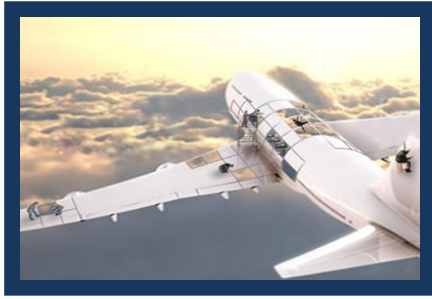
CCLO continues to be very strong financially and this bodes well for our future sustainability. It is true to say though that we must continue to grow as it is clear that the larger financially secure organizations will be the ones to survive the uncertainties of the NDIS climate.

We recently held a very successful Strategic Planning Meeting which was attended by Board, Management Staff and senior team leaders. This was an opportunity to look at where we need to position ourselves over the next three or so years, given the huge growth in our business. At that meeting, once again, we had Keiran Turner from Bendigo Bank as a guest speaker. We enjoy a very strong business relationship with Bendigo Bank and they have been very supportive of all our expansion ventures. Jackie Finlay from the Civil Division of Legal Aid NSW also attended as a guest speaker and she was able to give us insights into the NDIS appeals process.

The Board and the Management Team all look forward to the coming year, and if the past year was anything to go by, it will be exciting and challenging.

**Judy Andrews**  
Chairperson

## From the CEO's Desk



### NDIS – The Challenge

The NDIS rolled out on the Central Coast in July 2016 and we (CCLO) were fortunate to have had some experience with the "Scheme" for some time previous. We believed we had a good grasp on this new way of operating.

While this was so, we have been delivered a whole new set of challenges and every day is a learning experience.

As a colleague of mine stated "the NDIS is a plane being built in flight". We have the goal posts being moved on a weekly basis. Rules and required interactions with NDIS are changing continually.

The NDIS portal works then doesn't work and at times client information on the portal is incorrect. It is to be hoped that someone does know how the "plane" will look when it's completed.

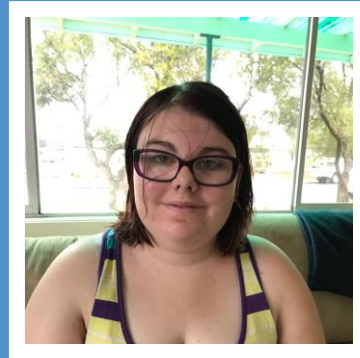
One thing that CCLO prides itself on is our Caring Culture. Even in the midst of the problematical NDIS system what we hold most dear to us is our "Culture". The development and sustenance of an organisation's culture does not happen accidentally or naturally. It is built upon the right people with the right attitude. It needs to be nourished and developed on an ongoing basis. It is the stabiliser when the airways become turbulent. We at CCLO value our culture above all else and this drives us to deliver the best possible care to all our NDIS participants whilst contending with the NDIS teething problems.

The NDIS is a completely new way of doing things and we look forward to having a "wonderful streamlined plane" on the tarmac when it is completed, to the great benefit of all, especially our wonderful NDIS participants.

**Kevin Johnston**  
CEO

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**We Welcome Maddie to  
9 Canton Beach Rd**

We are very excited with the renovations of 9 Canton Beach Road now completed and we welcome our new client Maddie to her new home .

Maddie has settled into her new surroundings and loves riding on the bike track around Canton Beach.

### Welcome and Congratulations!

CCLO would like to welcome Lorraine as the new Team Leader for Lily Lane  
And  
Congratulations to Julieanne for her appointment as Team Leader at Canton Beach Road.

### Happy Birthday!

#### March

Chelsea 10/3, David P 14/3, Gemma 14/3, James 18/3, David Mc 22/3, Cheryl 24/3, Lorraine 25/3, Ian 29/3

#### April

Jaid 1/4, Nathan Mac 5/4, Gaye 7/4, Jonathon 16/4, Jacque 17/4, Narrelle Mc 20/4, Kevin 25/4

#### May

Tracey 5/5, Peter 11/5

### DID YOU KNOW?

The NDIS commenced running in 4 selected trial sites around the country in July 2013.  
Nearly 4 Years Ago!

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