

## Minnamurra is Finally Open!

Staff and clients are very excited about the long awaited opening of our Stage 1 Minnamurra Rd Gorokan home!

Minnamurra has been a hive of activity with the Clients moving in and staff setting the home up.



Aiden one our residents at Minnamurra welcoming Team Leader Mark to the home.

### Did you know???

For any donation to a charity to be tax deductible, the charity must be endorsed as being a Deductible Gift Recipient (DGR) and the donation must be a genuine gift. Not all charities have "DGR" status.

## Message from the Board of Management

Another wonderful year for CCLO has come to an end. Financially, we finished the year in a good place, with sufficient surplus to help us finance our plans for more disability accommodation. Stage I of Minnamurra Road Gorokan is now completed and occupied. It is a beautiful home and I am sure all our residents there are happy with their new home. Stage II of Gorokan should commence early in the new year. Further good news in the accommodation space is that we are about to sign a head lease on a new property at Budgewoi. This will mean more desperately needed accommodation for people with a disability on the Central Coast.

Our Annual General Meeting was held on 14th November and the Annual Report is available on our website "www.cclo.com.au". We have two vacancies on the Board of Management, however, we are actively recruiting to fill those positions as we go into the new year.

The very popular CCLO Christmas party was again held in December but this year the venue was Toukley RSL. This was a larger venue and proved to be a good decision. The many people who attended enjoyed the music, dancing, a beautiful lunch and of course Santa's visit. On behalf of the Board of Management, I congratulate all those involved in making this event such a success.

I am looking forward to another exciting year ahead, 2019 will be all about expansion of our accommodation facilities and consolidating the exceptional service we already provide in the disability sector.

On behalf of the Board of Management, I wish all our residents, families, carers, staff and management a wonderful Christmas and a happy and healthy New Year. My special thanks to my fellow Directors for another fantastic year. Our Board of Management is totally committed to the future of CCLO and they do a great job each and every year.

Merry Christmas to all and may Santa be good to you.

**Judy Andrews**  
Chairperson  
Board of Management

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**Merry Christmas**

## From the CEO's Desk

It is now over 2 years since the NDIS commenced to roll out in NSW and that has brought with it 2 years of unrelenting change at all levels for participants, parents, service providers and their staff. NDIS policy has been constantly evolving and Service Providers are being forced to adapt to these changes at a speed and frequency that many are unaccustomed to and in fact, nobody would have imagined.

It is probably fair and reasonable to believe that we are all becoming fatigued and weary of the perennial changing of the NDIS goal posts. These changes have seen many organisations forced to merge or fall by the wayside.

Following on from a Strategic Planning Meeting held with CCLO Board, Senior Management and staff two years ago, our strategy was set in place to build on our organisations strength, being provision of accommodation with attendant care but additionally, broadening our associated services.

At that meeting we coined the word "nimble" to indicate our willingness to accept change, work with it and seek to provide service shortcomings that existed in the disability market place.

As pointed out in our Chairperson's Report we finished the 2017-2018 year in a very positive surplus position. It is imperative that we generate a surplus in order to keep expanding our services to disabled Central Coast residents.

During the 2017-2018 financial year our total revenue grew by nearly 67% and our operating surplus was almost 2 times higher than last financial year.

More importantly though, we were able to extend our quality care and services to over 160 clients during the calendar year.

Other achievements during the calendar year were:

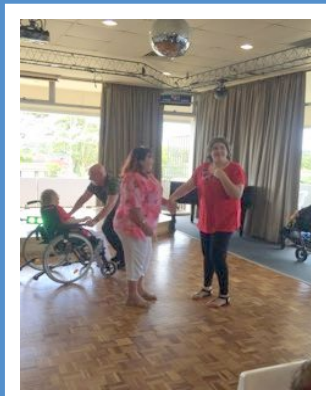
- We introduced an automated payroll system that integrates with our CRM system.
- Our CRM continues to be expanded to take on further administrative tasks automatically.
- We have expanded our client motor vehicle transport fleet to 13 vehicles with 4 of them having wheelchair capacity.
- Our staff numbers have grown to over 150 in order to facilitate our greater client numbers.
- The Supported Accommodation House we purchased at 12 Victoria Ave, Toukley has been upgraded and improved.
- We completed construction of our 5 bedroom home at 80 Minnamurra Road, Gorokan and it is now tenanted. An official opening ceremony will be held in the new year.
- In the following year we will be further developing our plans for the re-development of our 2 properties at No. 7 and No.9 Canton Beach Road, Toukley, as well as develop other initiatives to provide more housing.

All the above accomplishments contribute to the further provision of critically needed disability services for Central Coast residents.



## CCLO Christmas Party

Another year nearly over and CCLO celebrated with staff, clients and families our annual Christmas Party at Toukley RSL. Everyone had a lovely lunch and danced to all the favourites played by Moby Disc. The photo booth was very busy again this year with everyone dressing up for their pictures.



Once again, I express my sincere thanks to all our wonderful and dedicated support staff, for without them, the quality that is one of our core values would not be delivered.

I extend my thanks also to our supportive Board, dedicated Management staff, wonderful clients and their families and supporters.

As Christmas rapidly approaches (it seems to come around faster each year), I would take the opportunity to wish everyone a very Merry Christmas and a Happy New Year.

**Kevin Johnston**  
Chief Executive Officer

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