

ANNUAL REPORT 2019 | 20





COVER: Sarah, on her verandah

CONTENTS

Message from our Chair and Chief Executive Officer	2
About OC Connections	6
Who we support and how we support them	8
Year in review	12
COVID-19: impacts and opportunities	14
Strategic Plan 2019–2022	16
Our Strategic Plan on a page	17
Working with impact	18
Spotlight on Community Achiever Awards winners: Mark and Chris	22
Exploring new interests and having a say	24
Supporting families	25
Living and support services	26
Spotlight on Robert	27
Spotlight on Julie	28
Spotlight on Sarah	29
Spotlight on Alison	30
Giving thanks to our volunteers	31
Staff member in profile: Tori Williams	33
People, learning and culture	34
Treasurer's report and financials	36
Our Executive Management Team	37
Our Board Directors	38
Supporting OC Connections	40
Corporate volunteer in profile	42
How you can help	43
Contact	44

MESSAGE FROM OUR CHAIR AND CHIEF EXECUTIVE OFFICER

WELCOME TO THE OC CONNECTIONS ANNUAL REPORT 2019/20.

It's been an active 12 months for our organisation and, during this time, we've remained steadfast in our commitment to furthering our support for and engagement with participants, their families and the wider community.

The theme for this year's Annual Report is Impact, and as we reflect on the 2019/2020 year, we're proud of the many positive impacts we've had on the lives of people living with disability.

Over the past 12 months we've made great progress in extending our delivery of key support services, and we've been thrilled to be part of many important developments and triumphs in the lives of our diverse participant community.

PANDEMIC CHALLENGES AND OPPORTUNITIES

As an organisation, the local and global effects of the COVID-19 pandemic have provided us with plenty of challenges and opportunities, and we have risen to these challenges magnificently.

Our people-first approach to health and safety has driven significant changes to the way we operate – bringing about a range of wonderful new initiatives around home-based participant support and remote staffing that we wouldn't have thought was possible a year ago. We have included a special COVID-19 response section in this Annual Report that speaks directly to the many changes and processes we have implemented.

We would like to acknowledge every member of our community who has helped in some way to make this period of uncertainty and rapid change a success.



TOM BAXTER | CHAIR



THERESE DESMOND | CEO

COMMUNITY IMPACT

The Participant Reference Group

A particular highlight of the past year was the implementation of the OCC Participant Reference Group, which we established in November 2019.

Chaired by independent facilitator Tricia Malowney OAM, the Participant Reference Group enables real and meaningful dialogue between participants and the Board. The initiative provides an important opportunity for participants to have a say in the direction of our organisation and its services, and we see it as being central to ensuring participants' voices are heard. We thank Tricia for her considerable contribution to the reference group, and we also acknowledge the hard work of Board representative Sara Brentnall.

A new car wash

During 2019/2020, we established a new car wash service in the City of Casey. This is a strategic location for us to expand into and we are pleased with our entry into this geographic hub. The car wash service has been temporarily paused because of COVID-19, but we will be up and running again as soon as it's safe.

Awards

In December 2019, we were thrilled to be one of 10 organisations involved in the Parliament of Victoria Community Achiever Awards. Two supported employees received awards, which were presented at Parliament House. Participants, families and senior politicians attended the wonderful awards ceremony, and the day was a credit to all involved.

STRATEGIC PLAN PROGRESSION

Between July 2019 and March 2020, we progressed several significant Strategic Plan initiatives.

We're supporting more young people

As part of the new plan we are now supporting a younger age group through our new Towards Employment Program, and we will keep focusing our attention here into the future.

We're investing in staff training and wellbeing

The 2019/2020 year saw us roll out a wellbeing program for our staff that included selecting a new Employee Assistance Program provider.

We also implemented a new Leadership Development Program that has enabled us to develop the skills of eight managers and 18 supervisors/team leaders on important topics such as:

- Managing Change
- Performance Management
- Recruitment
- Selection and Retention
- Leading for Success
- Influencing Skills.

Finally, we developed a New Manager Workshop to support staff who become managers or supervisors for the first time.

Our 2019 AGM

Our 2019 Annual General Meeting (AGM), held at The Metropolitan Golf Club, was a great success. It was delightful to see so many people attend. As the new financial year began, we worked hard to further develop our programs and supports, and continue our outreach into the community. Increasing choice and control for participants has remained central to this initiative and we commend everyone who has helped this progress.

AUDIT SUCCESS

Over the past year we have successfully completed our registration audit. The audit assesses us on our adherence to the National Standards for Disability Services (NSDS), which is a set of six, nationally consistent quality standards for the disability services sector across Australia.

A successful external audit results in accreditation and is regarded as one of the key benchmarks in measuring an organisation's excellence. Our success with this audit is a result of our thorough adherence to the OC Connections' Quality Framework. Well done to everyone involved!

“Weathering the impact of COVID-19 has been a collective effort, and I thank our Chair, Mr Tom Baxter, and the Board and the Executive for their resolute commitment to supporting staff, participants and their families during this time.” Therese Desmond, CEO

FINANCIAL IMPACT

Fortunately, careful financial management and good decision-making before COVID-19 hit Australia put us ahead of budget this year.

Because of the support of the Australian Government’s JobKeeper Payment scheme and grant program, and financial support offered by the National Insurance Disability Scheme (NDIS), we have kept the majority of our staff in meaningful employment.

Our strong financial viability has also made it possible for us to look at further growth opportunities, which may include a merger and acquisition, or purchasing an allied health provider in the near future.

ORGANISATIONAL CHANGES

Our Deputy Chair Emma Liepa resigned in October 2019. We thank Emma for her significant contributions and wish her well in her new endeavours.

We have welcomed Sara Brentnall who has joined us as the new Deputy Chair, and Kylie Payne as a new Board Director.

A SAFETY-FIRST APPROACH

Overall, we’re thrilled to see the ingenuity and adaptability that has gone into our response to COVID-19.

The rapid deployment and take-up of teleconferencing platforms like Skype, Teams and Zoom have enabled many of our staff to comply with Victorian Government lockdowns while still working to progress the wellbeing of participants. Introducing these technologies into the home lives of participants has also been a huge success, with many participants enjoying video calls with their families and loved ones.

Weathering the impact of COVID-19 has been a collective effort, and we thank the Board for their ongoing support and commitment. Their safety-first approach has been greatly appreciated by our community, and we are pleased to report that no redundancies have occurred as a result of the pandemic. Some staff have been temporarily redeployed to other parts of the organisation, and we are now planning for their return to regular duties in what will likely be a new (post-pandemic) era for our organisation.



“I want to thank our CEO, Therese Desmond, and the Management Team for their unwavering support and leadership through these unprecedented times. Much has been achieved and we look forward to the coming year.” Tom Baxter, Chair

LOOKING FORWARD

For the Board and the Executive Team, our critical areas of focus are supporting participants and keeping our employees safe.

We have worked diligently to put appropriate protocols in place so that staff, families and participants feel safe and supported and we've taken every step necessary to keep things as normal as possible. We'd also like to acknowledge our local Member for Oakleigh, Mr Steve Dimopoulos MP, for his ongoing support.

Issues of physical distancing and putting in place controls around how people interact with each other will be an ongoing reality for most Australian workplaces into the foreseeable future.

Our challenges in the coming years will be how to restore our services and plan our pathway towards a 'new normal' operating environment.

There may well be things that are affected in an ongoing capacity, which will challenge us to think about how we can do things differently. On a bright note, we see these challenges as opportunities for innovation, and we're confident we will rise to each occasion and be the very best we can be.



TOM BAXTER
Chair



THERESE DESMOND
CEO



Luke with Brianna (wearing PPE)

ABOUT OC CONNECTIONS

OC Connections Limited is one of Victoria's most trusted disability support services. As a not-for-profit organisation, we provide life-changing services and opportunities for more than 450 adults in the areas of Day Support, Community Living, Supported Employment and Support Coordination.

Our range of specialised and innovative support services are designed to enable people of all abilities to contribute to society, and to live happy and successful lives on their own terms.

We understand that each participant is an individual and, accordingly, we work hard to tailor our support services to meet each person's specific needs and aspirations.

We are especially proud of our commitment to making a positive impact, which guides us in supporting individuals to achieve their greatest level of independence and inclusion in the community. As an organisation, we advocate for a world where people with disability are valued for who they are and supported to do the things they want to do.

OUR VISION

To enable people to live a life they choose within a society that values individuals for who they are, respects their rights and encourages participation in everyday life.

OUR PROMISE

To aspire to create purposeful outcomes for participants, every time.

OUR VALUES

Our work is guided every day by our values: Choice, Opportunity, Respect and Equality.

Choice

We believe that every person living with disability should be able to choose how they live. Our experience tells us that people feel valued when given the chance to make choices and decisions about what matters most in their lives.

Opportunity

We tailor our inclusive services to each person, to suit their individual needs. We create and provide opportunities for people to develop and grow, pursue goals and live as independently as possible – at home and in the community.

Respect

We respect each person's right to make choices and to be heard. We empower people to live full lives and develop a sense of belonging, which encourages them to be active participants within the community.

Equality

We advocate strongly for the disadvantaged, acknowledge a person's right to live with dignity and equality, and celebrate the joy of diversity.

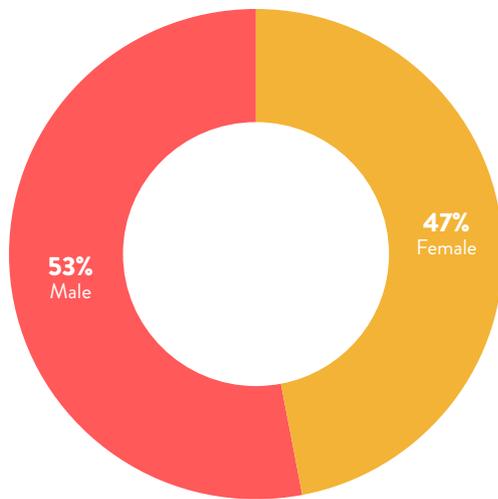


Mandy using her iPad

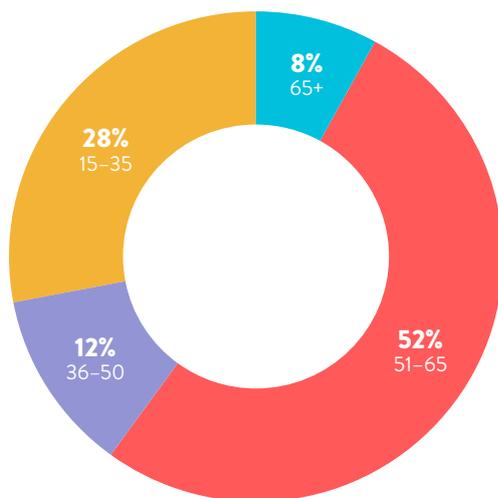
WHO WE SUPPORT AND HOW WE SUPPORT THEM

Throughout 2019/2020, OC Connections supported over 450 adults living with disability. Helping individuals to achieve their personal goals, dreams and aspirations is an important part of this support.

COMMUNITY LIVING



COMMUNITY LIVING: GENDER



COMMUNITY LIVING: AGE

79

TOTAL PARTICIPANTS



HOURS

OF SUPPORT OFFERED



124,349 hrs

COMMUNITY HOMES



10,343 hrs

SHORT-TERM ACCOMMODATION



29,407 hrs

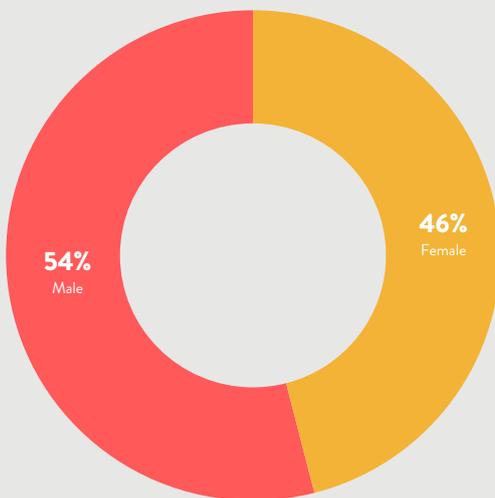
IN HOME 1:1



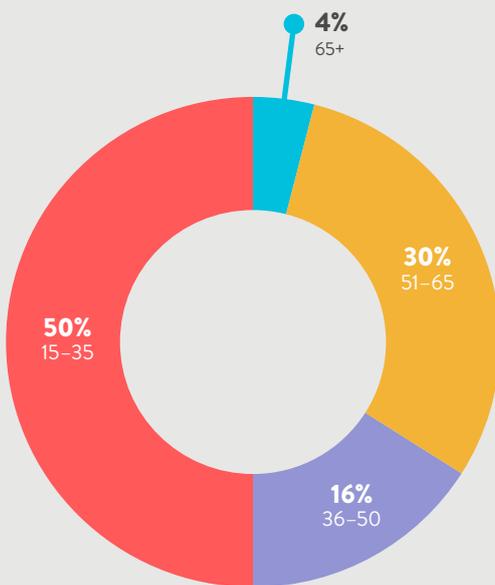
699 hrs

IN-HOME RESPITE

DAY SUPPORT



DAY SUPPORT: GENDER



DAY SUPPORT: AGE

10 NEW PARTICIPANTS THIS YEAR

8 FULL TIME | **2** PART TIME

197

TOTAL PARTICIPANTS

Our Day Support Programs aim to build the skills, independence and confidence of participants. To achieve this, participants select programs within their areas of interest.



Art, music & culture

Culture Club, Creative Art, Art for Artist, Music Therapy, Rock 'n' Roll



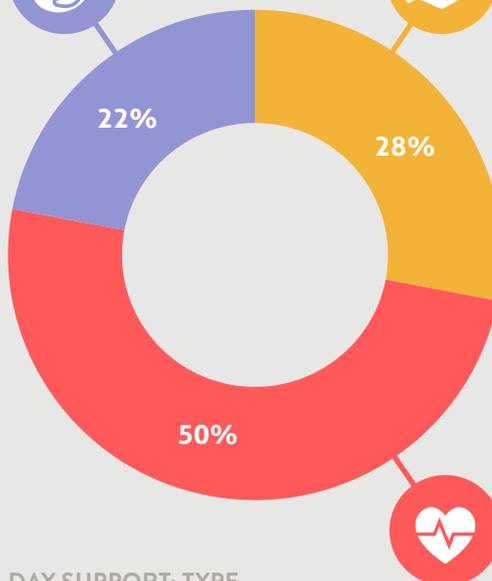
Learning, skills & experience

Travel Training, Literacy and Numeracy, Work Readiness, Car Washing, OCC Cafe, Life Skills, Newspaper Delivery, Farmhands, Access Melbourne



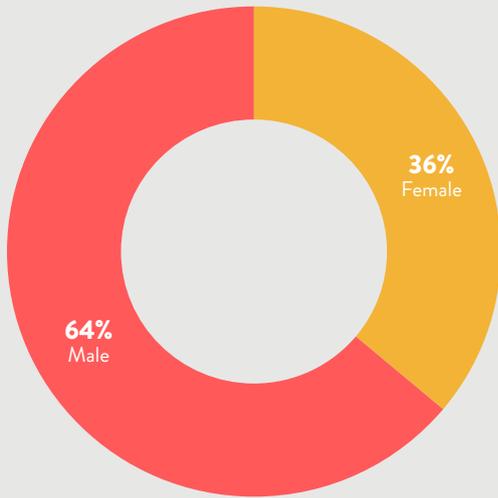
Fitness, wellbeing & fun

Swimming, Out and About, bike riding, yoga, Zumba, gym and tai chi.



DAY SUPPORT: TYPE

SUPPORTED EMPLOYMENT: OC CONNECTIONS ENTERPRISES



SUPPORTED EMPLOYMENT: GENDER

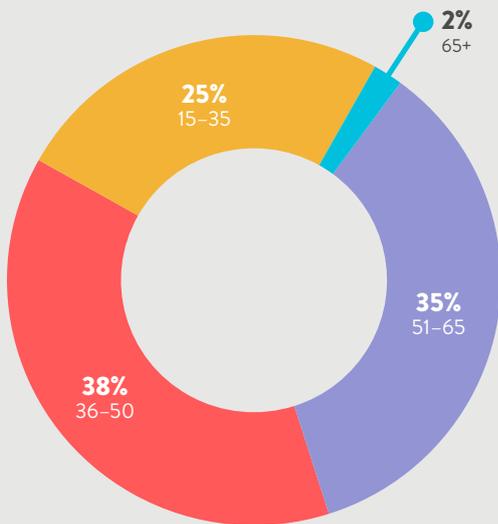
125

TOTAL SUPPORTED EMPLOYEES

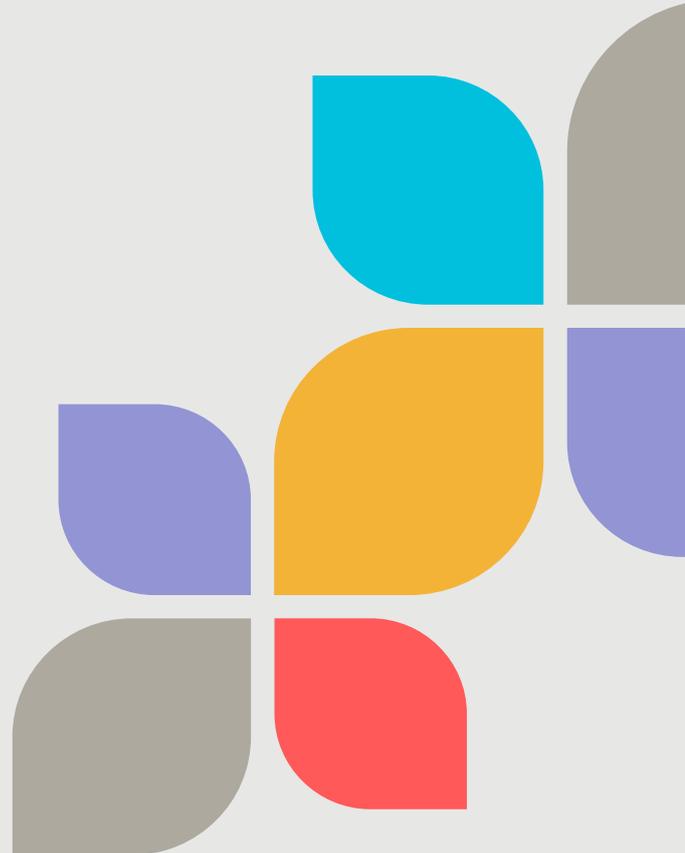
6 GRADUATES

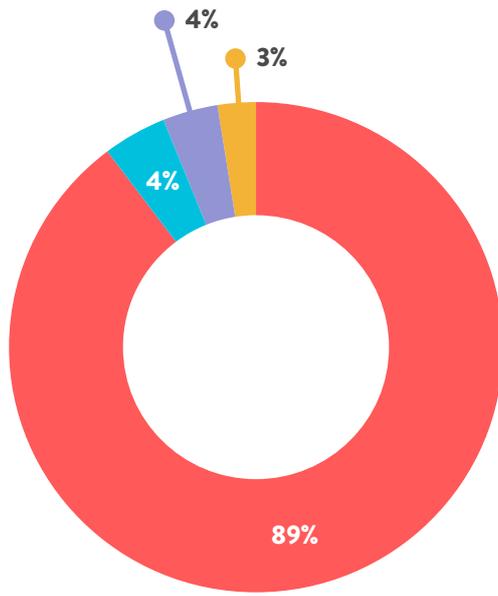
(TRANSITION TO EMPLOYMENT - CERTIFICATE 1)

THIS YEAR



SUPPORTED EMPLOYMENT: AGE





SUPPORTED EMPLOYMENT: HOURS



Car Wash



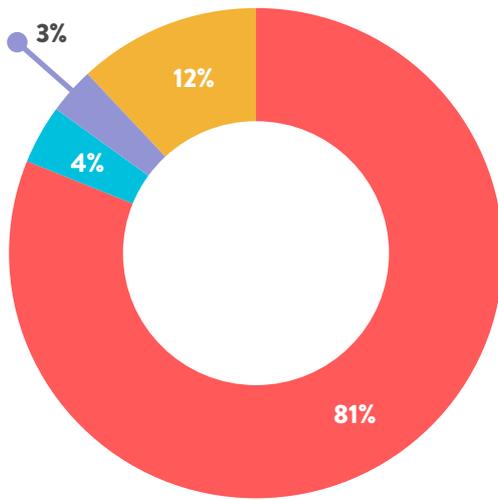
Dept. of Defence
Administration Assistance
Program



Administration



Packaging



SUPPORTED EMPLOYMENT: PARTICIPANTS

YEAR IN REVIEW

At OC Connections, we're proud of our values-based culture, which guides our approach to developing each individual. Over the past year, we have worked diligently to ensure we are:

- being responsive to participants
- being responsive to the market
- positioning ourselves as the market leader in the sector
- actively improving our commercial effectiveness and long-term sustainability
- being responsive to and proactive in managing the impact of COVID-19
- continuing to innovate.

We're proud of our many achievements throughout 2019/2020. The following statistics summarise our successes.

COMMUNITY LIVING



DAY SUPPORT





SUPPORTED EMPLOYMENT & EDUCATION



125

TOTAL SUPPORTED EMPLOYEES



118,003 hrs

SUPPORTED EMPLOYMENT



6 GRADUATES

CERTIFICATE I



VOLUNTEERS



60 hrs

OCCE



1,538 hrs

DAY SUPPORT



1,080 hrs

COMMUNITY LIVING



1,808 hrs

FUNDRAISING



Sandra – Supported Employee OCCE

COVID-19: IMPACTS AND OPPORTUNITIES

Though the impacts of the COVID-19 crisis have been alarming, we are glad to report we have been on the front foot in our approach to managing challenges presented by the pandemic.

HOW WE ARE RESPONDING

Stocking up on PPE and sanitiser

We recognised the significance of the global health issue early and took swift measures to support our staff, participants and their families well before Victoria was in crisis.

As well as making sure all appropriate protocols were in place around pandemic planning and communication, we were proactive in securing personal protective equipment (PPE) and hand sanitiser. Paying attention to what was happening overseas and attending to these issues early meant we were able to secure adequate supplies in the first few months of 2020, before supply became an issue.

As an organisation, we made the decision to lock down our community residential homes early. We started with and have continued to operate under the principle of people first, and we are proud of this decision. We've also remained determined to provide as much of our service as we can for as long as we can.

Keeping our staff employed

Keeping our staff employed became a priority throughout most of 2020. The Board upheld their decision to avoid redundancies and keep people employed for as long as possible. To date, all staff continue to be employed – and while some have chosen to take leave, most have been redeployed to different areas of the organisation, like community living and our enterprise division.

Many families have been happy for assisted living residents to have additional support in their homes during this time. Plus, we continue to pay OC Connections Enterprises' supported employees during the lockdown even though our employment sites have been operating at reduced capacity.

Being flexible in our approach to keeping services flowing

As we moved into Stage 3 restrictions, we had to modify the usual operation of our Day Support Program; however, we've continued to run an at-risk program that also includes provisions for participants whose relatives and carers are frontline workers. This means we have extended support to those most in need. The program began with 13 participants and continues to increase as families and carers look for additional support during months of shutdowns in Victoria.

Working from home is the new normal, thanks to IT

The decision to base our staff remotely has meant putting in place work-from-home arrangements for them as much as possible. This has involved ensuring that everyone has either a computer or electronic tablet, and access to teleconferencing technologies.

We've also been having fun, learning and responding to opportunities that present. For example, we've been actively involved in a joint project that is dedicated to making 3D headbands for PPE face shields, and we're pleased to be involved in this initiative.

We've implemented Skype and Zoom calls to families, and many participants and families are enjoying this. Home-based discos on Thursday nights have become a regular feature in some houses, and for now these are replacing the regular discos that we all miss.

Home-based learning, like using the internet to shop for groceries, has allowed for new skills acquisition. We're also looking at implementing other remote learning initiatives, such as cooking and art, and broader skill development programs that participants can do from home as long as a supervising adult is present.

Our Towards Employment Program has kicked off again with the use of online technologies – and this is working well. Our weekly newsletter to staff and families is keeping people engaged and informed, and we call families and supported employees every week to make sure they are connected.

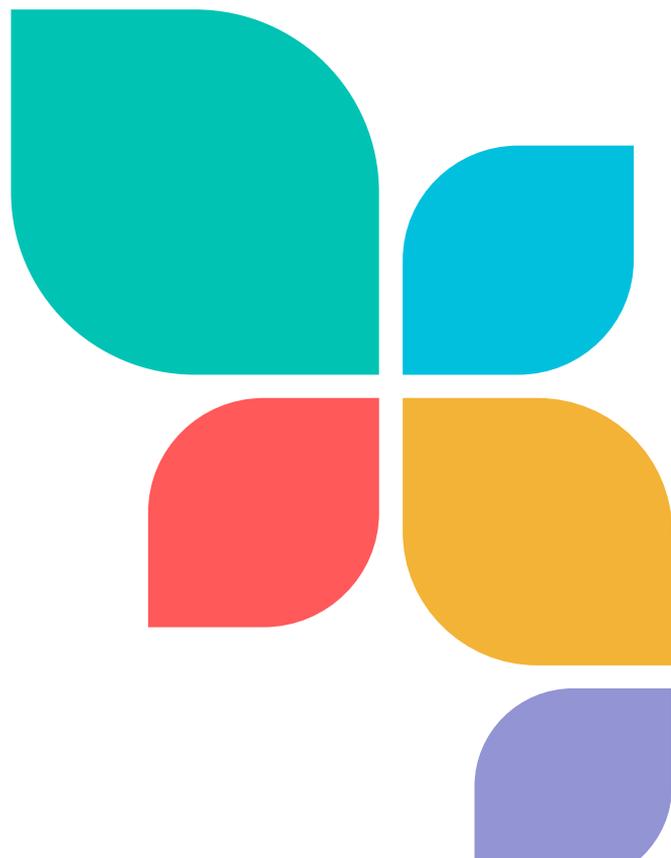
Being our best selves in response to change

We acknowledge the significant personal adjustments that all members of our community have had to make around their daily routines, workloads, home-schooling and caring duties. We also commend our staff, participants and their family members for their unwavering support and resilience.

The last six months have also taught us important lessons about remote working. We've been introduced to the new language of Zoom and Skype, and we've familiarised ourselves with many other technology platforms that allow us to work remotely. From executive management through to frontline support, we are all learning to operate differently.

THANK YOU ALL

We warmly acknowledge everyone who is doing their best to support others during this pandemic. And while we know that the new financial year will not be business as usual for OC Connections, we take heart in the outstanding persistence and ingenuity demonstrated by our wonderful staff and community.



STRATEGIC PLAN 2019–2022

CONNECTION | INNOVATION | IMPACT

The Strategic Plan 2019–2022 was approved by the Board in May 2019 and the Operational Plan was approved at the Board meeting on 31 July 2019.

The Strategic Plan sets the agenda for how we as an organisation will invest in ongoing connection, innovation and outcomes for participants, their families and the community. We're proud of what the Strategic Plan 2019–2022 represents and it will guide our organisational efficacy in the coming years.

In addition to our usual business functions, the Strategic Plan sets out 36 extra activities and initiatives for the OC Connections' team to complete between 2019 and 2020. Of those, 27 are fully completed, eight are partially complete and one is not complete (it was affected by the COVID-19 crisis). Given the pandemic environment in which we have operated, these results are exceptional.

In response to COVID-19, all OC Connections' staff were directed to manage human safety as a priority. Similarly, the Victorian State and Australian Government restrictions have also prioritised safety. In complying with safety-first initiatives, we have delayed some Strategic Plan projects and targets and have rolled them into the plan for next year instead.

KEY HIGHLIGHTS FROM THIS YEAR

- Progressed our Growth Strategy
- Started our Towards Employment Program
- Achieved a new classification as a 'child safe environment'
- Increased revenue in three of four business units
- Developed our Transformation Plan, which allows OC Connections Enterprises to provide an employment support model that meets new NDIS requirements and policy directions
- Successfully completed the National Standards for Disability Services audit, for which we received commendations and achieved 100% conformance
- Completed an external review of the Co-Achieve Model and actioned recommendations
- Developed a Workforce Plan to further guide, support and engage our workforce
- Piloted a self-managed team concept
- Progressed IT systems to further enable workplace operations and enhance business intelligence
- Developed and progressed significant workplace training and leadership initiatives to provide as much of our service as we can, for as long as we can.



OUR STRATEGIC PLAN ON A PAGE

2019–2022

CONNECTION | INNOVATION | IMPACT

Investment in ongoing connection, innovation and outcomes for participants, their families and the community

OUR VISION

To enable people to live a life they choose within a society that values individuals for who they are, respects their rights and encourages participation in everyday life.

**PARTICIPANT
OUTCOMES**



OUR OBJECTIVE
Increase our organisational impact



**ORGANISATIONAL
SCALE**

OUR GOALS

1. Grow the number of hours of support service provided to younger participants (15-30 year olds) by at least 120% (c. 29,000 hours) by 2022.
2. Deliver at least 50% sustainable revenue growth for the organisation by 2022.
3. Identify and initiate at least three new service collaborations to drive quality, service scope and growth by 2022.

OUR PRIORITIES

1. **Engage and attract younger participants**
Extend reach, engage and grow the number of younger participants (15-30 year old's) accessing support.
2. **Service innovation and growth**
Scaling our employment enterprises, growing supported independent living (SIL) and community inclusion supports to new and existing participants. Trialling value-add services such as allied health.
3. **Explore models for scale**
Explore, test and progress models that can deliver significant scale with a focus on mergers and acquisitions and cross sector collaborations.

OUR ACTIONS

Embed Co-Achieve and data
Leverage internal and external data and insights to inform, respond to, and deliver on participant outcomes.

Workforce capacity and capability
Develop an agile and adaptable workforce to respond to emerging participant and compliance demands, changing practice and new technology.

Technology and practice
Explore, test, trial and invest in innovative technology and best practice service delivery models that enable ongoing connection with participants, and enhance our profile and reach.

WORKING WITH IMPACT

Our Supported Employment division, OC Connections Enterprises (OCCE), continued to grow last year. In addition to providing meaningful employment opportunities for adults living with disability, the division expanded its reach and is now able to support school leavers aged 15 and over.

OCCE stands with the NDIS in its expectation that workplaces should offer practical and productive environments for people with disability. We also agree that these environments should provide access to career pathways and open employment. OCCE supports participants in developing new skills, confidence and work readiness. Our ultimate aim is to provide pathways for participants so that they can eventually secure open employment within the community.



Ralph – Supervisor at OCCE

TOWARDS EMPLOYMENT PATHWAY

In February 2020, OCCE commenced its Towards Employment Pathway, which is designed for Year 12 school leavers with disability who would like to plan for a job. It can also be tailored for non-school leavers with disability who have employment-related goals and NDIS funding.

The program is offered as a two-year, part-time pathway. It aims to help school leavers develop a clear career direction and includes applied learning, job placement and online study options.

DAAP CONTRACT EXTENSION

The Department of Defence Administration Assistance Program (DAAP) contract has been extended and we look forward to continuing our administrative support with the Department of Defence. The DAAP team has been working with the Department of Defence since 2016 and currently undertakes administrative tasks for both Victoria Barracks and Fishermans Bend locations.

Tasks include providing office support, working on mail runs, scanning and archiving documents, shredding paper files and overseeing mailouts. The team remains an integral part of day-to-day business practice at the base, and our employees have developed skills, confidence and pride in their work.

The recent contract extension is a testament to the high quality of our team's work, and how much their efforts are appreciated within Defence.





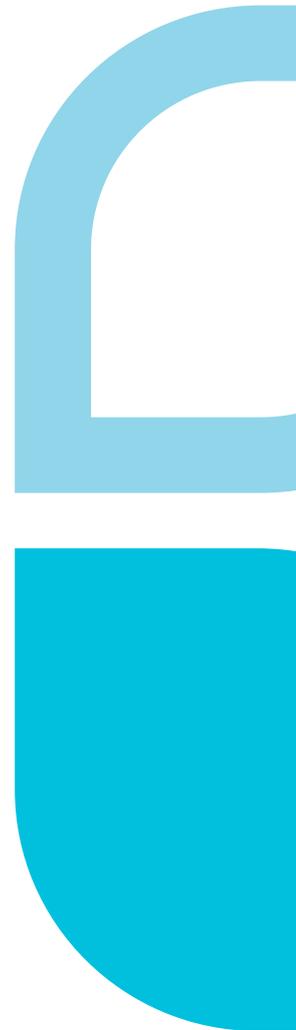
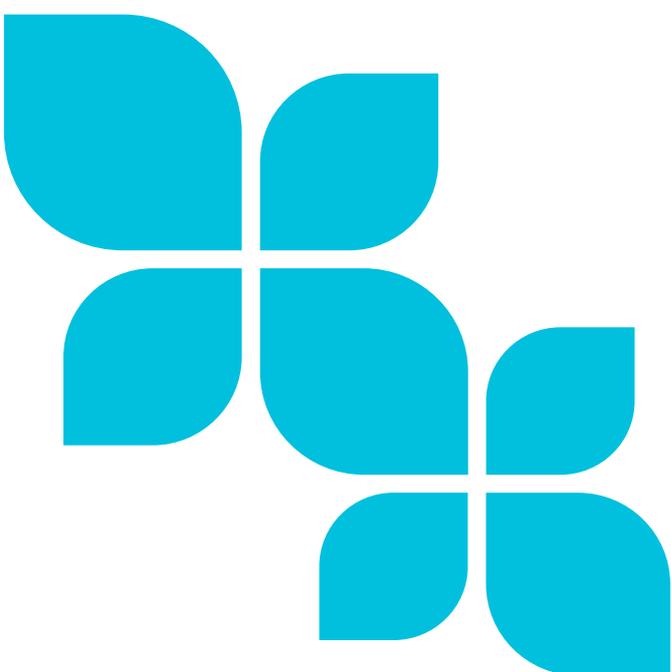
Daniel – Team Leader at OCCE



Rishi – Supervisor at OCCE

MOVING TO OPEN EMPLOYMENT

In May 2020, supported employee Rishi moved into open employment as Car Wash Supervisor in the OCCE carwash enterprise. Rishi has worked with OCCE since 2013 when he started as a member of the packing team. Moving to open employment means that Rishi is now in a permanent supervisory role. Congratulations Rishi for your hard work and dedication!



WORKING OFFSITE

Ian from OCCE is thriving in his role working offsite in the administration team at the City of Kingston's Cheltenham office. He has worked three days a week since February 2019.

Ian's role requires him to locate relevant files, prepare them as required and scan them into a database. This task supports the council's initiative to become paperless. Ian was selected for this role because OCCE staff identified his strong IT skills. Training and support were offered to Ian when he began his role, and he continues to access support and training as required.

Ian is a valued team member at Kingston and is actively involved in their team meetings. Although Ian was initially nervous about taking up this new role, he has proven himself as an important member of that team. His confidence has increased and the responsibility he feels for his role is evident in all conversations about his work. As a next step, Ian is working towards a transition to open and ongoing employment with the City of Kingston.

55 YEARS WITH OCCE

Gary is celebrating 55 years of Supported Employment with OCCE. Gary worked for over 20 years with our team at Ronstan Marine, where he assembled and packed marine products. He then moved to the OCCE skin pack area, where he currently works four days a week.

The team at OCCE enjoys Gary's quiet and gentle nature and his willingness to help staff and colleagues. He has a great sense of humour and he especially likes working on jobs that he can do by himself – such as labelling. Over the years Gary has seen many changes at OCCE. And though he has worked in different locations with different teams for long periods of time, he still delights in learning new things.

Well done Gary!

COMMUNITY ACHIEVER AWARDS

OC Connections Supported Employees Mark and Chris were awarded the prestigious Parliament of Victoria Community Achiever Awards in December 2019. The awards celebrate significant contributions made by Supported Employees across Victoria.

Sixteen Victorians received the Community Achiever Awards at a ceremony held at Parliament House.

We would like to thank the Victorian Government as well as The Hon. Shaun Leane MLC, President of the Legislative Council, and The Hon. Colin Brooks MP, Speaker of the Legislative Assembly, for their acknowledgment and support.



Jola – Supervisor at OCCE

SPOTLIGHT ON COMMUNITY ACHIEVER AWARDS WINNERS: MARK AND CHRIS

Mark (L) and Chris (R) with their awards



Mark accepting his award at Parliament

MARK

Mark is well known within his community for always being prepared to lend a hand and help others.

He has been an active volunteer with the Parkdale Vultures Football Club for 20 years, helping them out in the canteen two nights a week and on weekends, and making sure the players are well fed after their games.

In his own time, Mark successfully completed a Food Handling Certificate and a Responsible Service of Alcohol (RSA) Certificate.

Outside of his football commitments, Mark uses his skills and training when he volunteers at his local cricket club for local games and for Milo in2Cricket program children's matches on the weekends.

Mark is a member of the Bayside Bicycle Touring Club and participates in many of their rides. He also takes part in his local Men's Shed where he restores old furniture.

Though there doesn't seem much more time left in a week, Mark is a valued employee of OC Connections Enterprises. He works in the packing facility and in the canteen, where he helps out making coffees and lunches.

Mark is known for his easy-going personality and his desire to make people happy. He likes learning from others and sharing his skills to benefit his local community.

CHRIS

Chris is an active citizen who makes a positive contribution to the communities he interacts within.

Chris has worked at OC Connections Enterprises for 15 years now – and during this time, he’s helped the City of Kingston with their Meals on Wheels Program and Op Shop, and is also responsible for key duties within OC Connection Enterprises’ packing, carwash and canteen initiatives.

Chris is well regarded by his peers, and he actively seeks out new opportunities. He regularly steps outside his comfort zone to develop new skills, like learning how to use an EFTPOS machine for the Op Shop and mastering the ultrasonic welder in the packing facility.

Outside work, Chris is an active participant within the local sporting community. He represented Australia in Basketball during the 2015 Special Olympics and he regularly plays at his local basketball and tennis clubs.

Chris volunteers hours of his time to support his cricket and basketball clubs, as well as his local AFL club. He’s regularly at events, helping out and cheering his team on.

We commend Chris for his positive can-do attitude and genuine willingness to help others. He makes a positive contribution to the workplace and to the sporting communities that he interacts with.



Chris giving his acceptance speech at Parliament

EXPLORING NEW INTERESTS AND HAVING A SAY

Empowering people to challenge themselves with interesting activities is an important part of OC Connections' Day Support Program

Our popular Day Support Program empowers participants to explore new interests and pursue stimulating opportunities.

Between March and June 2020 we provided a reduced service due to our need to ensure everyone's safety during the COVID-19 pandemic. Fortunately, we still managed to get in a lot of fantastic activities before the Victorian lockdowns.

ART EXHIBITION

As an extension of our popular art program, 15 participants from OC Connections took part in the Statewide Autistic Services (SASI) Annual Art Show. Supported by our dedicated art educator, Val Rowe, the following talented participants did a great job of preparing and presenting their art: Joey, Mitchell, Anna, Fred, Vlada, Ben, Elisheva, Peter, James, Anne, Jane, Craig, Ricky, Kathleen and Allan. Anna received the prestigious Alfred Murfey Prize for a second time. The People's Choice Award went to Mitchell. A big congratulations to everyone involved!

HAVING A SAY CONFERENCE IN GEELONG

In February 2020, six participants from OC Connections took part in the annual Having a Say Conference – Australia's largest conference for people with disability. This year the conference was held at Deakin University's Waterfront Campus in Geelong.

The preparation for the conference took a lot of hard work. In the lead up to the event, Tina Rouvalis, Disability Educator, supported participants as they prepared materials and practised public speaking.

Participants were proud of their achievements and OC Connections' staff and family members commented on how much it had raised the participants' confidence.

WELCOMING NEW FAMILIES

The Day Support Program welcomed 10 new families this year, and reached a total of 197 participants overall.

Some weeks, we provided up to 200 different activities through the program. We also got a lot of feedback from families saying they felt happy about the huge number of activities participants could choose from each semester.



SUPPORTING FAMILIES

At OC Connections we recognise and celebrate the important roles that families, carers and other informal supporters play in the lives of people with disability. Over the past 12 months, our staff and volunteers have worked diligently to ensure that our strong community of families and carers feel well supported and heard.

All the way through the COVID-19 crisis – and ongoing – we've been working hard to stay in contact with families and carers to keep them up to date with important news and developments as Victoria moves in and out of various lockdown requirements.

Making the most of allocated NDIS funding is a top priority for most participants, families and carers, and we have continued our support in this regard. Preplanning for NDIS is now an established part of

our service offering and we remain committed to empowering participants and their families through robust planning meetings and by providing strategic advice.

As in previous years, participants, family members and carers now have easy access to our preplanning tool as well as access to a suite of 'how to' videos on our website. Family members, participants and carers can choose to use the tools themselves or they can make a time with us and we'll work through the tools with them.

“Supporting participants, families and carers is a top priority for OC Connections. Our team works tirelessly to empower participants by providing robust decision-making supports.” Therese Desmond, CEO



Jack grabbing a snack at the Tasty Truck

LIVING AND SUPPORT SERVICES

At OC Connections, our approach to supported accommodation is inclusive and respectful. We understand that living environments are personal spaces and we take care and time to ensure that each community living participant has a say in where they live and who they live with.

The majority of our community homes have been designed and built in consultation with the people who live in them. They are equipped to meet the needs of people with disability and use assistive technologies to allow residents to be as independent as possible.

Because of the COVID-19 pandemic, we have taken extra care in community homes to ensure the safety of residents and staff. An upside to the crisis is that most participants have been enjoying

the connectivity of teleconferencing platforms like Skype and Zoom – and through using the internet, there's been plenty of time for learning new house-based skills, such as online grocery shopping and cooking.

It is with great sadness that we recognise the passing of three of our residents this year: Bernadette, Lorraine and Ricky. They are truly missed and we send our condolences to their families.

Looking forward, we anticipate a range of exciting new home-based programs and an eventual return to being able to venture out into the wider community.



Greg taking notes in a meeting



Robert with mementos from his NZ holiday

SPOTLIGHT ON ROBERT

Seasoned traveller Robert from our Atkinson Street Community Living house fulfilled a lifelong dream this year when he went on a cruise to New Zealand. Robert had never been on a cruise ship before and he was both nervous and thrilled to set sail in February 2020 for an amazing holiday.

Robert's holiday was organised by his brother through a dedicated group who specialise in supporting holidays for people with disability. During the cruise, Robert liked to put on his suit and go to the dining room in the evenings and listen to the live band. "They played my favourite song, 'Love is in the Air' by John Paul Young", he said. Robert also got a signed CD from one of the performers on the boat.

Robert loved the food on board, and he was personally introduced to the Captain of the ship whose name was also Robert! There were lots of recreational activities on board, and Robert liked playing minigolf, lawn bowls, bingo, darts, UNO and quoits. He also won every game of Rummikub that he played.

"I learnt how to do a Maori dance called 'the haka'. I also learnt a lot about their culture. It was wonderful. They welcomed me like I was a part of their family." Robert

When he was in New Zealand, Robert got to see a scuba diver swim in a tank with a shark. He also enjoyed having a spa in the afternoons after busy days of adventuring. He loved the mountains in Christchurch and got to attend a traditional Maori festival and watch people doing the haka. He also got to see a lot of Auckland on a bus tour.

Well done Robert for trying out a new adventure and having a great time!

SPOTLIGHT ON JULIE

It's been a busy year for Community Living participant Julie, as she's worked hard to increase her independent living skills and take on new challenges.

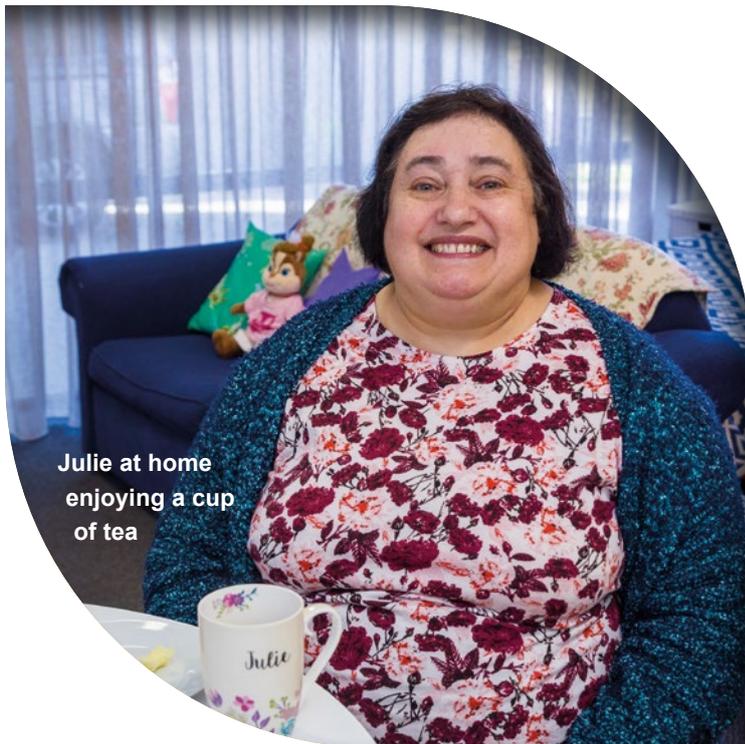
Over the last 12 months, Julie has worked with OC Connections' staff member Trish Kennedy to make sure she could get the most out of her 1:1 time with her support worker.

Initially, Julie was worried that her 1:1 time was getting used up completing daily tasks like cleaning, instead of leaving some time for having fun. She voiced her concerns and Trish was able to work with Julie to make sure more fun things could fit into her allocated time.

For Julie, this meant personally committing to doing her important jobs without lots of prompting from staff. With Trish's help, Julie worked hard to think through how long daily tasks should take and then plan time to do those tasks – and she's discovered she can get them done and still have time left over for recreation.

Julie now enjoys quality 1:1 time with her key worker every Friday, and we applaud her for voicing her concerns and making a positive change to her life.

Keep up the great work Julie!



Julie at home
enjoying a cup
of tea

“I wanted to do fun things in my 1:1 time!” Julie.



Sarah on her front porch

SPOTLIGHT ON SARAH

Community Living participant Sarah moved into Allen Street in January 2019. It was her first time living outside her family home, and she is now happy, confident and thriving in her new abode.

Sarah was able to use the right supports in her NDIS plan to take her first step into Community Living. Since her move, she has developed many new independent living skills and, with that, her confidence and communication skills have also increased.

With the support of medical professionals, OC Connections' staff and her family, Sarah has recently transitioned to a gluten-free diet, which has had a positive effect on her physical and mental wellbeing. She is very interested in making good health decisions and approaches lifestyle changes with curiosity and a positive attitude.

Sarah's parents, Lesley and Jeff, supported Sarah in her move to independent living. Since moving, Sarah has formed strong bonds with other participants in her household, particularly Jenny and Jane. These relationships have enriched everyone's lives and Sarah is enjoying strong, healthy, social connections in her new home.



Alison in the garden

SPOTLIGHT ON ALISON

Community Living participant Alison has used the 2019/2020 year to improve her NDIS plan, which has resulted in a better quality of life and the creation of new and valuable opportunities.

Alison has used her NDIS plan to access additional supports for her daily life, including better access to social engagements, improved self-management and better mental health support. She is also planning for a holiday in the near future.

Alison has chosen to attend a day program part time and has selected a program of activities that she is interested in. Having a regular routine helps Alison to broaden her social networks and explore creative options.

Well done Alison!



GIVING THANKS TO OUR VOLUNTEERS

Volunteers are an important part of OC Connections. Our volunteers provide much-needed support to our staff and participants. They share their time and skills generously and we truly appreciate their contributions.

As a not-for-profit organisation, OC Connections relies on volunteers to assist staff and participants across a broad range of activities. Our volunteer program was put on hold during COVID-19 restrictions and we took this opportunity to connect with our volunteers and find out how we could best support them during the pandemic and into the future. The information that we collected will help us further develop our program in the coming years.

This year, our volunteers have provided support across the following areas:

- Community Living
- Day Support
- Supported Employment
- Building maintenance
- Fundraising activities
- Project management
- Reception

We would like to acknowledge all of our volunteers, including the following members of our regular core group:

- Alyson Fleming
- Bruce McDonald
- Joan Kelly
- Joe Horyniak
- Kim O'Donoghue
- Kylie Castan
- Lesley Neslon
- Maggie Kempel
- Mary Davies
- Sue Cas



Cassandra
enjoying a Day
Support Program



FAREWELL TO THE OP SHOP

In October 2019, we said farewell to our op shops in Hughesdale and Huntingdale that had operated for over 25 years. We thanked our op shop volunteers with a morning tea and Appreciation Awards.

CHRISTMAS TREE FUNDRAISER

Our 2019 Christmas tree fundraiser was our most successful to date. Over 600 hours of volunteer support were needed, and we drew on the generosity of 120 volunteers from the general public, corporate groups, community organisations and schools.

CORPORATE AND COMMUNITY VOLUNTEERS

OC Connections is thankful for the help that our dedicated corporate and community volunteers continue to provide. In particular, we would like to thank the following organisations who helped us during the 2019/2020 financial year:

- ANZ
- Chadstone Toyota
- Diversified Communications
- HESTA
- IAG
- Landscape Gardeners
- MLC
- Sypaq
- Wendy Brooks
- Caulfield Grammar School
- Clayton Church of Christ
- Mazendod Panthers Football Club

VOLUNTEERING FOR SKILL DEVELOPMENT

Over the past 12 months, a number of students have undertaken placements with us as part of their training. We have also had a number of volunteers coming through our programs as a means of building their skills and testing their passion for working in this sector. In some cases, our volunteers have become OC Connections' employees.

“The OC Connections’ volunteer program provides an important channel through which staff and participants can engage with the community. It also allows us to build on our fundraising efforts, and introduce new knowledge and ideas.”
Fleur Haberfield, Volunteer Coordinator.

VOLUNTEERS





Award winner: Tori Williams

STAFF MEMBER IN PROFILE: TORI WILLIAMS

ALLEN JAMES AWARD: ROTARY CLUB OF OAKLEIGH, CLAYTON AND HUNTINGDALE

Every year the Rotary Club of Oakleigh, Clayton and Huntingdale assists OC Connections in developing its staff through the Allen James Award.

Victoria (Tori) Williams is the most recent recipient of the Allen James Rotary Award.

Tori is a wonderful staff member who has been with OC Connections for more than five years. She has recently returned from parental leave after having her first child, and is undertaking a Graduate Certificate in Autism Studies through Griffith University.

After deferring her studies for a semester, Tori returned to her studies in June. She has completed a unit in understanding Autism, and will complete three further units on:

- evaluating the evidence (being able to find best practice based on scientifically proven research)
- autism, education and learning, and
- managing behaviours that challenge.

Tori uses her studies to benefit participants who attend OC Connections' services, particularly in the areas of education and behaviour. She implements strategies for participants she works with that help them continue their learning and skill building, and aid in preventing and managing challenging behaviours.

After completing her Graduate Certificate, Tori plans to enrol in a Masters of Speech Pathology with a view to supporting children and adults with autism.

Tori is a valued member of the OC Connections' team. She is a leader in her area and a role model for the values OC Connections upholds.

Well done Tori!

Our thanks and gratitude go to the Rotary Club of Oakleigh, Clayton and Huntingdale for this long-standing partnership.

PEOPLE, LEARNING AND CULTURE

Leadership development, capability building, management training and participant involvement were all on the agenda for OC Connections' staff this year. Congratulations to everyone who took part in these outstanding initiatives.

LEADERSHIP DEVELOPMENT FRAMEWORK

Over the last year, eight managers and 18 supervisors/team leaders took part in our new Leadership Development Program. They received training every three months on important topics like:

- Managing Change
- Performance Management
- Recruitment
- Selection and Retention
- Leading for Success
- Influencing Skills.

We developed a New Manager Workshop to support staff who become managers or supervisors for the first time.

BUILDING STUDENT CAPABILITY

OC Connections successfully participated in a pilot project to help organisations provide work placements that support vocational education in disability direct care. The project was led by the Department of Education and Training (DET) and ran for 12 months, concluding in December 2019.

Organisations who participated in the project were given access to a Capability Building Coordinator who enhanced the development of a student-placement program. This helped students to develop necessary workplace skills in the following courses:

- Certificate III in Individual Support
- Certificate IV in Disability

Fourteen students completed their placement with OC Connections during the project. The student placements were in Day Support and Community Living.

Ongoing student placements within OC Connections will potentially see students transition through to paid employment.



Hannah Isles - Towards Employment Facilitator



PARTICIPANT INVOLVEMENT

Participant involvement in staff recruitment continued to be a focus throughout 2019/2020, and we commend Ben, Aidan, Bernadette (dec.), Greg and Richard for their great work on the OC Connections' interview panel.

Several participants have continued their involvement with the staff orientation program. Ben and Aidan from the Residence Advisory Group are now regularly involved in presenting at staff orientation sessions.

In the coming year we aim to welcome even more participants into this initiative.

SPECIAL MENTION

This year our special mention goes to Fleur, who did a great job sourcing volunteers for the Christmas tree shop. Fleur used her personal and corporate connections to get a large number of volunteers involved. It was our best Christmas fundraising to date!

LOOKING FORWARD

As we head into the new financial year, we're focusing on recruiting and retaining staff within the Day Support Program and our Accommodation areas. We have held several successful information nights and will continue these into the future. The information nights provide an opportunity for potential employees to learn more about OC Connections.

		ACCOM.	DAY SUPPORT	OCCE	CORPORATE SERVICES
EMPLOYEE STATUS	FULL TIME	3	20	11	15
	PART TIME	64	53	115	12
	CASUAL	53	27	1	3
	TOTAL	120 (32%)	100 (26%)	127 (34%)	30 (8%)
GENDER	FEMALE	67	70	52	22
	MALE	53	30	75	8
AGE	18-24	8	10	5	2
	25-44	73	49	61	5
	45-55	29	23	30	14
	55+	10	18	31	9

TREASURER'S REPORT AND FINANCIALS

OC Connections has achieved a net surplus of \$2.76m for the financial year ending 30 June 2020.

These results include the Australian Government's JobKeeper Payment scheme and grant program. The net surplus excluding Jobkeeper is \$1.93m, which puts the organisation ahead of budget – notwithstanding the negative effects COVID-19 has had on these results.

The balance of cash and amounts held on investment is \$10.01m, an increase of \$1.10m on last year.

Before the impacts of the pandemic on the business, financial results were favourable due to material revenue growth in Community Living and Day Support. We attribute this to three factors:

- Increased allocation in residents' plans to receive supported independent living.
- NDIA pricing of Day Support activities.
- Organic growth in Day Support hours.

Since the beginning of March 2020, COVID-19 significantly impacted and continues to affect OC Connections' results by dramatically reducing participant hours and related revenues that we generate – mainly in the areas of Day Support and Employment Services.

The organisation has responded flexibly to the challenges of the pandemic, including which services we deliver and support, and how we do this. For example, we:

- replaced group supports with 1:1 supports
- curtailed in-community activities
- delivered a Day Support Program from within Community Living homes
- directed most staff, other than direct care workers, to work from home.



MICHAEL DILLON | TREASURER

The organisation's IT 'mobility strategy' has been key to continuing operations during the pandemic, without us having to significantly interrupt the delivery of services.

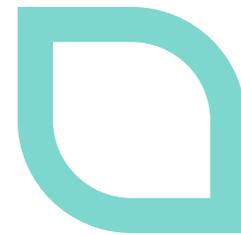
Our investment in support services over recent years has also brought increased maturity to systems and processes, which has supported the successful transition of the organisation into the NDIS. OC Connections' Board and Management remain fully committed to the scheme, and we firmly believe it will provide significant opportunities to improve the lives of people living with disability. At the same time, however, we note that the day-to-day practices of the agency cause significant administrative challenges to providers.

In closing, I would like to acknowledge the work done by Anthony McAvaney who, while remaining a member of the Finance & ICT Committee, resigned from the role of Treasurer during the year. On behalf of OC Connections, I would like to thank Tony for his invaluable contribution to the organisation.

The financial year ahead is a singularly uncertain one as COVID-19 continues to pose significant risk to global health and economic wellbeing.

We remain aware of these risks and are confident that the organisation is financially well prepared for 2020/21.

Michael Dillon
Treasurer



OUR EXECUTIVE MANAGEMENT TEAM

The OC Connections' Management Team is responsible for steering our organisation. Our team structure reflects our commitment to having a positive impact on the lives of people living with disability.



THERESE DESMOND
Chief Executive Officer



NATALIE COATES
General Manager
People, Learning and Culture



GREG PATTERSON
General Manager
Corporate and Commercial
Services



VICKI HAYES
General Manager
Engagement and
Partnerships



LAURELLE EDWARDS
General Manager
Independence and
Community Living



STEVE BETINSKY
General Manager
Employment and Enterprises

OUR BOARD DIRECTORS



TOM BAXTER
Chair



SARA BRENTNALL
Deputy Chair



MICHAEL DILLON
Treasurer



KYLIE PAYNE
Director
Since May 2020



TONY MCAVANEY
Director



KAITLYN GULLE
Director



ALAN BERGMAN
Director

OUTGOING DIRECTOR

Emma Liepa (resigned March 2019)

COMMITTEES

Finance & ICT Committee

Michael Dillon – Chair
Tony McAvaney

Compliance, Audit, Risk & Quality Committee

Sara Brentnall – Chair
Kaitlyn Gulle

Governance, Remuneration & Succession Planning Committee

Tom Baxter – Chair
Sara Brentnall

Strategic Development Committee

Tom Baxter – Chair
Michael Dillon
Tony McAvaney
Kylie Payne

Emergency Board Executive Committee

Tom Baxter – Chair
Sara Brentnall
Michael Dillon

Participant Reference Group

Tricia Malowney – Independent Chair
Sara Brentnall – Director representative
Tom Baxter – Board Chair
Jules Berry – Secretariat

Participant representatives:

- Bernadette (dec.)
- Lauren
- Greg
- Kathleen
- Aidan
- Ben
- Mark
- Sandra

The Board would like to thank all members of the Participant Reference Group for:

- taking the time and providing the commitment to speak directly with the OC Connections' Board at quarterly meetings
- contributing to the development of the organisation.

The Board feels privileged to hear directly from people that use the OC Connections' services about what they like, what can improve and any other matters they choose to discuss.

OC Connections would also like to thank Tricia Malowney for her willingness to independently chair this important group. Her advice and continued support in how to best engage the people that use the service help to:

- capture participants' input, making sure their voices are heard, and
- use the information to further develop the services we provide and guide organisational progress for the people we serve.



SUPPORTING OC CONNECTIONS

As a not-for-profit organisation, we are tremendously grateful for the continuous support we receive from our community and business sponsors.

Our fundraising program is the primary way we raise money for additional or unfunded items. These items include aids, programs and resources that we know will enhance participants' confidence, and the choices and opportunities available to them.

Our fundraising events also rely heavily on the support of our outstanding team of volunteers, for whom we are very appreciative.

ANNUAL CHRISTMAS TREE FESTIVAL

The OC Connections' Annual Christmas Tree Festival is our largest fundraiser of the year. For many families, buying one of our Christmas trees has become a tradition that they hand down from one generation to the next.

We hold our festival during November and December, and the 2019 fundraiser was a fantastic success. We raised much-needed funds for participants, and this money will be used to pay for aids, programs and resources for participants and their families.

ANNUAL CHARITY GOLF DAY

OC Connections' Annual Charity Golf Day is also an important fundraising initiative. We use proceeds from the day to buy assistive technology equipment that helps participants to improve their communication and grow in confidence.

We sincerely value the ongoing support we receive from The Metropolitan Golf Club for both allowing us to hold this annual event, and for the amazing fundraising efforts of The Metropolitan Golf Club's women members.

ANNUAL WINTER APPEAL AND OC ACHIEVE FUND

This year's Annual Winter Appeal focused on raising money to provide people with the opportunities to achieve their goals and make active choices. Thank you to all those who supported our work through their generous donations.

By giving to the OC Achieve Fund, our donors helped individual participants achieve their own personal goals. Donations went directly towards:

- supporting people in pursuing personal interests in the community
- purchasing sporting equipment to allow participants to join in social community activities and improve their personal health
- buying art supplies to enable creative skill development, which, in turn led to community exhibitions.

GRANTS

We extend our deepest gratitude to the following individuals and organisations for their generous grants over the past year:

- Collier Charitable Fund
- State Trustees Victoria
- The Jack Brockhoff Foundation
- Bell Charitable Trust
- Gandel Philanthropy
- The Borrodell Bequest
- City of Monash

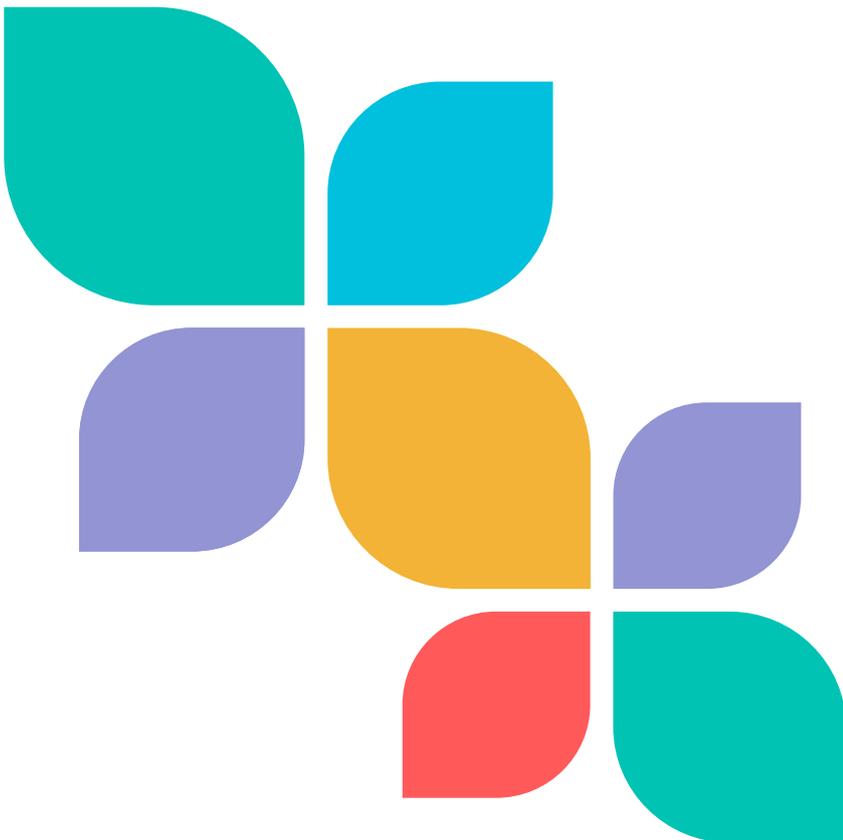
BEQUESTS

Bequests helps us to pay for items and programs that we would otherwise be unable to fund, and we are ever thankful to be considered. All contributions make a direct and positive difference to the lives of OC Connections' participants and their families.

Thank you to Ms L Leach (dec.) for her bequest.



A beautiful day for golf at our Annual Charity Golf Day fundraiser (Metropolitan Golf Club)



CORPORATE VOLUNTEER IN PROFILE

Diversified Communications is an event management company in Melbourne and we have been fortunate to have their assistance over the past two years.

In December 2019, 24 Diversified Communications team members volunteered their time at OC Connections. Of these, 12 helped out at OC Connections Enterprises' packing facility, and 12 worked on our Christmas tree fundraiser.

Diversified Communications team member Malua Kamu was part of the volunteer group. He helped Supported Employees at OC Connections Enterprises to heat-seal bags, collate items for fibreglass repair kits and package items into promotional bags for Country Racing Victoria.

Malu said he thoroughly enjoyed the experience of giving back to the community.

“It was one of the best working days of my career so far and I'd like to come back again next year.” Malua Kamu

Greg Whitters, OC Connections Enterprises' Operations Manager, said “this type of volunteer work is a great opportunity for our Supported Employees to showcase their skills and for our volunteers to gain a better understanding and awareness of people with disability.”

We extend a warm thank you to the team at Diversified Communications, and hope to continue this relationship into the future.





Peter at the Tasty Truck buying lunch

HOW YOU CAN HELP

As a not-for-profit organisation, we rely on fundraising and donor support. The money we raise from fundraising, donations and bequests helps us to pay for items and programs that we would otherwise be unable to fund. All contributions make a direct and positive difference to the lives of OC Connections' participants and their families.

DONATE

To make a donation to OC Connections, visit our website at OCConnections.org or phone us on **03 9569 0603**. All donations over \$2 are tax deductible. You can also receive regular updates about our current appeals by subscribing to our newsletter.

LEAVE A BEQUEST

Leaving a bequest to OC Connections is one of the most valuable gifts you can give. A bequest lasts more than any one lifetime, and your gift helps us to provide services for participants and their families into the future.

Bequests are most commonly made by leaving a gift in your will. A will is a legal document and should be made with the advice of your solicitor or a trustee company. This will ensure that your intentions are carried out in the exact way that you wish.

VOLUNTEER

OC Connections relies on its wonderful team of dedicated volunteers. If you would like to volunteer with us, visit our website at OCConnections.org or phone us on **03 9569 0603**.

CONTACT

OC Connections Corporate Office and Centre Based Day Support

773 Warrigal Road, Oakleigh, Vic. 3166
Postal address: PO Box 127, Oakleigh, Vic. 3166
Phone: (03) 9569 0603
Fax: (03) 9568 4328
Email: admin@oconnections.org
www.OCCconnections.org

OC Connections Enterprises

1088 Centre Road, Oakleigh South, Vic. 3167
Phone: (03) 9575 4200
Fax: (03) 9575 4244
www.OCCenterprises.org

Tootgarook Holiday House

Morris Street, Tootgarook, Vic. 3941
For bookings phone: (03) 9569 0603
Email: admin@oconnections.org

OC Connections Limited has a number of other locations including community homes throughout the South Eastern suburbs. Phone us on 03 9569 0603 for more information.

Our thanks go to the Anglican Church of Oakleigh, City of Monash, Oakleigh Bowls Club, and City of Casey for the wonderful partnerships we have established that enable us to further our work in supporting people across this venues and other sites.

A LAST WORD OF THANKS

Thank you to all OC Connections' participants, their families, staff members and volunteers who have shared their time and stories for this annual report.

We also extend thanks to our Patrons Alastair McDonald and the new Mayor of Monash, Stuart James. We appreciate your continued support and contribution.

Writing & editing: Affect Media Pty Ltd

Photography: Sustainable Image & Steve Costello

Design: KMD Creative





773 Warrigal Road, Oakleigh, Vic. 3166
Postal address: PO Box 127, Oakleigh, Vic. 3166
Phone: (03) 9569 0603
Email: admin@occonnections.org
www.OCCconnections.org

OC Connections Limited and OC Connections Enterprises
ABN 91 480 733 899 ACN 622 947 044