

OCTOBER 2020

# AN INTRODUCTION TO OC CONNECTIONS



# WHO?

OC Connections (OCC) has a long and respected history of supporting people living with an intellectual disability in Melbourne's south east.

From its humble beginnings in 1950 the organization has grown to now provide supported employment, residential, social enterprise and recreational services to more than 400 people living with a disability.

We provide important opportunities for people of all abilities to contribute to society and live happy and successful lives on their own terms.

We offer a strong network of support that enable participants to choose how they will live, work and spend their recreation time.



# OUR VISION

- We support people to live how they choose, in a society that values individuals for who they are, respects their rights and encourages their participation in everyday life.
- OCC staff and volunteers work with participants so that they can:
  - have opportunities to choose from
  - pursue dreams and aspirations
  - be heard and valued
  - be accepted and included
  - be treated with dignity and respect
  - develop and grow skills and experiences
  - build self-esteem and happiness
  - enjoy a healthy and safe environment
  - be encouraged to contribute.





# WHAT?

## MY HOME, MY DAYS AND MY WORK

Each of our participants is an individual and as such, we work hard to tailor our support services to meet each person's specific needs and aspirations.

OC Connections aims to enable individuals to achieve maximum independence and to build their social and economic participation. We want people living with a disability to regard us as their partner of choice.

*OC Connections services provide support in 3 key areas:*

*My Home, My Days and My Work*



*We offer a broad range of housing options through our Community Living, In-Home Support and Short-Term Accommodation programs for people with an intellectual disability.*



## MY HOME (COMMUNITY LIVING)

### OUR PROGRAMS

The programs are designed to be flexible and responsive to individual needs and aim to provide an environment where people can feel comfortable, confident and happy while living as independently as possible.

### FLEXIBLE OPTIONS

Flexible options including:

- Supported Independent Living
- Individual support
- In-Home Support
- Short Term Accommodation and Assistance



# MY LIFE (INDEPENDENCE SUPPORT)

## CHOOSE YOUR OWN PATH

At OC Connections, participants choose their own path in consultation with families or carers while staff assist people to implement these choices. All supports aim to increase participant's independence, confidence and life skills. We operate from a central location in Oakleigh as well as a variety of hub locations.

## INDIVIDUALISED ACTIVITIES

We offer centre-based or community-based individualised activities; including travel training, gardening, shopping, cooking, computer skills and independence skills. Other programs strengthen health and wellbeing or develop creativity through art and music.

*“ Our programs strengthen health and wellbeing or develop creativity through art and music.”*



# TOWARDS EMPLOYMENT

- Towards Employment is an NDIS funded School Leavers Employment Support (SLES) service providing a suite of activities to assist school leavers with disability to gain the skills and confidence to transition to meaningful employment.
- Participants have the opportunity to undertake activities that will build life and work skills, including, but not limited to: personal goal setting, literacy and numeracy, job matching and selection, budgeting and money management, travel training, working unsupervised, workplace safety, team work, social skills, interview training, technology, healthy relationships and public speaking.



*OC Connections Enterprises (OCCE) provide specialised and innovative employment options, as well as skill development leaving opportunities and the chance to complete workplace training certificates.*



## MY WORK - EMPLOYMENT OPPORTUNITIES

### OUR PROGRAMS

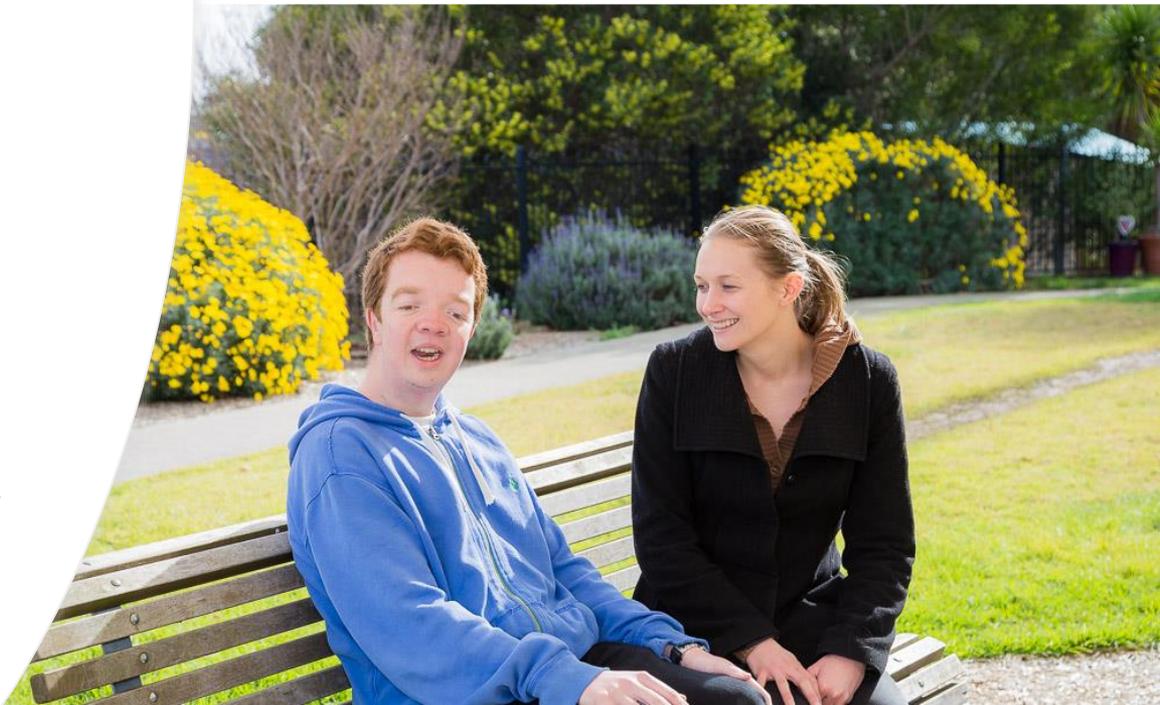
OCCE currently offer employment and learning opportunities within administration, car washing, hospitality and packaging.

### OPPORTUNITIES INCLUDE:

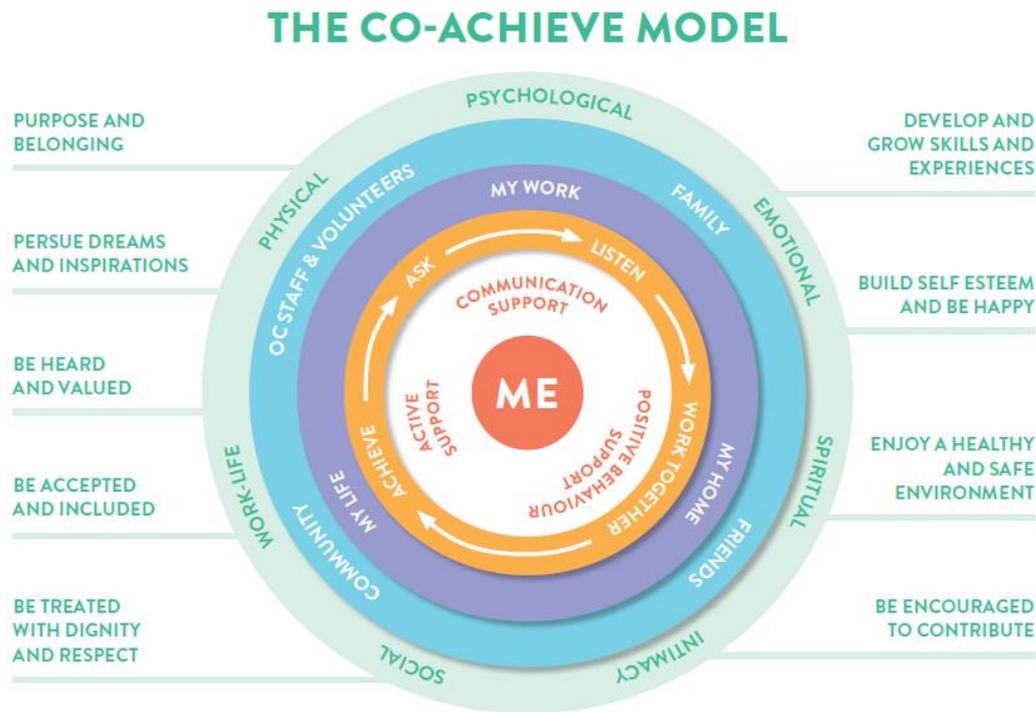
- Certificate 1 Transition to Education
- Work Experience
- Supported Employment
- Pathways to open employment

## SUPPORT COORDINATION

- OC Connections Support Coordination works with you to:
- 
- Learn about the NDIS and how it works
  - Set up the myGov account and navigate the NDIS Participant Portal
  - Put your NDIS plan into action and monitor your progress to meet your goals
  - Identify providers of NDIS funded supports
  - Connect you to the services that you choose
  - Build your confidence and skills to enable you to control and manage services and budgets
  - Work through any problems that may arise with support providers
  - Connect you with your community, your formal and informal supports
  - Prepare for your annual NDIA Plan Review.



# HOW? OC CO-ACHIEVE MODEL



**ACHIEVE WHAT YOU WANT THROUGH  
THE OC CONNECTIONS MODEL**

# CO-ACHIEVE MODEL

The OC Co-Achieve model was developed by OC Connections to enable people living with disabilities the opportunity to achieve their goals, great and small.

The OC Co-Achieve model is designed to be a best-practice guide for OC Connections staff, to enable them to understand and recognise individual's abilities, needs and aspirations.

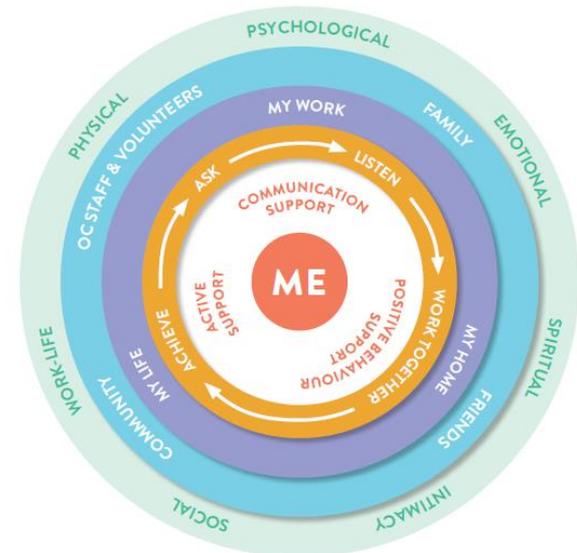
This ensures that participants can live the life they desire and achieve the goals they set for themselves.



# CO-ACHIEVE MODEL

The OC Co-Achieve model guides us to ensure that:

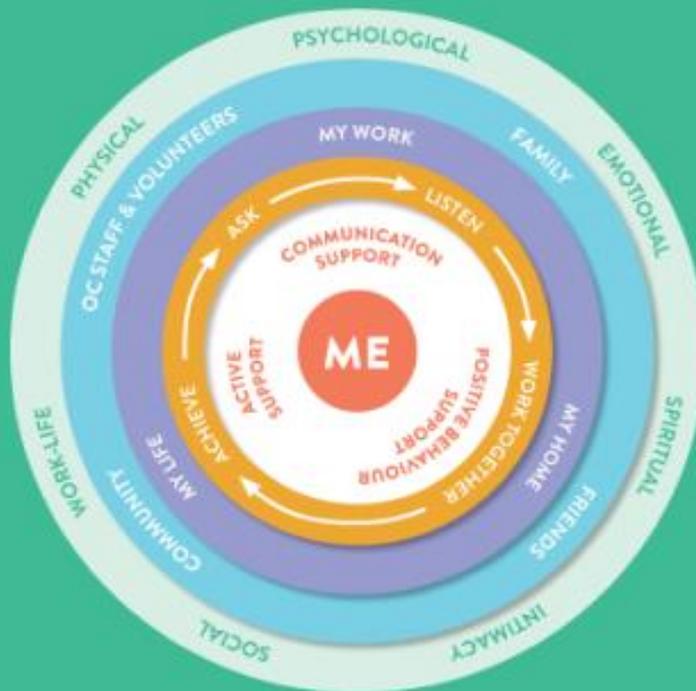
- we support you across all aspects of your life
- we understand what you want to achieve and how you want to achieve it
- we work with you to set clear and achievable goals
- we monitor how you are progressing to meet your goals
- you get the support you need, how and when you need it
- you achieve your goals and set new ones





# THE MODEL EXPLAINED IN A VIDEO

[CLICK HERE TO WATCH](#)



*“ The OC Co-Achieve model was developed to enable people living with disabilities the opportunity to achieve their goals, great and small.”*



# PERSON CENTERED ACTIVE SUPPORT

## THE PCAS APPROACH USES FOUR BASIC PRINCIPLES:

- Every moment has potential — every task, activity or interaction includes opportunities for people to be involved and engaged
- Breaking tasks down into achievable steps – setting a person up for success in smaller goals lead to big outcomes.
- Graded & Faded support to ensure maintenance and growth in skills and independence, giving just the right amount and type of support enables a person to achieve in a task or social interaction
- Maximising opportunity, choice and control — the more choice a person has, the more control they have over their life.



# POSITIVE BEHAVIOUR SUPPORT

- OC Connections provides support to adults with a disability who present with behaviour of concern. We use an evidence-based approach called Positive Behaviour Support (PBS) which focuses primarily on increasing a person's quality of life while decreasing the frequency and severity of their challenging behaviours.
- PBS is an evidence-based individualised and comprehensive approach that can be used to teach and encourage people to behave in appropriate ways.
- The approach makes behaviours of concern unnecessary by removing the things that trigger, encourage or reward that behaviour. It also teaches people alternative, more appropriate behaviour to replace the behaviours of concern.



# COMMUNICATION SUPPORT

At OC Connections we believe that communication that focuses on promoting respectful and fulfilling interactions is the cornerstone to the provision of truly person centered support.

Communication support begins with the process of understanding an individual's communication needs. People with Complex Communication Support Needs (CCSN) often require additional strategies and/or specialised resources to support their expression or reception of information.

The OCC support team work together with the person and their family to identify the priority communication needs of an individual. This may include providing aids to assist a person to know what is happening in their day, remember events, or provide a consistent method of communication across different areas of the person's life.





# DESIGN THINKING

OC Connections use a successful and innovative approach called Design Thinking to build and improve the services we offer and the way in which we offer them to participants.

Design Thinking is a creative and person-centred method used to solve complex problems.

OC Connections focuses on empowerment, self-determination, person-centeredness, and strengths-based practice. Design thinking encourages a deeper empathy and connection with the people we support and ensures our service delivery models are aligned with our participant's aspirations.

*OC Connections focuses on empowerment, self-determination, person-centeredness and strengths-based practice.*



# CO-ACHIEVE CASE STUDY VIDEOS

Julie's story

<http://oconnections.org/participant-stories/julies-goals>



Ben's story

<http://oconnections.org/participant-stories/bens-goals>

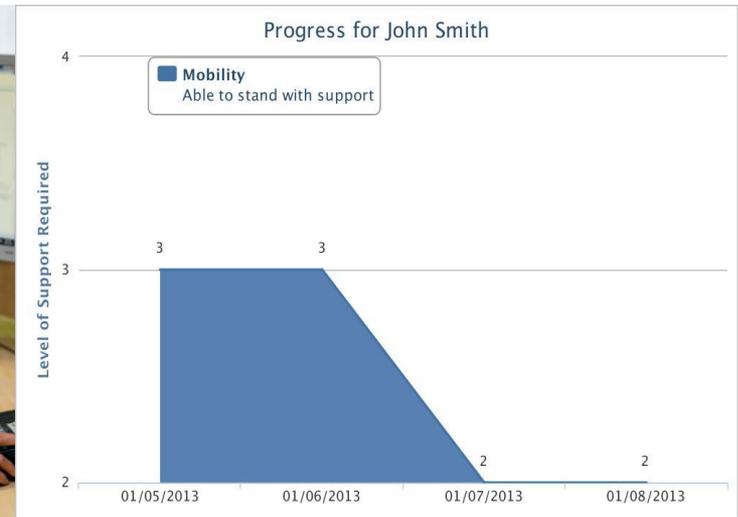




# SUCCESS - OUTCOME MEASUREMENT

Goal outcomes are measured by OC Connections staff on a daily basis in the field using our purpose-built Client Management System

*OC Connections staff measure goal outcomes on a daily basis.*



# OUTCOME MEASUREMENT FOR PARTICIPANTS

When we measure outcomes rather than outputs, we are able to see the real and tangible difference that we are making to people's lives.

The NDIA want to know what difference our activities are making to the lives of people with disability and what the lasting impact will be. We are asked to describe, measure and report on outcomes, rather than just outputs.

This means that we can describe the real difference our activities make to people's lives.



# OUTCOME MEASUREMENT FOR OCC

**Outcome measurement helps OC Connections to ensure that we are delivering tangible results for people with disability.**

It also:

Prove our impact in a clear and compelling way

Improve the impact of our services over time

Increase our funding sustainability (e.g. bulk funding arrangements, pay by results contracts, social benefit/impact bonds)

Demonstrate that our organisation's approach is unique, integrated and good value for money





# COMMUNICATING OUR SUCCESS - DIGITAL STORIES

Our stories on Instagram, Email, Website, Facebook, Blog Posts and LinkedIn:



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# THANK YOU



**FOR MORE INFORMATION  
PLEASE CONTACT US**

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