



2021 | 22
ANNUAL REPORT



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MESSAGE FROM OUR CHAIR AND CHIEF EXECUTIVE OFFICER



From left:
Tom Baxter | Chair
Therese Desmond | CEO

Welcome to the OC Connections Annual Report 2021/2022. The theme of this year’s report is community. As we reflect on the past year, it is clear that participation and inclusion in our local, state and national communities are at the heart of all we do.

Community participation and inclusion are important for everyone’s well-being. Being part of a community promotes independence, builds social and life skills, and helps break down stereotypes. All individuals deserve the right to participate in activities that can positively impact their health or lives. OC Connections’ commitment to community building and inclusion has never been more focused, and we are proud to showcase our community interactions in this 2021/2022 Annual Report.

LEADING THE WAY

It has been another tough year dealing with COVID-19, and as the pandemic rolled into its third year, the OC Connections team continued to excel in their service provision and community building. While it is fair to say that most of our staff members have felt stretched this year, we have done better than most and have been recognised for our efforts by the Federal Government and the disability sector. In particular CEO, Therese Desmond’s active involvement in the National Disability Services (NDS) Committee on Housing and Support and the OC Connections submissions to the Disability Royal Commission has ensured that we continue to play a role in shaping the future of the disability sector.

LIVING WITH 'COVID NORMAL'

A significant challenge of the 2021/2022 financial year involved balancing the community expectations and directives around living in a 'COVID normal' society with our care directives as a disability service provider. Keeping our staff and participants as safe as possible has continued to be our utmost priority. Further, we applaud our dedicated frontline staff who have persevered with infection control protocols and, when required, worn full personal protective equipment (PPE) throughout their shifts. Thanks to their hard work, we have had a relatively low incidence of staff and participant infections.

Returning to a COVID normal society has meant dealing with an inevitable run of staff illnesses and absenteeism. We have learned to adjust our approach to participant support accordingly. All staff and most participants are fully vaccinated, and we continue to provide the highest quality of care within the restrictions we continually face in disability services.

BUILDING OUR COMMUNITY

Maintaining a sense of community in a time of perpetual social lockdowns and physical distancing mandates has been a challenge. Indeed, our staff, participants and families are to be commended for their great work and resolution. It has been an inspiration to watch our OC Connections community move through 2021/2022 with goodwill and fortitude. We have been uplifted by the joys and triumphs of individual participants as they have achieved their personal goals. Further, we have been steadfast in our support of those who have had to endure another year of disappointment over cancelled plans and changed arrangements.

Sadly, we lost some long-term participants and supporters over the past year, and we offer our deepest condolences to their families and carers. Our participants are at the core of our community, and when they pass away, it impacts our community significantly. We have welcomed new staff and participants this year, bringing with them new energy and perspectives.

STRATEGIC PLAN

The 2021/2022 year marked the completion of our last Strategic Plan. We are pleased to announce that despite the challenges of the pandemic, we have continued to grow and, for the most part, meet our targets, although some projects have had inevitable delays. We acknowledge the hard work of the Board and executive team in guiding our organisation through an unprecedented time.

In 2022, our Board undertook an internal review with the assistance of a third-party provider. This resulted in a renewed sense of purpose and direction for the Board and the development of our new Strategic Plan (2022–2025).

HOUSING PROJECT

Our Housing Project, which aims to provide improved and additional residential homes throughout Melbourne's South-Eastern corridor, including the City of Casey, has been particularly successful. Funding for four new homes has been secured, and areas for land acquisition have been identified. Two existing homes (Rockbeare and Lonsdale) have now been refurbished.

'I want to sincerely thank our CEO, Therese Desmond and the Executive Management Team for their outstanding dedication and service throughout 2021/2022. They have each gone above and beyond the call of duty to ensure the safety and well-being of our community during these unprecedented times. We have much to celebrate, and we look forward to the year ahead'.

Tom Baxter, Chair.

CASEY DISABILITY SUPPORT HUB

The Casey Disability Support Hub, located in the City of Casey, is now fully operational. The hub is an important part of our future growth strategy and is a significant outcome of our 2019-2022 Strategic Plan. Located in Cranbourne West, the Casey Hub provides a much-needed resource for the local community, many of whom are from culturally and linguistically diverse backgrounds. Expansion into the City of Casey aligns with an employment offering in that locality and increases our impact in an area of identified need for supporting people with disability. We can connect and communicate with a broader community and engage in meaningful community partnerships to enhance outcomes for people with disability.

‘Maintaining our integral role in the wider community has required the hard work and dedication of the entire OC Connections team. I thank our Chair, Mr Tom Baxter, and the Board and Executive Management Team for going above and beyond to support our staff, participants and their families.’ Therese Desmond, CEO.

SOCIAL ENTERPRISE

Our commitment to social enterprise has continued throughout 2021/2022, and we congratulate everyone involved in making our various initiatives successful. In particular, the new bollard project is a significant initiative that will likely result in a substantial boost to employment opportunities for supported employees. The project connects to the State Government’s Social Procurement Policy, which aims to support increased employment opportunities.

We also seek opportunities to broaden our impact in other communities. Our car wash program in the City of Casey continues to grow, as does our work with Victoria Police and other commercial customers. We are committed to finding new opportunities to collaborate with other providers in the South-Eastern Corridor. Our involvement with the Department of Defence continues to thrive, with a further contract recently secured by the OC Connections Enterprises team.

MERGER AND ACQUISITION WORK

The Board continues to prepare for potential merger and acquisition opportunities and is keen to broaden our base and leverage our strengths and opportunities as they arise.

A CHANGE IN GOVERNMENT

The 2022 year has brought with it a change in the Federal Government. We acknowledge and appreciate the current government’s willingness to engage in dialogue about the sector and to attend to some inequities within the current National Disability Insurance Scheme (NDIS). In particular, we welcome The Hon. Bill Shorten MP, Minister for the National Disability Insurance Scheme and Minister for Government Services. We are thankful for his willingness to engage with participants around equity issues and individual plans and his promise for improved skills development and career paths in the sector.

We also thank The Hon. Steve Dimopoulos, State Member for Oakleigh and now Minister for Tourism, Sports and Major Events and Minister for Creative Industries in the Victorian Government. Steve has supported OC Connections for many years, and we congratulate him on his recent advancement to a ministerial position. Thank you also to The Hon. Anthony Carbines for his visit to OC Connections in May 2022.

GRANTS AND DONATIONS

As a not-for-profit organisation, we always appreciate and thank the donors and families who support us. Over the past year, we have been humbled to receive significant and much-needed donations from several organisations and families.

Day support participant Coco is happy to be back on site.

LOOKING FORWARD

As we move towards 2023, we do so with a great sense of optimism and determination. Our resilience and perseverance have certainly been tested over the last three years, and we are proud of the wonderful achievements that have been made in that time.

The safety and well-being of our participants, staff and families will continue to be our top priority for years to come. We are proud of the outstanding contributions that we have made to support our participants and their families and our local, state and federal communities. We look forward to continuing this involvement well into the future.



TOM BAXTER

Chair



THERESE DESMOND

CEO

ABOUT OC CONNECTIONS

6

As a not-for-profit organisation, we provide life-changing services and opportunities for more than 445 adults involved in Day Support Programs, Community Living, Employment and Support Coordination.

Our range of specialised support services is designed to enable people with disability to contribute to society and to live happy and successful lives on their own terms. We understand that each participant is an individual, and we work with them and their support network to tailor our support services to meet each person's specific needs and aspirations.

We are especially proud of our commitment to keeping people connected with their local communities, guiding us in supporting individuals to achieve their greatest level of independence and inclusion in the community. As an organisation, we aim to unlock each person's potential by working with them to maximise their choice and control over their lives.

OUR PURPOSE

Our purpose is to optimise life opportunities and choices for people living with disability through leadership, innovation, and co-creation.

OUR VISION

Our vision is to make a major positive difference in the lives of people with disability and our community.

Together with OCC participants, families, staff, volunteers, our community, and all stakeholders, we will work to bring our purpose to life, optimising opportunities and choices so that people with disability can lead the best possible life.

OUR VALUES

To provide participants with choices they value, we must create meaningful opportunities that bring direction and purpose to their lives and enable individuals to achieve lifelong goals and dreams.

Choice

The ability to choose how to live is central to everyday life. People feel valued when given a chance to make choices and decisions about what matters most in their lives.

Opportunity

Our inclusive services focus on the person and their individual needs. We create and provide opportunities for people to develop and grow, pursue goals and live as independently as possible.

Respect

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

Equality

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

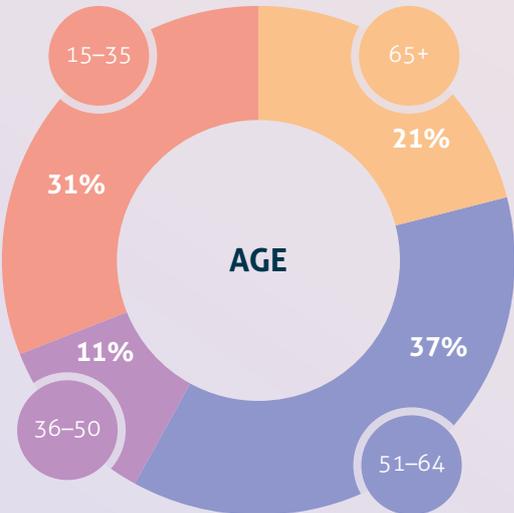
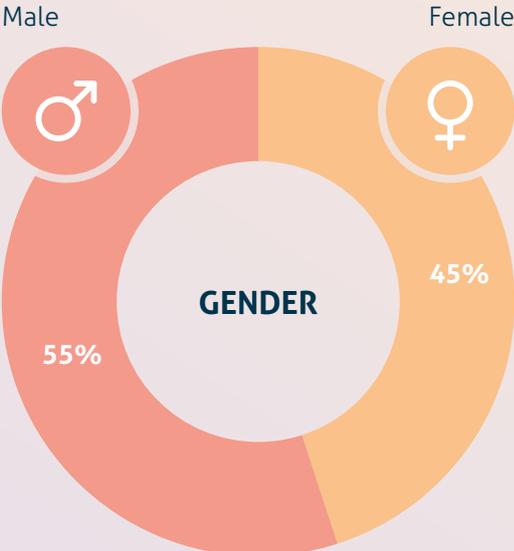


Day Support participant, Lachlan

WHO WE SUPPORT AND HOW WE SUPPORT THEM

At OC Connections, helping individuals achieve their personal goals, dreams and aspirations is an important part of our work. Throughout the 2021/2022 financial year, OC Connections supported over 445 adults living with a disability. We provided over 440,000 hours of support across our services, including Community Living, Day Support, Support Coordination, Employment, and within the City of Casey.

COMMUNITY LIVING



91 

TOTAL PARTICIPANTS

144,895  **HOURS**
OF SUPPORT PROVIDED

 **101,623 hrs**
SUPPORTED INDEPENDENT LIVING (SIL)

 **15,650 hrs**
SIL DISABILITY SUPPORT FOR OLDER AUSTRALIANS (DSOA)

 **19,487 hrs**
COMMUNITY LIVING INDIVIDUAL SUPPORT

 **3,109 hrs**
COMMUNITY LIVING INDIVIDUAL SUPPORT DSOA

 **5,026 hrs**
SHORT-TERM ACCOMMODATION

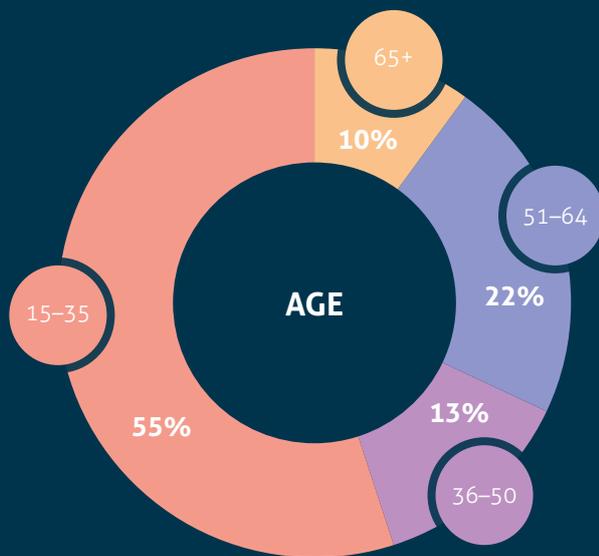
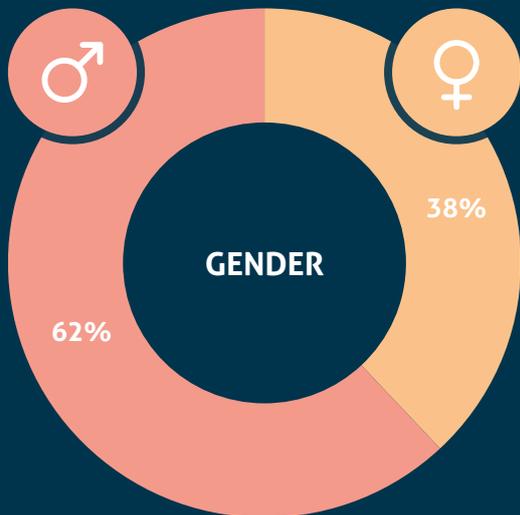
DAY SUPPORT

157 

TOTAL PARTICIPANTS

119,864  **HOURS**
OF SUPPORT PROVIDED

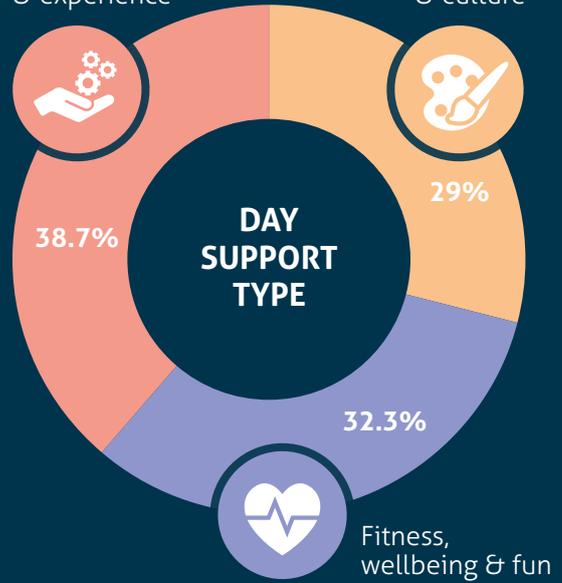
Male Female



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.

Learning, skills & experience

Art, music & culture



5



NEW PARTICIPANTS

47  **FULL TIME** | **110**  **PART TIME**

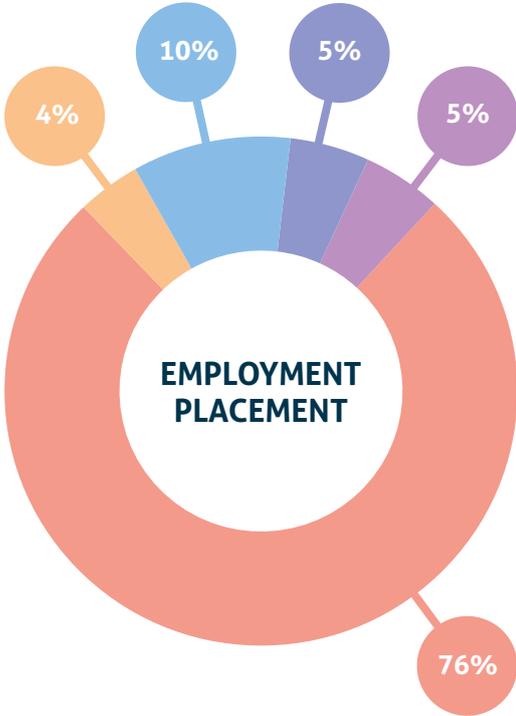
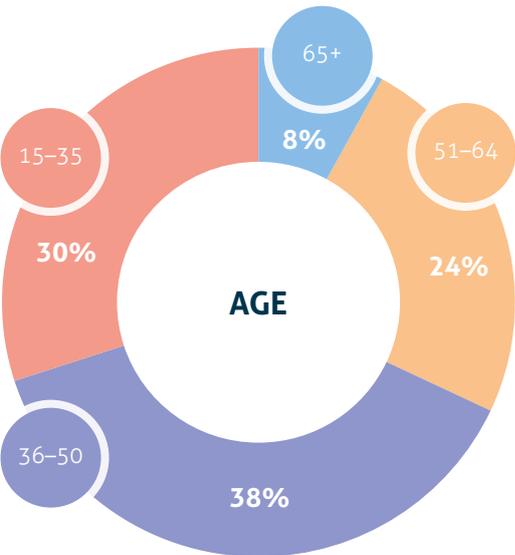
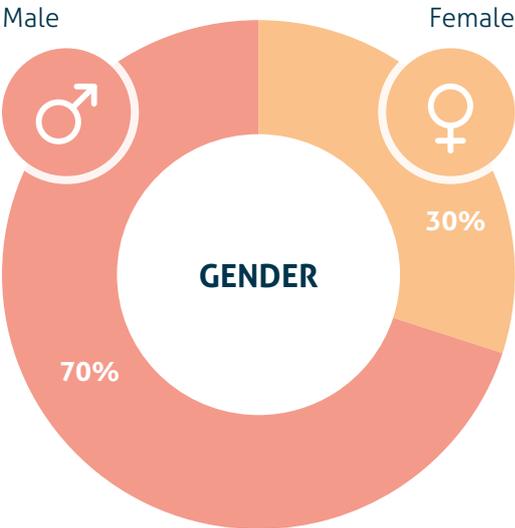
Day Support figures includes participants located at Casey Disability Support Hub

SUPPORTED EMPLOYMENT: OC CONNECTIONS ENTERPRISES

106 

TOTAL PARTICIPANTS

99,372  **HOURS**
OF SUPPORT PROVIDED



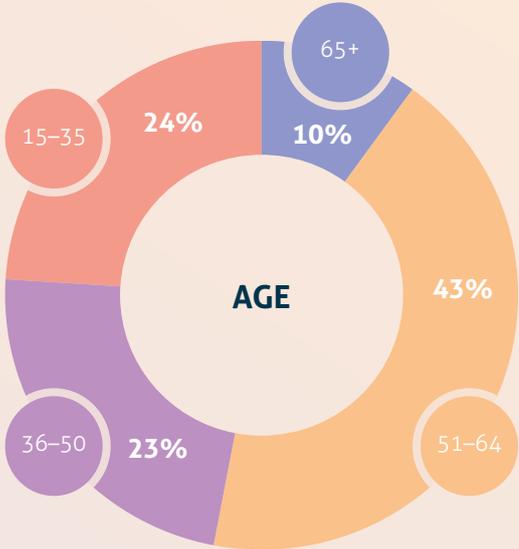
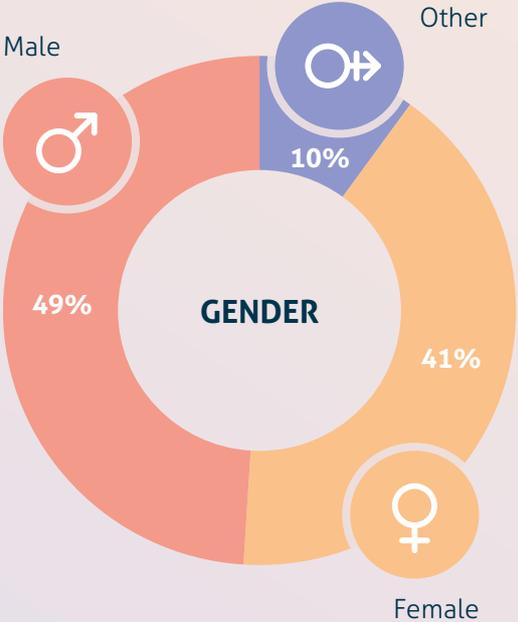
-  Towards Employment
-  Packaging
-  Car wash
-  Dept. of Defence Administrative Assistance Program (DAAP)
-  Administration

SUPPORT COORDINATION

91 

TOTAL PARTICIPANTS

79,046  **HOURS**
OF SUPPORT PROVIDED



YEAR IN REVIEW

Over the past year, we have used our values-based approach to ensure all individuals we support have the best possible access to the services and resources that matter to them.

During this time, we have worked tirelessly to:

- respond to the needs of participants and their families
- respond to market changes, including NDIS/NDIA/Federal and State Government changes
- actively improve our commercial effectiveness and long-term sustainability
- be responsive to and proactively manage the impact of COVID-19
- continuously inform and update staff, participants, and their families about the implications of COVID-19 and its effect on service delivery, well-being, and the vaccination rollout
- continue to innovate

THE STATISTICS

We are proud of our many achievements during the year, which we have summarised in the following statistics:



*Includes participants located at Casey Disability Support Hub

COMMUNITY LIVING



91

TOTAL PARTICIPANTS



144,895

TOTAL HOURS OF SUPPORT



22,596 hrs

INDIVIDUAL SUPPORT



5,026 hrs

SHORT-TERM ACCOMMODATION

SUPPORT COORDINATION



91

TOTAL PARTICIPANTS



79,046 hrs

TOTAL SUPPORT COORDINATION HOURS



SUPPORTED EMPLOYMENT & EDUCATION



106

TOTAL SUPPORTED EMPLOYEES



96,977 hrs

SUPPORTED EMPLOYMENT



4

TOWARDS EMPLOYMENT



3

SUPPORTED EMPLOYEES IN OPEN EMPLOYMENT



912 hrs

HOURS OF SUPPORT IN OPEN EMPLOYMENT



Day Support participants Richard and Elizabeth

STAFF STATISTICS

	COMMUNITY LIVING	DAY SUPPORTS	OCCE	CORPORATE SERVICES	
Employee Status	Full Time	4	15	10	15
	Part Time	58	65	107	12
	Casual	59	7	6	4
	Total	121 (33%)	87 (24%)	123 (34%)	31 (9%)
Age	18-24	9	4	4	2
	25-44	73	45	57	11
	45-54	20	23	31	11
	55+	19	15	31	7

AWARDS

SERVICE AWARD RECIPIENTS

Every year at our Annual General Meeting, OC Connections recognises our wonderful staff through service awards. The staff listed below have given over five years of service to OC Connections. We thank them for their dedication, service, and commitment to the people we support and OC Connections.

STAFF MEMBER	DEPARTMENT	YEARS OF SERVICE
John Hosking	Day Supports	5
Anil Kumar	Community Living	5
Bhavin Gajjar	Community Living	5
Gail James	OCC Enterprises	5
Jane Lanning	Day Supports	5
Jarek Frackowiak	ICT	5
Jules Rogers	Administration	5
Tatenda Madizaro	Community Living	5
Whitney Kendall	Community Living	5
Arishma Clayton	Day Supports	10
Graham Furman	Day Supports	10
Justin Kansley	Day Supports	10
Meredith Annand	OCC Enterprises	10
Ruby Saini	Day Supports	10
Rose Smyrakis	Day Supports	10
Katrina Ponisi	OCC Enterprises	15
Karen Palmer	Day Supports	20

THE ALLEN JAMES AWARD RECIPIENT: MARK BRAIN



Mark Brain receives his award from Rotarian Peter Webb

OC Connections' team member Mark Brain received the Rotary Bursary for 2022 from the Rotary Club of Oakleigh Clayton Huntingdale. Mark has worked in the disability sector for over five years, holding roles such as Disability Support Worker, Team Leader, and Team Coordinator at OC Connections.

The Allen James Award is named after the late Allen James, a founding member of the former Oakleigh Centre and the charter secretary of the Rotary Club of Oakleigh. It is a vocational award offered each year by the Rotary Club of Oakleigh Clayton Huntingdale to an OC Connections staff member for their work in disability.

Mark says that while he has worked in other sectors, his passion lies in the disability sector, and he would like to build a career around team leadership and individual support. The Bursary from the Rotary Club will contribute to Mark's studies in the RMIT Graduate Certificate of Business Administration.

'I chose to study the Graduate Certificate of Business Administration to consolidate and build on my experience and lead me in the direction of a leader in our industry', says Mark.

Mark was grateful for the recognition from his peers, with his nomination from the OC Connections Executive.

HOUSING PROJECT

The OC Connections Housing Project is now well underway. Over the next five years, the project will see the refurbishment of four existing homes and the construction of four new homes across the Cities of Monash and Casey.

The Rockbeare refurbishment has already been completed, and participants successfully moved back into their updated home on 15 June 2022. As part of the refurbishment, a new fire door was added, and all flooring was replaced. The residence also received an extensive re-paint, and the home looks and feels almost brand new.

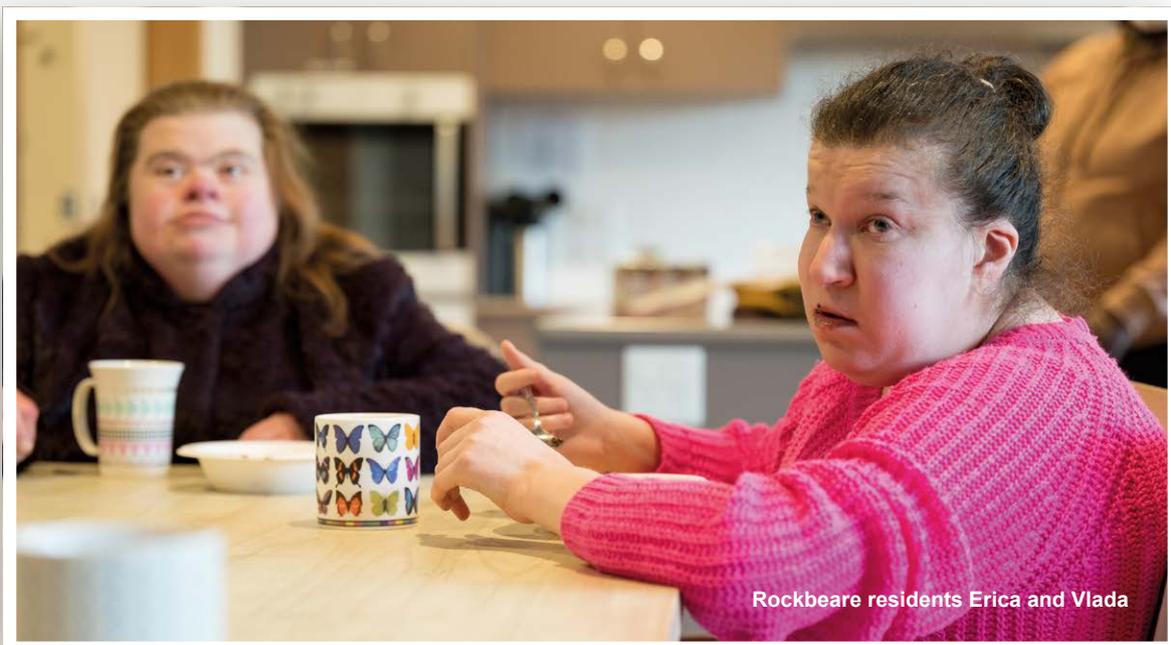
Participants are happy with the refurbishment and say the flooring makes the home look bigger and brighter. On the same day that the Rockbeare participants moved back into their home, the participants of Lonsdale Street moved out into the Quest Apartments to allow for refurbishments, which started in June.

Meanwhile, OC Connections has purchased a block of land in Madeleine Road, Clayton, which will be the site for a new supported living home.



Rockbeare resident David

With property prices increasing significantly, finding the right property for the right price has been challenging. We were fortunate to locate this block, which is close to both the Rockbeare and View Street homes. It is also near public transport, shops, a medical precinct and the local community centre and library. Participants, families and staff impacted by these moves and housing updates have been kept up to date throughout the process.



Rockbeare residents Erica and Vlada



OCCE Supported Employee, Sandra

CASEY DISABILITY SUPPORT HUB

July 2021 saw the opening of the new Casey Disability Support Hub in the Cranbourne West Community Hub. The City of Casey is one of Victoria's most culturally and linguistically diverse communities, with a significant number of people on NDIS plans and predictions for this to grow further. The Hub provides a desperately needed resource for the local community, and we are pleased to offer an array of support services to this developing area.

The Casey Disability Support Hub is an important part of our growth strategy as it enables us to extend our services in Melbourne's South-Eastern suburbs. The focus of the Hub is to support local people with disability by providing services that will grow their independence, skills and confidence.

In 2021, a coordinator moved into the Cranbourne West Community Hub. They set about developing community networks and contacts and worked with local area coordinators, plan managers, schools, support coordinators and councils to seek potential NDIS participants in the area.

The location in Casey builds on our employment and accommodation supports. For several years, we have provided fleet car washing services to the City of Casey, and there are plans to commence building homes to support people in SIL in the near future.

NDIS ONBOARDING AND TRANSITION

The OC Connections' NDIS Intake and Transition team focus on the onboarding of new participants to our services and the transition of current participants from one NDIS plan to the next.

The team has worked tirelessly during a year of considerable change and uncertainty towards maintaining and improving our processes supporting participant onboarding and the annual transition of all participants to new NDIS plans.

Much of this work is part and parcel of the support that the broader OC Connections team provides to participants and their families in negotiating the NDIS to ensure the best possible outcomes for participant support.

STAFF MEMBER PROFILE: DEEPAK SAHU

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Deepak is a Disability Support Worker in OC Connections' Community Living. He provides support to participants in one of our Specialist Disability Accommodation homes. Deepak supports Erica, Greg, Vlada, David and Carolyn in their home and daily routines.

Deepak says that he loves the flexibility that working in supported accommodation provides: "It is not just a 9–5 job; each day is different. I might do sleepovers, or other times I am driving participants to their appointments or working with people providing individual support to enable them to do things they like to do," he says.

During the early days of the pandemic, Deepak was impacted significantly. After only a few months of employment with OC Connections, he returned home to India to visit his family. With border closures and international travel stopped, Deepak was sidelined in India for almost a year. Despite the uncertainty about when he would return, Deepak was reassured by OC Connections that his position would be kept open and that he would receive any financial support he was entitled to.

"I was relieved to know that on my return, I had a job to go back to, and in the meantime, I was financially supported," says Deepak. "OC Connections has always been a pleasant experience for me, but after the support I received, I felt proud and privileged to be a part of the OCC community."

Deepak has been on-site supporting the small group of participants in Clayton for 18 months and loves every minute of his job. On his return, he was faced with new challenges: supporting participants through the second year of Melbourne lockdowns and navigating the changing care directives and infection control procedures.

"These were challenges, but I was supported and trained by my Team Leader, Rob Easy, who was always responsive. I also appreciate the way OC Connections have worked to manage infection control. As a staff member, this has allowed me to get used to one kind of setting, where I know what to do and how to support participants in a safe environment," says Deepak.

Deepak also acknowledges the resilience of participants during lockdowns, which was made easier by the in-home daily support provided by OC Connections. "No one likes to stay inside, but the participants understood it needed to be done to remain safe. The in-home support provided by OC Connections kept people active and engaged, and participants felt like they were doing something," he said.

Despite the challenges of the last few years, Deepak has maintained a positive attitude. "COVID has made all of us more caring towards each other and shows our community spirit," he said. "I also appreciate the team that supported me while I was stuck in India and then on my return. Whatever I went through, I only had positives in my mind, which was helped by the generosity of the OCC team."



Document Management supported employee, Jarrod

STRATEGIC PLAN 2022–2025

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OUR PURPOSE

To optimise life opportunities and choice for people living with disability through leadership, innovation, and co-creation.

OUR VISION

To make a major positive difference to the lives of people living with disability and our community.

Together with OCC participants, families, staff, volunteers, our community and all stakeholders, we will work to bring our purpose to life, optimising opportunities and choices so people with disability can lead the best life possible.

OUR STRATEGY

Our four pillars bring our strategy to life, and they represent the breadth and depth of what we do:

Developing and enhancing our workforce, as our greatest resource, means better participant outcomes.

- Implementing our employment strategy that supports continuity of support and quality service delivery
- Refreshing our orientation and induction program that responds to quality support delivery requirements and organisational awareness
- Enhancing accessibility by operationalising all modules of the Human Resources Information System.
- Refreshing, diversifying, and implementing our Volunteer Strategy.
- Exploring alternative models for educating and learning, including being a Registered Training Organisation

Delivering growth to expand our positive impact for people with disability and their families, staff, volunteers and the community

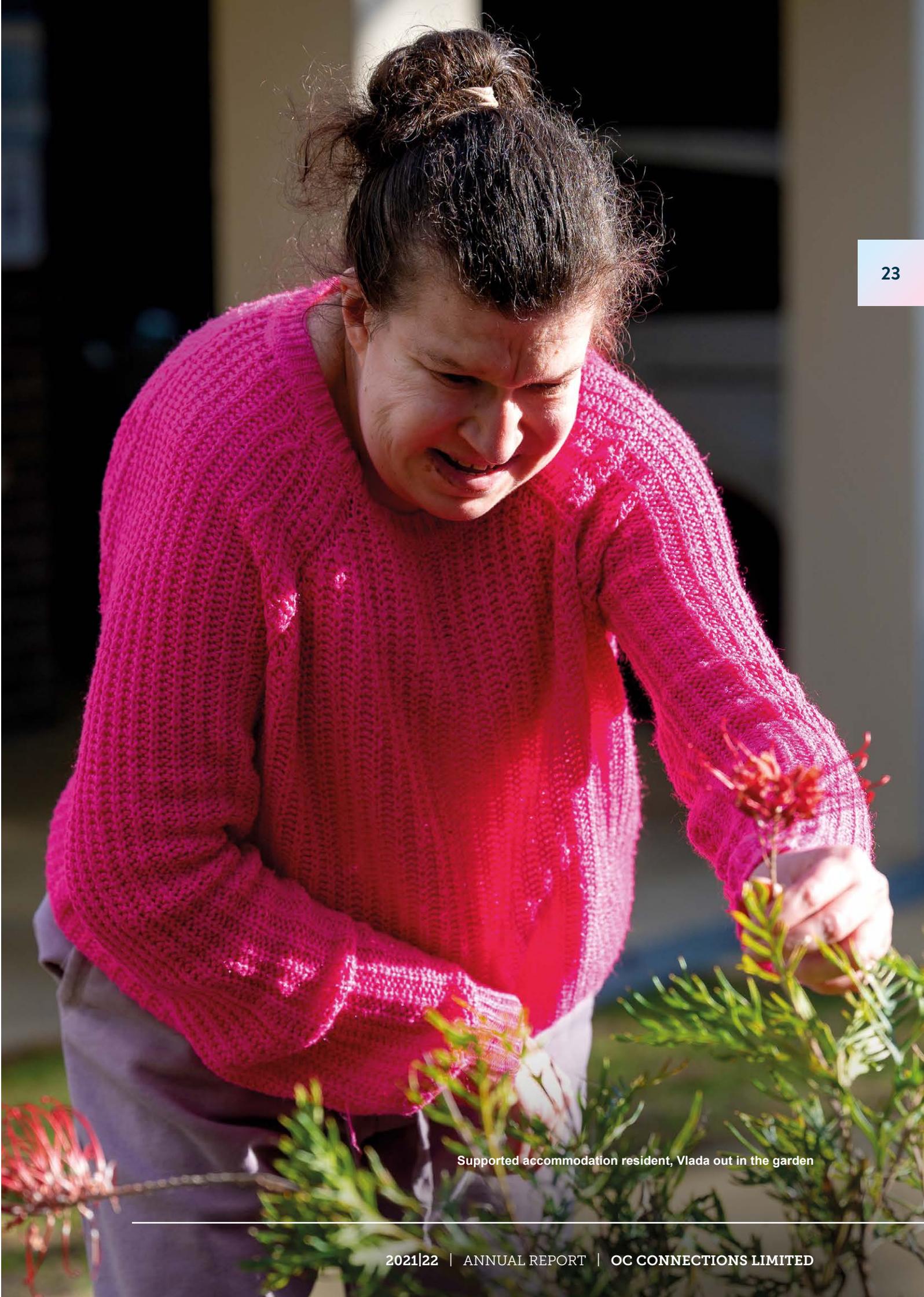
- Leveraging Integrated Employment Models through growth in social enterprise and supports in open employment.
- Actively seeking a Merger or Acquisition.
- Transitioning Day Support with increasing community focus
- Enhancing the quality and livability of OC Connections homes
- Expanding the City of Casey support offerings.
- Diversifying the people supported in a viable way.

Striving to lead sustainably across all areas of OC Connections – supports for people with disability, financial outcomes and environmental footprint.

- Developing, implementing, and embedding a climate change policy for a climate-resilient community
- Creating and identifying opportunities for innovation
- Increasing the number of people supported and the range of key supports
- Reviewing key infrastructure to ensure it is fit for purpose
- Ensuring we are financially viable to enable us to achieve our vision

Leveraging business insights for greater participant outcomes

- Providing a more comprehensive business insights platform
- Exploring a Shared Services model
- Embedding Co-Achieve into our OCC unique proposition
- Measuring and promoting the OCC impact



Supported accommodation resident, Vlada out in the garden

PROFILE ON JOSHUA

24



Joshua (left) is supported by OC Connections' staff to go out in the community on weekends

Helping people participate in the community is an important part of what we do. This year, we helped NDIS participant Joshua achieve his goal of developing his independence by helping him to engage with people outside of his family on weekends.

Like many 28-year-olds, Joshua has goals that he wants to achieve. He would like to maintain a job he enjoys and live independently. He also wants to socialise with friends and participate in the community. Unfortunately, Joshua has previously found it difficult to access support when it comes to getting out and socialising on the weekends. "There are many groups during the weekdays, but I love my job, so finding activities on the weekend is hard," he said.

Joshua currently works at an Australian Disability Employment provider five days a week and does not want to change his hours. Fortunately, the team at OC Connections were able to assist. Thanks to our individual support program in the City of Casey, we connected Joshua and his family with Casey Hub Coordinator Lyndall. Lyndall, Joshua, and his parents have determined exactly what support Joshua needs to live his best life.

Now, almost every Sunday, Joshua uses his new individual support plan and heads out into the community with an OC Connections Disability Support Worker. Having a support worker helps Joshua to feel safe. "They have helped me enjoy weekend activities and encouraged me to talk to new people," he said.

Joshua's mum has also been impressed with the communication from our team and appreciates the specialist knowledge they share to help find the right support for Joshua. "Having someone who can answer your questions is very helpful," she said.

The OC Connections Co-achieve model is our way of working with Joshua on all the different areas of his life that are important for happy and healthy living. Co-achieve helps OC Connections staff learn how to support Joshua in reaching his goals. It means we can help Joshua to learn new skills, do new things, and decide what he wants in life.

COMMUNITY AT WORK (OCCE)

Our Supported Employment division, OC Connections Enterprises (OCCE), worked hard this year to maximise participant safety and minimise work interruptions due to the pandemic.

As we moved into our third year of the pandemic, the team at OCCE focused on working safely and productively. While COVID-19 restrictions and stay-at-home mandates impacted workflow during 2021, we took steps to minimise the impact on our teams and the customers who rely on us.

We introduced work bubbles and separate break times to prevent employees from mixing. While this affected some of our normal social interactions, our employees have adapted well to these bubbles, and we continue to operate within them.

LABOUR RESOURCES

COVID-19 lockdowns impacted OCCE's ability to recruit new supported employees. As a result, we have used our technical resources and conducted virtual tours for new staff. We have also worked hard to stay in contact with prospective supported employees, families, planners, and support coordinators to ensure that future supported employees have the insights and support they need to pursue their work goals.

SUPPORTS IN OPEN EMPLOYMENT

OCC Enterprises now supports an additional two Supported Employees — Michael and Karen — to work at offsite locations. Both employees undertake administrative duties and are doing an excellent job. The supports are based on each participant's needs and job role. This assists the participant to become more confident and independent in their roles and adds a valuable staffing resource to the organisation they work in.

BUSINESS PARTNERSHIPS

The 2021/2022 year has seen us grow our business partnerships, resulting in some great publicity and promotion. These partnerships within the wider community have helped us to provide further employment opportunities for people with disability across the community.

THE KINDER KITS PROJECT

In an Australian first, the Victorian Government has funded three-year-old kindergartens across the state. To celebrate, it gave all children enrolled in a funded three-year-old kindergarten program in 2022 a Kinder Kit. The kit includes cases filled with books, toys and activities for three-year-olds to enjoy at home.

OCCE's packing team worked with Tinta Crayons, packaging their environmentally and child-safe crayons for distribution in the Kinder Kits. As part of the promotion of the kits, the Department of Education and Training organised videos to be filmed with each of the makers of the kit contents, including video footage of the packing process at 1088 Centre Road.

This project is a wonderful example of how we connect with our community to provide opportunities for people with disability to reach their personal and employment goals.

BLENDING WORKFORCE CAR WASH PILOT

In conjunction with JobsBank, OC Connections is about to embark on a new 'blended workforce car wash' pilot. Following the extraordinary success of OCCE's environmentally friendly mobile car wash program, the new initiative seeks to partner with other agencies that may have jobseekers that face barriers to employment.

OCCE's General Manager, Steve Betinsky, stated that "For some jobseekers, a placement like this could be life changing, getting a foot in the door, getting work experience in the Australian context. They could come out of a car wash placement with transferable skills, a resume and a job reference. It also gives our workforce social interactions with a diverse range of people."

JobsBank's involvement centres on testing and scaling the operation for expansion across the state. The aim is to create an estimated 200 jobs over the next two years, focusing on regional areas where employment can be challenging. JobsBank is also providing much-needed funding for the monitoring and evaluation phase of the project.

ECO BOLLARDS PROJECT

Major Roads Projects Victoria (MRPV) is currently supporting our bollard recycling initiative and has filmed our supported employees working on the Fitzsimmons Lane Bollard Recycling Project.

As part of our partnership with Major Road Projects Victoria, our supported employees have put in approximately 1000 hours of work diverting old bollards from landfill to recycle and make new ones.

This has created outstanding environmental, social and local economic outcomes and will lead to further work opportunities for people living with disability.

Together with MRPV, we secured, recycled and reused over 4000 bollards on the Fitzsimons Lane Upgrade.

CELEBRATING WINS

OCCE car wash employee Elias successfully gained his driver's license permit. Elias has a passion for cars and has used his role as a car wash team member to learn more about cars and how to look after them.

OCCE employees, and husband and wife duo, Belinda and Daniel, have successfully purchased their own home after much saving and searching.

DAAP employee, Jack, competed in the Wheelchair Rugby National Championship on the Gold Coast in June 2022. Jack represented Box Hill Rugby Union Football Club, one of only two Victorian teams participating in the Championships.

Supported employee Philip was seconded into a higher duties role as a car washing supervisor for six months. This experience not only supported the work done by the car wash team but also provided Philip with valuable experience that he will use for the next step in his employment goals.

We congratulate Elias, Belinda, Daniel, Jack and Philip on reaching their goals.

SUPPORTED EMPLOYEE SERVICE AWARDS

We congratulate the following supported employees for their years of service in 2022:

Gary L – 55 years

Adrian J – 50 years

Ian L – 50 years

Jenny K – 40 years

George Y – 35 years

Maryann W – 35 years

Ramon T – 30 years

NEW INITIATIVES

Despite part of the year being impacted by the COVID-19 lockdowns, OCCE continued to drive and develop the following exciting new initiatives:

DOCUMENT MANAGEMENT ENTERPRISE

As a result of a successful tender with the Department of Defence, OCCE launched its new Document Management Enterprise in September 2021. The contract involved document digitisation of defence files on-site at 1088 Centre Road.

Document Management provides office-based work that develops transferable skills and experience for various corporate and administration employment pathways. OCCE initially established four workstations within our administration building, which quickly grew to

eight as we found employment for 12 supported employees. These eight workstations will soon become twelve as the demand for service increases. In turn, this will provide office-based work for more than 20 people living with disability.

INTRODUCTION OF SUPPORTED EMPLOYEES AS TEAM LEADERS

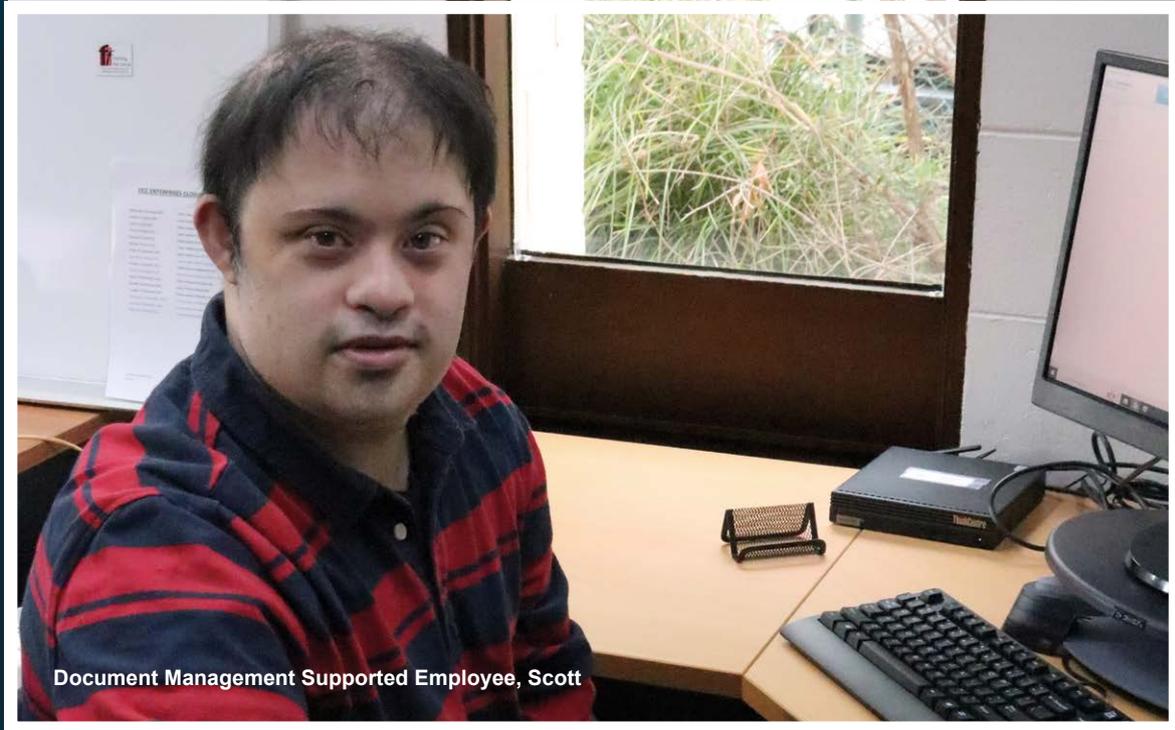
OCCE now has nine Team Leaders that support the work undertaken in their respective areas. Team Leaders help supervisors with their day-to-day work. They also work to advance their career opportunities through these leadership roles.

Document Management supported employee, Valerie



SPOTLIGHT ON SCOTT

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OCCE supported employee Scott has successfully nominated for OC Connections' Diversity, Inclusion and Well-being Committee. The committee is dedicated to building a respectful, diverse, inclusive, and healthy workplace. It helps every staff member to understand, contribute to, and maintain an environment where the dignity and uniqueness of every individual is recognised.

Representatives on the committee are from each area of the organisation, including supported employees who work in our packing, car wash and document management enterprises. When a callout was made for new member nominations, Scott jumped at the chance to be involved.

Scott wanted to join the committee to help his OCCE colleagues stay connected throughout the COVID-19 restrictions. He recognised a need for staff to feel supported and engaged during and after restrictions and was interested in helping coordinate events to facilitate this engagement.

In receiving his nomination Hannah Isles, committee representative and Towards Employment facilitator, said "Scott has captured the Committee's values so well, and I think he will be a fantastic addition and member."

Since his successful nomination, Scott has already helped organise the Biggest Morning Tea in support of the Cancer Council. Scott also won the prize for the best cook at the Morning Tea. We thank Scott for his contributions and look forward to seeing what is next for him and the Committee.



Day Support Participant, Bronte

COMMUNITY AND DAY SUPPORT PROGRAM

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Despite a full 90 days of COVID-19 lockdowns in the second half of 2021, our staff worked tirelessly to support participants who could not be supported at home. The combination of on-site infection control procedures and COVID-Safe protocols ensured that COVID-19 infections on-site were minimal in late 2021.

Between February and May this year, as COVID-19 restrictions eased in the disability sector, we have supported more participants on-site and out in the community. It has been a joy to see participants reconnecting with friends and support workers in person and enjoying activities at 773 Warrigal Road and within the community.

Our staff continue to uphold COVID-Safe practices by being vaccinated, working in bubbles, using PPE where required, and educating families on COVID-Safe protocols to slow the spread of COVID-19.

While the community restrictions have eased, the disability sector must remain vigilant to keep vulnerable individuals safe. As a result, we have put additional safety measures in place.

We continue to utilise spaces for rent in the City of Monash via the City of Monash Halls. This has provided extra space for our Day Support activities and allowed us to work within our space capacity requirements. We use these spaces for daily activities and as meeting places before heading out into the community.

ACHIEVING GOALS

A total of 995 Participant Goals were achieved this year. A further 33,112 activities are underway as participants work to achieve new personal bests.

DARREN, DAMIEN AND CRAIG AT THE SPECIAL OLYMPICS

Congratulations to OC Connections Day Support participants Darren, Damien and Craig, who were selected to represent the Victorian Bocce team at the Special Olympics in Launceston, Tasmania, in October 2022. Darren, Damien, and Craig started with the Bocce team in 2019. They initially joined for fun and to build connections with team members. After years of playing and twice-weekly training sessions, Bocce Club organiser Maree noticed that the men had a real knack for it.

Travelling to Tasmania for the competition was initially daunting for the team. However, after many conversations with the families, support coordinators, the Special Olympics Committee and the Bocce team organisers, a plan was made.

There have been many stakeholders that are involved in the process, and we want to thank each and every one of them in helping the men achieve their goals. We look forward to seeing how the team performs and wish them the best of luck.

SPOTLIGHT ON MICHAEL



During the 2021/22 Financial Year, OCC Enterprises supported the transition of three supported employees into open employment. Michael is one of these employees and we congratulate him on his new role in the ACE Contractors Group.

The ACE Contractors Group is a civil construction company that services in Victoria. As part of his new role, Michael undertakes administrative duties at the company's Nunawading office. In addition to scanning, shredding and filing, Michael also assists with garden maintenance.

OCCE was approached by ACE Project Manager, Shane Jones, in 2021. Shane wanted to support a person with disability by helping them move into open employment. ACE Contractors Group's mission is to provide people with opportunities that they may not otherwise be able to access so that they can find work in a stable and supportive workforce.

Michael says he loves working at ACE. "I enjoy scanning and document management – it's more my style of things to do," he says. "Everyone is hands-on and I'm keeping busy doing different things, which means I'm not always sitting down, and I don't get bored."

Michael previously worked in packing at OCCE and then moved into document management. He now uses the skills that he developed at OCCE in his new role. Michael sees this as one step closer to achieving his ultimate goal of working in IT and designing web pages.

Michael continues to receive support from OCC Enterprises. These supports help him to become more confident and independent in his role and allow the business to continue with its core duties.

Today, Michael is thriving in his role. His original one-day-per-week shift has now become two days to help the ACE Contractors Group work through a backlog of tasks. "Michael is passionate, arrives on time, gets along with everyone and works hard. He is so efficient that we often have to find more work to keep up with him," said Shane.

The support network that Michael now has in place will put him in good stead to work towards his employment goals.

Good luck Michael! We wish you all the best.

COMMUNITY LIVING AND SUPPORT SERVICES

The 2021/2022 year brought several changes to how we worked across Community Living and Support Services. Staff continued to provide daily activities and supports to participants at home throughout the restrictions of late 2021 and early 2022. To minimise the risk of COVID-19, visitors were restricted to meeting participants offsite and at outdoor venues in line with government directions.

STAYING CONNECTED

Staying connected with friends and family is important, and staff were instrumental in keeping participants in touch with their loved ones despite restrictions. Video and phone calls continued to be the main point of contact, while visits to parks and outdoor coffee catch-ups were a regular part of the year.

Keeping people engaged with the wider community and their existing networks was also important. Throughout 2022, it has been delightful to see participants again venturing out into the community, supported by staff, family or friends. Some of our participants have returned to their work, volunteering duties, sporting groups and recreational activities.

SHORT-TERM ACCOMMODATION

The Short-term Accommodation home re-opened to participants in 2021. This operated with varying capacities as we sought to comply with COVID-19 restrictions and keep people safe. A dedicated Team Leader now oversees Short-term Accommodation. This helps us to facilitate bookings better and improve awareness of our service offering. The Team Leader will also be involved in expos, school visits and tours to further promote the service.

LOOKING FORWARD

Keeping participants and staff safe from COVID-19 and influenza continues to be our priority. As we move into our new financial year, our staff must maintain COVID-Safe conditions. They are also required to test for infection regularly.



Sarah and Mary (left) enjoy the park on a rare outing during restrictions

SPOTLIGHT ON ALYSON: CROCHETING FOR COMMUNITIES

OC Connections' long-term SIL participant, Alyson, has put her passion for crocheting to great use by donating her work to support not-for-profit organisations. After some research and discussion with her support staff, Alyson decided that she would like to donate her pieces to not-for-profit organisations, with a different organisation receiving her items each month. Alyson not only makes wonderful blankets; she also crochets other lovely woollen items such as booties, beanies, and scarves.

We thank Alyson for being so caring and willing to help others. She also volunteers her time at OC Connections 773 Warrigal Road reception. After more than two years of being unable to be on-site



due to COVID-19 restrictions, Alyson has now returned to assist with labelling and laminating documents. Alyson is a perfect example of how helping others brings joy and builds community.

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SUPPORTING FRIENDSHIPS



Jane and Fred (above)

Jane and Fred are long-term friends who live in separate OC Connections' supported accommodation. During lockdown, they had to rely on phone calls and zooms to stay connected. Fred also sent cards to Jane and a video performance of himself playing the didgeridoo. As the restrictions lifted, the two have been able to spend some more time together and they have enjoyed sharing meals and a cuppa in the backyard of Jane's house.

Community Living Team Leader Whitney Kendall said it has been important for staff to facilitate these connections for all OC Connections' Community Living participants during the pandemic. "With the help of staff, Fred and Jane, as with all of our Community Living participants, have been able to maintain their relationships, making lockdowns and restrictions a little easier to deal with," noted Whitney.

THANKING OUR VOLUNTEERS

VOLUNTEERS

Our volunteering program continued to be impacted by the COVID-19 pandemic. The lockdowns, reduced capacities, and density limits meant we needed to pause having our volunteer activities on-site for much of the 2021/2022 year. We were, however, still fortunate to secure volunteers for our charity golf events and some one-off events with the Clayton Church of Christ and their Love Loud Initiative. We hope to develop these relationships further and increase volunteer and student placement opportunities on-site in 2022/2023.

COMMUNITY VOLUNTEERS

LOVE LOUD

The Clayton Church of Christ has supported OC Connections for several years through volunteering. Their Loud Love Initiative is launched each year around Christmas, and during this time, they ask their congregation to show love and community support with no strings attached. In the past, the church organised a garden overhaul for one of our community living houses, and members volunteered at our Christmas Tree Festival. Most recently, the generosity of the church's parishioners has led to the donation of 18 Christmas hampers for those in need within the OC Connections Community in December 2021. They have also been involved in a Treeworks Project, which included removing a damaged tree from one of our Community Living properties.

ANNE BAVINGTON – STAFF MEMBER



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Anne Bavington is the Manager of Quality and Risk for OC Connections. She is responsible for our organisation’s quality and risk procedures, including health and safety, incident reporting, privacy, feedback, quality enhancement opportunities and continuous improvement. Over the past 12 months, however, COVID-19 infection control and care directives for the disability sector have been her primary focus.

“OC Connections has taken a very clear and progressive line in ensuring the safety of vulnerable participants and the rest of the OCC community. The Quality and Risk role has included ensuring that while the business continues, risk mitigation is considered in all activities. This includes taking a creative approach to all supports provided by OC Connections,” she said.

Anne has a 30-year history of working in disability in Australia and the United States. She started as a casual Support Worker in Community Living and worked in various small and medium-sized not-for-profits throughout Victoria. “In this time, I’ve had the opportunity to see disability services progress from a medical model to a focus on individual outcomes and participant-driven supports,” she said.

Anne acknowledges that getting to know an organisation as a new starter in the pandemic has been challenging. So too has the changing nature of government directives, which put staff, participants and their families under significant strain. She also points out that while the pandemic has been full of challenges, some great opportunities have arisen as a result.

“Our community hubs have expanded to accommodate smaller participant groups at each site; flexible working arrangements for those who can work from home are now possible, and the use of technology has been extraordinary,” she said.

When asked about the future of quality and risk at OC Connections, Anne said she hopes that as an organisation, OC Connections will continue to innovate and find even more responsive ways to support the needs of participants.

PEOPLE LEARNING AND CULTURE

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The 2021/2022 year has been challenging yet rewarding for the People Learning and Culture (PLC) team. They worked diligently to ensure that staff received continued support throughout the third year of the pandemic. This included supporting various teams with recruitment, onboarding, and compliance training and ensuring government vaccination mandates were met.

VACCINATION MANDATES

The Victorian Government issued the first Public Health Order where all authorised workers had to be fully vaccinated by 26 November 2021. The PLC team worked with all OC Connections staff to meet the state vaccination mandate. This included obtaining proof of vaccination and providing opportunities for staff to receive vaccinations on-site at OC Connections. Further Public Health Orders were released across the year and all requirements were met thanks to the dedication of staff and work conducted by the PLC team.

MENTAL HEALTH AND WELL-BEING

Over the past year, 16 OC Connections staff received Mental Health First Aid Certified Training. This is in keeping with our commitment to promote positive mental health and well-being across our staff base. We also worked closely with our Employee Assistance Provider D'Accord and encouraged staff to use their confidential services in the following ways:

- Face-to-face appointments were available within 48 to 72 hours of making an initial phone call.
- Immediate response phone or Skype call was made available within 24 hours of first contact.
- Phone crisis counselling was made available within one hour of the initial request for services during or immediately after business hours.
- On-site trauma management was made available within two hours of the initial phone request in metropolitan areas.

DIVERSITY, INCLUSION AND WELL-BEING

With the COVID-19 pandemic stretching into its second and third years, the Diversity, Well-being and Inclusion Committee prioritised the health and well-being of staff. Highlights included the following:

- R U OK? Day – This involved posters, affirmation cards, SharePoint information, SMS messages and emails to staff sharing resources and encouraging everyone to check in with each other.
- Step Challenge – October and November 2021 saw teams virtually walk from Port Douglas to Tasmania. This event provided an opportunity for participants to engage with staff. Participants and supported employees were supported by staff to be involved. Weekly reports and updates helped build a collegiate and competitive environment.
- Biggest Morning Tea – May 2022 saw the team meet virtually to share a cuppa and compete in a virtual morning tea bake-off. A total of \$860 was donated to the cancer council through this initiative.

LEARNING AND DEVELOPMENT

Our external panel of training providers continued to provide training via various online platforms over the past year. This ensured that compliance was maintained. During the 2021/2022 financial year, 518 staff attended various training sessions. The Leadership Development Program for leaders and emerging leaders concluded in November 2021, with 19 OCC staff attending the six sessions in 2021.

TREASURER'S REPORT AND FINANCIALS

The financial year to 30 June 2022 experienced ongoing disruption to service provision caused by the COVID-19 pandemic. From a financial perspective, the main impact of the pandemic has been a significant reduction in revenue.

In last year's report, reference was made to our staff and participants having to adapt to new ways of working, and this has continued with an emphasis on maintaining safe social distancing requirements and the wearing of personal protective equipment. Service provision, although at lower than pre-pandemic levels due to lockdowns and government restrictions for people to stay at home when possible, has continued uninterrupted, and the resilience of both staff and participants under these less-than-ideal conditions has been heartening.

Significant progress has been made on our strategic growth initiatives:

- 1. The Housing Development Project:** Bank financing has been secured, two of four planned refurbishments of existing properties have been completed, and a parcel of land has been acquired in the Inner East to build the first of the planned four new community living homes.
- 2. The OCCE Eco Bollard Project:** This is progressing according to plan with the expectation of sales of bollards coming on stream by the second quarter of the new financial year.
- 3. The Casey Disability Support Hub:** Progress has been slower than expected, but the Board and management remain committed to this initiative due mainly to the limits imposed throughout the pandemic.



The socio-economic environment continues to be volatile with rising inflation and interest rates, along with significant workforce shortages. Notwithstanding these external pressures, OC Connections' strong financial position allows for the Board and management to remain confident of the organisation's ability to continue to deliver on its mission as we progress into a new financial year.

In closing, it is important that I acknowledge Anthony McAvaney, Board Director, and Greg Patterson, General Manager of Corporate and Commercial Services who both work closely with me to guide the organisation through these unprecedented and challenging times.

OC Connections also gratefully acknowledges the ongoing contributions of our staff, volunteers, donors, and other supporters who have continued to work with us and support us during this challenging year.

A handwritten signature in black ink, appearing to read 'Michael Dillon'.

Michael Dillon
Treasurer

GOVERNANCE AND LEADERSHIP

OC Connections Limited is a public company limited by guarantee under the Corporations Act 2001 (Cth) (the Corporations Act).

OC Connections is fully committed to ensuring that its corporate governance arrangements help build an environment of trust, transparency and accountability necessary to fulfil its vision, purpose and values.

OC Connections is governed by a Board of Directors (the Board) which is comprised of seven directors as of [insert date]. OC Connections Limited Constitution (the Constitution) provides for the appointment and removal of directors, including any eligibility criteria. OC Connections are committed to having a diverse Board and ensures a mix of personal attributes and skills are reflected in its composition.

The Board governs OC Connections in accordance with the Constitution and is responsible for the overall governance, management, financial performance and strategic direction of the organisation. Responsibility for the day-to-day operations is delegated to the Chief Executive Officer (CEO) and Executive Management Team. The separation of the role of the Board and management are clearly defined through governance documents.

OC Connection’s annual financial reports are audited by a properly qualified auditor, as required under the Corporations Act and the Australian Charities and Not-For-Profits Commission. The auditor’s report is included as part of OC Connections Limited Annual Financial Report.

BOARD OF DIRECTORS



TOM BAXTER
Chair



SARA BRENTNALL
Deputy Chair



MICHAEL DILLON
Treasurer



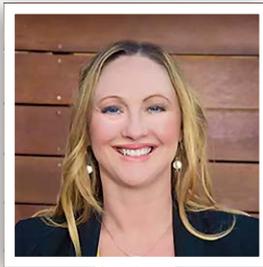
TONY MCAVANEY
Director



ALAN BERGMAN
Director



KAITLYN GULLE
Director



KYLIE PAYNE
Director

COMMITTEES

Finance & ICT Committee

Michael Dillon – Chair
Tony McAvaney

Compliance, Audit, Risk & Quality Committee

Sara Brentnall – Chair
Kaitlyn Gulle

Governance, Remuneration & Succession Planning Committee

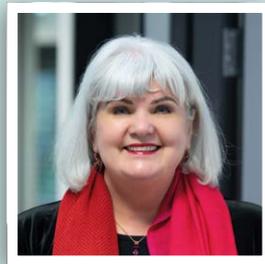
Tom Baxter – Chair
Sara Brentnall

Strategic Development Committee

Tom Baxter – Chair
Michael Dillon
Tony McAvaney
Kylie Payne

OUR EXECUTIVE MANAGEMENT TEAM

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



THERESE DESMOND
Chief Executive Officer



GREG PATTERSON
General Manager
Corporate and Commercial Services



LAURELLE EDWARDS
General Manager
Independence and Community Living



SHARON ROXBY
General Manager
Innovation and Customer Experience



ANGELIQUE SMIT
General Manager
People, Learning and Culture



STEVE BETINSKY
General Manager
Employment and Enterprises

SUPPORTING OC CONNECTIONS

As a not-for-profit organisation, we are immensely grateful for the 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, recreational opportunities and resources that we know will enhance participants' confidence and the choices and options available to them. Our fundraising events also rely heavily on the support of our outstanding team of volunteers, and we are appreciative of their efforts.



ANNUAL CHRISTMAS TREE FESTIVAL

OC Connections received a generous Christmas gift in December 2021 from our long-term supporter and tree supplier, Dandenong Christmas Tree Farm. Owners Neil, Neale and Robyn made a significant donation after another bumper year of Christmas tree sales. We are very grateful for this donation, which has helped to ease the disappointment of not being able to hold our Christmas Tree Festival for the second year. Their donation will go towards helping to upgrade existing homes and building new houses for people with disability.

The farm usually supports us through discounted wholesale priced trees to sell at our shop. In turn, with the last two years cancelled, we have encouraged our community to purchase their trees from the farm. They also generously donated trees for our residential houses to enjoy. Thank you to Neil, Neale and Robin for your continued support.

FUNDRAISING

Our traditional fundraising avenues were hindered throughout 2021/2022 due to COVID-19 restrictions. We were fortunate, however, to receive generous support from some wonderful organisations.

MARKET DAY

The Metropolitan Golf Club women members once again raised money supporting OC Connections via their market day and other fundraisers throughout the year. This financial support from The Metropolitan Golf Club will contribute to our new Housing Project. We thank the club and its members for continuing to place us at the forefront of their fundraising activities and plans.

WINTER APPEAL

Our Winter Appeal raised over \$10,000 as a result of the generous support of our community. The funds will go towards our OC Achieve Fund, which helps to buy items of need for people with disabilities that are otherwise not covered under the NDIS.

GRANTS

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

Workforce Pilot Program

The following three grants were received to support the blended workforce pilot program, which seeks to provide employment, skills and support for indigenous and at-risk youth and refugees. It is part of the OC Eco Car Wash® social enterprise. The grants will help to establish pilot programs and will help us to further design and deliver our business-in-a-box model:

- Danks Trust \$20,000
- Collier Charitable Fund \$30,000
- Jack Brockhoff Foundation \$35,000

BUNNINGS WAREHOUSE CHADSTONE

Bunnings Chadstone has donated items such as seedlings and craft supplies to help keep our participants and participants engaged during the pandemic. This has been a great benefit, especially during lockdowns where participants needed to stay home for extended periods. Participants have grown their own vegetable gardens and created artwork with donated items.

AUSIT GROUP

AusIT Group chose OC Connections as their charity this year at their Golf Day on 21 March 2022. Up to 80 players attended the golf day, and players were given the opportunity to support OC Connections through donations and an auction. The auction winner received a round of golf for two players with pro-golfer Daniel Beckman.

We want to thank Australian IT Group's General Manager of Sales and Marketing, Diego Deka, for his continued support of OC Connections and CEOs Michael Miloseki and Jackey Li for donating to our organisation. The funds raised will go towards our Housing Project, which provides quality homes for people living with disability.

QUEENS JUBILEE TREE PLANTING GRANT

OC Connections received a \$4000 Commonwealth Government Grant to support tree planting at 773 Warrigal Rd and three Community Living houses. The grant is in celebration of the Queen's Jubilee. The participants involved are actively engaged in this project as part of their NDIS goal. Between July and December 2022, they will purchase the trees, tree guards, compost and pine bark; and prepare the areas for planting. They will also help to arrange a tree planting ceremony, which will be attended by local Members, the Minister for Home Affairs and Minister for Cyber Security, the Hon. Clare O'Neill MP.

CITY OF MONASH

The City of Monash has provided in-kind support valued at \$8256 through the provision of a weekly venue for the OC Connections' Participant Disco.

ENGAGEMENT AND PARTNERSHIPS

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THE PARTICIPANT REFERENCE GROUP

The Participant Reference Group (PRG) continues to meet quarterly to discuss the services OC Connections provides and whether we can improve our service delivery and processes. Importantly, this group has had direct discussions with the OC Connections Board through Deputy Chair Sara Brentnall. This year the group has been busy reviewing funding applications for the OC Achieve Fund. During the 2021/2022 financial year, participants approved \$6000 worth of funding for items such as a laptop, a memorial for a recently passed resident, Christmas vouchers, and kitchen items specifically for participants to do Christmas cooking. Thank you to all participants for their willingness to be involved, to Tricia Maloney OAM who is the Independent Chair of this Group and to Jules Rogers, Secretariat.

CITY OF MONASH DISABILITY ADVISORY COMMITTEE

OC Connections continues to have representation on the City of Monash Disability Advisory Committee. This enables participants to share information and create a more accessible local community. Sharon Roxby, General Manager Customer Experience and Innovation is a member of this committee.

SCHOOL AND INDUSTRY EXPOS

With the lifting of most pandemic restrictions in 2022, we have again been able to participate in a suite of school and sector expos. The expos allow us to showcase our offerings to the disability community. By being involved in these expos, we can educate potential participants and their networks on the important role that OC Connections plays in the disability support space. It also allows staff to get out into the community and network with families, providers, advocates, schools and carers.

A NEW INITIATIVE

The Marketing and Communications Team have commenced a new initiative that engages participants as champions of OC Connections. This program seeks to match individual participant goals with potential opportunities in our Marketing and Communications team. Day Support participant, Aidan, is currently working with the team on interviewing OC Connections staff members for a feature in our monthly newsletters. This is a great opportunity for Aidan to develop his speech and communication skills with the assistance of his speech therapist and support staff.



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 in the lives of OC Connections' participants and their families.

DONATE

To donate to OC Connections or subscribe to our newsletter and receive updates about current appeals, visit OCConnections.org/donate or phone 03 9569 0603. Donations over \$2 are tax deductible.

VOLUNTEER

OC Connections relies on its wonderful team of dedicated volunteers. If you want to volunteer with us, visit OCConnections.org/volunteer, email volunteer@occonnections.org or call 03 9569 0603.

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 will help 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 exactly as you wish. Find out more at OCConnections.org/bequests.

CONTACT

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OC CONNECTIONS CORPORATE OFFICE, DAY SUPPORT AND SHORT-TERM ACCOMMODATION

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Phone: (03) 9569 0603

Fax: (03) 9568 4328

Email: Administration@OCConnections.org

www.occonnections.org

OC CONNECTIONS ENTERPRISES

1088 Centre Road, Oakleigh South, Vic. 3167

Phone: (03) 9575 4200

Fax: (03) 9575 4244

www.occonnections.org

CASEY DISABILITY SUPPORT HUB

Cranbourne West Community Hub

4s Flicka Blvd

Cranbourne West, VIC 3977

TOOTGAROOK HOLIDAY HOUSE

Morris Street, Tootgarook, Vic. 3941

For bookings, phone (03) 9569 0603 or email

Administration@OCConnections.org

CAR WASH SITES

Our 16 car wash sites are located across Melbourne, from Sunshine through to Mordialloc and Cranbourne.

COMMUNITY LIVING HOMES

OC Connections operates and provides support in 13 homes across Melbourne's South East, including:

- Ashwood
- Chadstone
- Clayton
- Hampton East
- Mount Waverley
- Oakleigh
- Oakleigh South

A WORD OF THANKS

Our thanks go to the many partner organisations that enable us to further our work in supporting people across the community.

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

We also extend our thanks to our patrons Alastair McDonald, the Mayor of Monash, Stuart James, and to the State Member for Oakleigh / Minister for Tourism, Sport and Major Events and Minister for Creative Industries, Steve Dimopoulos, for his continued support.

We appreciate your ongoing help and the contributions you make.



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