



Community Accessibility Inc.

Annual Report 2016 – 2017



Community Accessibility Inc.

Community Accessibility Inc. was founded in 1998. We have 38 employees and utilise the contributions of over 280 volunteers to deliver programs and services. We have offices in Wodonga, Shepparton, Wangaratta and Seymour and offer services and programs via our 2 service arms to all Shires in the Hume Region.

- Assisted Transport Service
 - Community Transport
 - Assisted Supported Transport
 - Information and Capacity
 - Accessible Vehicle Hire

- Your Supports Service
 - Community Based Support
 - Flexible Respite
 - Home Based Assistance
 - Community Inclusion
 - Holiday and Leisure Activities

We provide a range of funded and un-funded services and work in partnerships with community services, local governments and not-for-profit providers to assist individuals and groups in country Victoria.

Our Vision

Excellence in the delivery of accessible support services within the community.

Mission

Community Accessibility Inc. works in partnership with clients, carers and other professionals, providing high quality and flexible services. Through leadership and a dedicated team of staff and volunteers, we promote social wellbeing and independence.

Organisational Purpose

To enable independence through the provision of assisted transport services and community respite programs.

Motto

Enabling independence through community supports



Community Accessibility
P O Box 1596,
Wodonga 3689
Ph:1300 704 530
info@gettingthere.net.au
ABN 75 167 006 048

Our Values

Confidentiality

We respect your right to privacy and information will only be shared with your consent

Integrity

We provide an open, equitable and trustworthy service

Safety

Your safety and wellbeing is our priority

Teamwork

Working together to deliver a professional and high quality service

Professionalism

We will endeavor to meet the needs of our clients in an efficient and effective manner

Respect

We value, encourage and embrace our differences and diverse needs

Empathy

We understand and respond to the needs of all

Communication

We are open and honest in all our communications.

Our Service Commitment

Our Service Commitment is our promise to all Community Accessibility Inc. service users that we will:

- ✓ Make it easy for you to contact us
- ✓ Help you to apply for or use our services
- ✓ Tell you about your rights and responsibilities
- ✓ Arrange for an interpreter or other language services, if you need this
- ✓ Do the things we say we will do, like getting back to you when we say we will
- ✓ Be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation or gender identity
- ✓ Protect your personal information and only use it for the right reasons
- ✓ Tell you if you are not eligible for a service or if there is a waiting list
- ✓ Provide you with advice on other support that may be available
- ✓ Give you opportunities to be involved in decisions about the services you access, and support you to have a say
- ✓ Tell you about any decision that affects you and the reasons for our decision
- ✓ Tell you how you can ask for our decision to be reviewed.
- ✓ Tell you how you can make a compliment, complaint or suggestion.

Meet our Committee of Management

Chairperson - Jacqui Thomson

- Jacqui has just completed her first term as Chairperson and still manages to drive on a weekly basis for the Wodonga Office. Jacqui regularly chats with the executive staff to keep abreast of what is happening within the organisation and is always available to provide a listening ear and good advice.

Treasurer – Marg Darmody

- Marg has served as a committee member for 9 years and has been a very active member throughout that time, even though she is very busy at home looking after the farm and her family. Marg provides many years of knowledge of the challenges faced by disadvantaged members of the community.

Secretary – Peter Bennett

- Peter is our only member that is not from the Wodonga. He is from Yarrawonga and was instrumental in securing community funding for the Yarrawonga Community Car. Peter brings a regional perspective to our Committee.

General Members

Joyce Ransley

- Joyce has been a member of the Committee for 6 years. She has a wealth of experience in the disability and aged care sectors and regularly attends Volunteer Friends program holidays and activities. Joyce enjoyed winning the 2nd prize in the raffle at the VFP Christmas party.

David Alan

- This is Dave's 3rd year on the Committee and he continues to volunteer as a driver and also with the volunteer Friends program. Dave regularly says yes to drives to Melbourne (so he can indulge his love of 2nd hand shops) and continues to do whatever is necessary to support CA Inc, including being the committee representative on the Fleet Sub-Committee.

Nola Davies

- Nola has been a volunteer with Community Accessibility for many years and supports both our community transport and volunteer friends program. Nola can also be found helping in the office and answering phones but this is her first time as part of the committee. The great all-rounder.

Greg Ingham

- Greg has been a driver with our Wodonga office for many years and until 3 years ago, served as a member of the Committee. Greg chose to return to the committee in November and he is a great asset, bringing his experience and knowledge to support the organisation.

Thank you all for your ongoing commitment.

Chairperson Report

Welcome everyone to this year's addition of my Annual Report for Community Accessibility.

This is my second year as chairperson and my third year as a Community Accessibility committee member. I must say, as with last year, this year has continued to be challenging and rewarding and somewhat eventful.

- We continue to deliver service and programs to the communities which we serve and this year we have look at utilizing our transport assets to deliver new services:
 - Assisted shopping in Wodonga & Wangaratta
 - Out & About outings in Wodonga
- Volunteer Friends is beginning to wind down in preparation for the NDIS. The staff continue to work hard to support participants with the transition to the new world of disability services.
- One door closes another one opens, all activities and services that have been provided by Volunteer Friends will not be lost but will continue under Your Supports, as will the staff.
- Our Your Supports service has grown steadily throughout the year, to the point where premises have been leased within the CBD of Wodonga to enable more options for activities and to provide office space for the Your Supports team.
- Shepparton Council continues to support our transport services and the Shepparton office are working with them on another project, Access Spots.
- The withdrawal of the funding for the Buggy service in Seymour was disappointing, but it has enabled Seymour to focus again on transport and look for new opportunities in the area
- With the change in structure, it has enabled one organisation to emerge, which is focusing on being flexible and adaptable.
- Staff have delivered information sessions and displays at a number of Aged and Disability events throughout the year, continuing to expand our brand.
- Wangaratta has continued to grow, to the point where they had out grown their office and parking space and have moved to much bigger premises.
- Trying to understand all the funding changes and what it means for CA Inc. has been a big challenge for all the committee.
- The Transport office will move to our new larger premises in Wigg St over the break.

I had the pleasure of representing Community Accessibility at the Myrtleford Rotary Charity Golf Day in March of this year, where CA Inc. were the chosen recipient. To see the support for our services given freely by the community participants on the day, was a treat.

Although our team of 4 tried their best, we didn't get the hole in one and win the car but team mate Gale won the ladies prize for the longest drive.



With the upcoming changes to our funding, including the future withdrawal of our Volunteer Friends Program, it has been crucial to take a critical look at what we do, our future capacity to continue doing what we do and what opportunities there are to do more than what we already do.

There is a very strong possibility that from 2020, community transport funding will go out to tender, which could leave smaller organisation such as CA Inc., by the way side. The Federal Government have indicated that they do not wish to deal with numerous organisation's, (currently there are over 400 community transport providers) and prefer as small a number as possible. So where does that leave a small organisation such as ourselves? Having to make some big choices and possibly even harder decisions.

Viability and sustainability are the 2 most important words for any organisation, regardless of size, and this is what we need to focus on, moving forward.

I would like to thank Helen Hunter and her team of managers and staff for their hard work this year. Also to the Volunteers thank you for your great efforts and time, you do an amazing job.

Lastly to my fellow COM thank you for you support and help over the last 12 months. I would like to wish everyone a Happy Christmas and a great 2018.

Jacqui Thomson

Chairperson



Treasurers Report

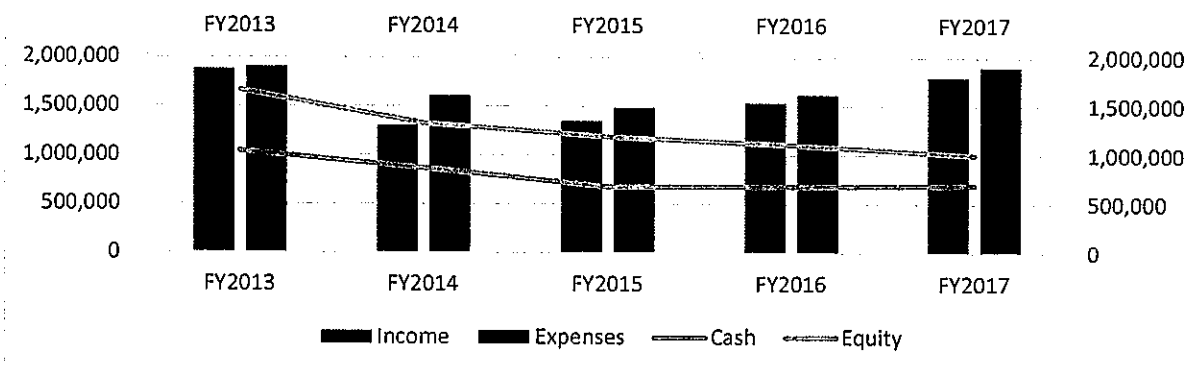
In the financial year of 2016-2017, Community Accessibility continued to play a role in providing a vital service in assisting the aged, disadvantaged and disabled members of our region.

Our annual income has increased from \$1,538,094 to \$1,799,095 and this is largely due to our Your Supports program, which has provided Community Accessibility with extra income and which we hope will compensate for the loss of Volunteer Friends Program. The Volunteer Friends Program will cease during the 2017-2018 financial year due to the NDIS rolling out in our region. I would like to mention that over the last 3 years our net cash flows is slowly increasing from a negative of -\$185,562 (due to the completion of transport Connection project) to a positive of \$10,988 in 2016-2017. Meanwhile, our transport service and V/Line ticket sales continue to provide financial growth.

I would like to thank all organisations and people who have made donations to, or sponsored, Community Accessibility in 2016-2017.

Our main expenses this financial year have been the running costs of our aging fleet of vehicles, communication costs across all offices, and salaries. There were increases in all three areas in 2016-2017.

The financial results have again this year shown a deficit. This year's deficit is higher than in 2015-2016. Our auditor has stated while we have total assets of over \$1,212,931.00 and the balance sheet is still in a strong position, there is a concern that Community Accessibility has continued to have a deficit for the last five years with a reduction in net assets of \$664,853 over this period. The auditor has indicated that the Committee of Management needs to seriously consider the future for our organisation and without a change in direction and profitability the path the organisation is currently on is not sustainable.



Community Accessibility is facing many challenges in the future, especially with the introduction of the NDIS, and changes in funding for transport. Community Accessibility needs to prepare for the new modes of operation required by the changing environment.

While this year has been challenging from a financial point of view, I would like to take this opportunity to thank fellow COM members, Annie Roennfeldt, staff and volunteers for their continuous support throughout the year

Margaret Darmody
Treasurer

Chief Executive Officers Report.

Well it is that time of year again. I think I blinked and missed the 16/17 financial year. Where did it go????

As we enter our 20th year, one thing is for certain, that over all that time, things have never stood still at Community Accessibility. Just when you think it will be relatively smooth sailing, things change again and we are now entering a period of the most significant upheaval and change to our future, FUNDING and REPORTING.

The changes to our funding have begun to happen, moving our transport funding for 65+ over to the Federal Government under the new Commonwealth Home Support Program. This funding is guaranteed until the year 2020, beyond that, it is still being discussed by the powers that be as to how transport will be funded across all states beyond that date. The transition for this has been fairly seamless to our clients and volunteers but it has increased the reporting requirements for staff.

Our 64 & under transport funding has remained with the State Government under the old Home and Community Care (HACC) program and is only guaranteed until 2019 when the National Disability Insurance Scheme (NDIS) completes its roll out. At that time, a % of the funds (not sure what % yet) will be absorbed to support the NDIS. The rest will then continue to be provided to support community transport.

But wait there is more! Our Volunteer Friends funding will also change. In fact, the funds will be withdrawn all together to make way for the NDIS and that will impact us by June 2018.

Simple isn't it, see, never a dull moment!!!! Trying to keep ahead of these changes, let alone understanding them, has been a continual challenge for myself and our staff. Just when you think you have your head around it, something changes again. It is all a work in progress and will continue to be so for a few more years yet.

On an operational level, the biggest impact commenced in February when the My Aged Care Portal became live and active. Basically, all referrals to our transport services have to come through this portal as does any requests for Aged Care services to any provider. Due to the large number of new clients that we deal with, it will take a while for this transition to occur, so we are still receiving direct referrals over the phone. Our reporting has also changed with the introduction of the Data Exchange. I won't bore you with the details but let's just say that there have been some teething problems with this.



In February 2015, a new structure was approved by the Committee of Management and the past 12 months has seen the implementation of that structure. The structure was developed to better utilise our current resources and enable adaptation to future challenges, be they service growth, innovation or funding changes. There have been some minor tweaks to that structure but on the whole it is proving to be a good fit for our organisation.

We have been successful in a number of grant and funding applications throughout the year:

- Albury Rotary Foundation to support the development and delivery of an assisted shopping program in Wodonga
- Wodonga Council for an out and about program for isolated individuals
- Commonwealth Home Support Program Growth Funding to deliver flexible respite for aged community members in the Shires of Wangaratta, Indigo, Towong, Alpine and Mansfield. This funding becomes part of our ongoing funding until 2020.
- Dept. of EDJTR, granted funds to locate static Access Spot in the Shepparton Shire and establish 2 Community Arranged Ride (CAR) programs.
- Myrtleford Rotary Club donated funds to support the volunteers of the Oven's Valley

With every positive there comes a negative. Travellers Aid made the decision in September 2016 not to continue to fund Community Accessibility to deliver the Buggy Service at Seymour Station. This change of circumstance has had a big impact on Seymour with the decrease in operation hours and the need to find a new office.

Our Your Supports program, which commenced at the end of the last financial year, has gone from strength to strength. With the Volunteer Friends program eventually ceasing, Your Supports will pick up where it VFP leaves off. (Current VFP staff will continue under the Your Supports banner).

There has been a steady increase over the year in clients and support staff and we have successfully register for the NDIS in Vic and NSW, have received accreditation to deliver TAC supports and the CHSP Flexible Respite service will also be supported by Your Supports Staff. The biggest change has been the leasing of a property at 2/109 Hume St to support the delivery of current and future Your Supports services and has the title of Your Supports HQ.

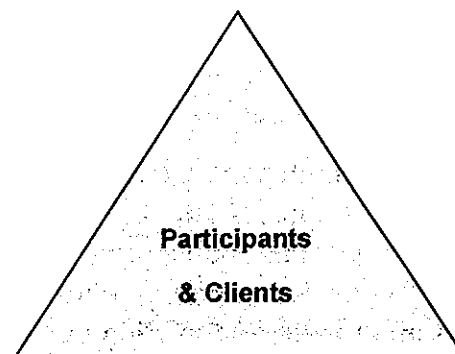
I continue to act as the treasurer for the Victorian Community Transport Association (VCTA). The VCTA has been very active in the past year in its advocacy for members and has expanded its borders:

- Tasmanian Community Transport providers were invited to join the VCTA
- The biennial conference was held in May at Lancemore Hill, Lancefield with outstanding attendance and excellent reviews from attendees and presenters.
- State Government was asked to explain the lack of transport funding in the November CHSP growth rounds for Victoria, when all other states did receive an allocation of transport monies.
- VCTA lodged a submission and was invited to consult heavily with Government on the MPTP Review, the Parliamentary Inquiry into Ride-sourcing, and the Commercial Passenger Vehicle (CPV) Reforms; all of which relate to Taxi Industry Reforms and the development of a new regulatory and operating framework for passenger transport providers.
- Strategic Plan developed for 2018 – 2020
- National Aged Care Alliance representation (by Chair) on behalf of ACTA – this is an important initiative that enables us to serve the best interests of the sector within a very senior peer leadership forum across the entire aged care sector, and secure easier access to senior government officials. Submission to the Productivity Commission NDIS Cost Review – transport has not proven a beneficiary in subsequent findings.

- Advocating for support and means of generating a sectoral strategy. This is primarily to explore opportunities for integration with the public transport system, market design and ICT infrastructure, utilizing co-design and partnering principles. A meeting was held with the Minister for Public Transport, Jacinta Allan, and several follow-up consultations with Transport 4 Victoria.
- Submission to 'Future reform – an integrated care at home program to support older Australians' – this process galvanized ACTA in recommending the retention of block funding for Transport for the foreseeable future, in CHSP reforms.
- Collaboration with Melbourne University Marketing School to generate high level recommendations on sector marketing initiatives
- Sponsorship and presentation at the highly successful NATSIC CTN Conference in Cairns. VCTA sponsored the conference in the form of free use of our Conference App utilised at our biennial conference. VCTA is currently exploring best options to partner with NATSIC CTN to advance the interests of the indigenous community in Victoria. To this end, collaboration attached to the one-day symposium in 2018, presents as a first tangible opportunity.

What a year it has been. We have seen change and growth, followed by more change and more growth. As an organisation, we have been preparing for the NDIS for the past 2 years and that planning has assisted us to continuing moving forward, with little interruption but most importantly, being able to adapt and succeed in an ever changing environment. But unfortunately, the future is still an unknown quantity.

At the end of the day though, no matter how much preparation and planning you make, without staff who are ever willing to give 110% and work in an environment where no 2 days are the same, we would not be successful. As an organisation we are very lucky to have the staff that we have and without their energy, dedication and tireless effort, we would not be able to assist the 000's of clients and participants that are supported every year.



The staff and our funding/income only make up 2 sides of the triangle, which, on its own would not be able to support itself. It needs a third side and that is provided by our volunteers. They are an integral part of the structure and it is all sides together which enables stability and provides strength.

Our volunteers do more than just drive our vehicles. They support participants on holidays and at sporting activities, help out our corporate and client services and serve the organisation as a whole by being members of our Committee of Management (COM). Without a COM, as an Incorporated Association, we would be unable to continue operating and all those clients and participants who we assist and support would be without our services.

So thank you one an all, staff and volunteers alike, for enabling Community Accessability to be all it can be in the communities that its supports.

Helen Hunter
Chief Executive Officer

Community Transport and Operations Manager.

Community Transport and Operations Manager Annual Report

“Life is like riding a bicycle. To keep your balance, you must keep moving.” Albert Einstein

“One way to keep momentum going is to have constantly greater goals.” Michael Korda

NIMBLE, AGILE and RESILIENT!!!!

These three words best describe the approach to the ever changing landscape we are presented with at Community Accessibility Inc.

The 2016-17 year has been an exciting and fulfilling one for me personally and professionally. It has been rewarding to work closely with our CEO, Helen Hunter and Finance/HR Officer Annie Roennfeldt. Having access to these two agile and resilient decision makers have enabled us to make timely, effective and positive changes which have improved our transport services.

Likewise I have been supported by our Lead and Senior Program Support Officers, Gail Carter (Upper Hume – Wodonga), Bridget Hourigan (Central and Lower Hume – Wangaratta/Seymour) and Jessica Skinner (Goulburn – Greater Shepparton/Seymour). All of whom have worked over and above their roles to ensure not only quality services but growth and diversity among the types of transport we deliver. We have grown from our focus on medical and disability day service transport to shopping programs and supporting those with psychosocial issues. In particular I'd like to thank the staff at Seymour who have experienced enormous change with the loss of the Buggy service resulting in a change of office address and a reduction in working hours.

Our partnerships continue to have an incredibly positive impact on the areas we live in and operate, enabling greater outcomes for our communities through direct transport from our volunteers and making our vehicles available for hire during downtime as a more sustainable transport option for Not for Profit entities to use. We cannot go on without acknowledging generous donations from philanthropic individuals and community groups alike. We hope to grow our partnerships further in the 2017 – 18 year to



support our desire to deliver flexible options for those who remain transport disadvantaged.

We have sailed through the change from Home and Community Care funding to operating under Commonwealth Home Support Program for older persons and continuing HACC Program and we look forward to successfully engaging with the Australian Aged Care Quality Agency review in July 2017. We have been integral in networking and engaging those areas in which the National Disability Insurance Scheme has begun to roll out and have engaged our first NDIS clients for transport.

I cannot encapsulate the successes of this year without acknowledging our volunteer drivers without whose tireless dedication, our services would not be able to function. It has been great to spend some time across all sites and enjoy the generosity, humour and

warmth offered by those volunteers toward myself, other staff and those people we transport.

Our fleet has grown over the past year with intentions to place satellite vehicles in Benalla, Euroa, Yea and Kilmore. We have leased two more vehicles (i40s) and purchased two i30s to fill these places. Maintenance and general fleet upkeep will be a key objective for the 2017-18 year.

We have also had some other accomplishments which have added to the overall success of the program:

- July 16-June17 – A very stable and reliable leadership group working autonomously and in strong partnership with each other.
- July 2016 and Ongoing – Breaking down the office ‘silos’. In particular the flow through the Hume ‘corridor’ and strong support between Shepparton and Seymour.
- November 2016 – All transport has been coordinated through the Health Management Service program, allowing all staff access to each other’s programs and a visual across all sites transport.
- Feb-March 2017 – Introduction of a standard fee structure for CHSP, VPTAS and Disability transport. The result of which will be seen in full by the end of 2017-18.

And finally our stats for the year 2016-17:

June 2017 End of Year statistics:

- 37419 Trips across 244 Active days service delivery (153 trips per day of service)
- 1095495 Kms (29km per trip)
- 92616 litres of fuel (11kms per litre of fuel)
- \$102038 worth of fuel + \$55,553 worth of repairs (\$4.35 per trip just to maintain the vehicle – Does not include insurance, replacement or leasing costs)

YEARS TOTAL	Goulburn	Lower Hume	Wodonga	Wangaratta	Total
Fuel \$	\$ 41,678.56	\$ 6,562.91	\$ 33,304.34	\$ 18,761.58	\$ 102,038.26
Fuel litres	35334.37	7441.75	31702.96	16650.11	92616.64
Repairs \$	\$ 19,266.85	\$ 4,300.50	\$ 28,555.41	\$ 3,430.25	\$ 55,553.01
km Total	439326	93428	327066	235675	1095495
Passengers	11141	1238	22278	2762	37419

Our hopes for the 2017-18 year will include closer scrutiny regarding efficiencies, growth in both NDIS and CHSP areas, continued stability within our team as we embrace each change as an opportunity to learn.

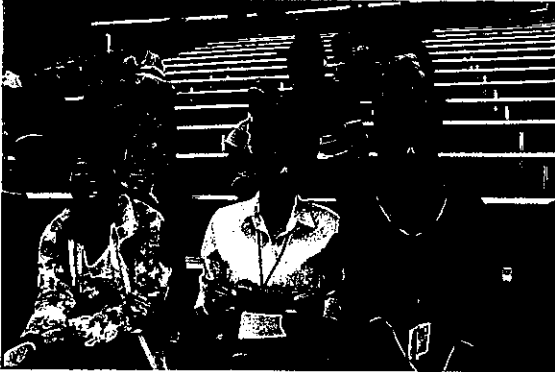
Thank you all for your ongoing commitment and look forward to the next year!!!

Kind Regards,

Rohan Willett
Community Transport and Operations Manager.

Our Volunteer Force

The Community Accessibility Volunteer Program continues to grow significantly as the organisation expands its services across the Greater Hume Region with the introduction of the NDIS and My Aged Care and new funding streams. Our volunteers remain a critical resource for CA Inc during this growth as they support the vulnerable members of the community who rely on these services.



In the previous financial year our volunteers reached 243 and at the end of the 2016/2017 financial year we had reached a total of 266 after some fluctuation in the latter half of the year of between 260 and just over 270. The expectation for the 2017/18 year is that volunteer numbers will continue to grow with continued service expansion.

During the year our focus has been on improvement of the volunteer systems and to facilitate this the National Standards for Volunteer Involvement were used to audit our existing systems and look for areas where improvement was needed. There are 8 Standards and overall we compared very well under most of them.

The areas we did need to work on were identified and grouped into a number of small projects that have now provided staff with the resources they need to better manage the volunteer programs in their own offices and regions. This has included the following –

- Completion of five new Volunteer Work Procedures to be added to the Staff Manual and updating of the Volunteer Flow Chart and Work Processes Summary.
- Partnership with Gateway Health to provide training for staff who work with and directly supervise volunteers. This was provided through the Albury Wodonga Volunteer Resource Bureau.
- Completion of the new Disability Handbook as an additional resource to the four Volunteer Handbooks completed the previous year.
- Uploading all volunteer files electronically.



These key projects have provided staff with additional resources and training that will enable 'in-house' systems to operate much more smoothly across all offices. Planned updates to the Volunteer Handbooks, the Orientation and Induction processes and the VFP program will continue into the next financial year.

The 2017/2018 financial year also saw record numbers of volunteers receive their Length of Service Awards proving that Community Accessibility is establishing itself as a preferred place to volunteer! A total of 34 awards, more than double the number given in the previous financial year, were awarded to our valued volunteers.

5 Years

1. Paul Powick	Wodonga
2. Raymond Cox	Ovens Valley – Bright
3. Lynda Jackson	Ovens Valley – Bright
4. David McGrath	Ovens Valley – Bright
5. Maria McGrath	Ovens Valley – Bright
6. Elaine O’Shea	Ovens Valley – Bright
7. Martin Peet	Ovens Valley – Bright
8. Helen Simpson	Ovens Valley – Bright
9. John Simpson	Ovens Valley – Bright
10. Doreen Worton	Ovens Valley – Bright
11. Michael Worton	Ovens Valley – Bright
12. Frances Barton	Ovens Valley – Myrtleford
13. Sue Howard	Ovens Valley – Myrtleford
14. Sim Hughes	Ovens Valley – Myrtleford
15. Gerry Liccione	Ovens Valley – Myrtleford
16. Ray McCarthy	Ovens Valley – Myrtleford
17. Nola Novak	Ovens Valley – Myrtleford
18. John Parkes	Ovens Valley – Myrtleford
19. Noel Clark	Numurkah
20. Denis Stokes	Cobram
21. Dianne Hartshorne	Cobram
22. Anthony Hartshorne	Cobram
23. Rodney Larkin	Shepparton
24. Bill McDonald	Shepparton

10 Years

1. Lorraine Cumming	Wodonga
2. Jim Lee	Wodonga
3. Robert Spink	Wodonga
4. Leonie Macklan	Kiewa Valley - Mount Beauty
5. Beverley Shepstone	Shepparton
6. Gerald Howard	Shepparton

15 Years

1. John Harwood	Wodonga
2. Maurice Rowlands	Shepparton
3. Elaine Cartwright	Cobram
4. Robert Reid	Wodonga Community Friends

We are very proud of the fact that we have so many volunteers who have stayed with CA Inc. for so long!

And finally – I would like to extend my sincere thanks to each and every one of our volunteers who provide such wonderful service to those in the community. Their selfless dedication is highly valued and regarded by all our staff, by the committee and by the clients who rely on their support.

Rikki Raadveld
Volunteer Liaison Officer

Central Hume – Wangaratta, Kiewa, King and Ovens Valley and Yarrawonga.

The year of 2016/17 has been one of many changes, with so many opportunities for our region.

We farewell Sophie as she headed back to her hometown of Bendigo with her family. In November 2016 we welcomed Julie Kennedy. Julie has learnt the ropes and got to know the volunteers and does a fabulous job supporting all of our programs, thanks for all of your efforts.

The Wangaratta Service has gone from strength to strength this financial year, a huge thanks must go to our ever obliging volunteers who are always so supportive. The Wangaratta service has two cars running and were often supporting Yarrawonga and sometimes the Myrtleford region as well. On top of this, the decrease in hours for the Seymour office and the reduced number of volunteers in that area meant that our vehicles were also assisting Seymour when needed on Melbourne trips. A great positive for the area was the implementation of the regular shopping trips for local Wangaratta residents. The Hi Ace was relocated from Seymour to Wangaratta to help with this fabulous program which was initiated after the closure of the local IGA and its home delivery service, and has had much success as it continues to increase in participant numbers each month, supporting locals with their grocery shopping.



The Access Spot continues in King George Gardens, Wangaratta, with regular visits from family's, small groups and out of town travelers. The service offers transport information, a safe and comfortable place to wait, locker & Scooter hire, an accessible bathroom and baby change facilities. But more than that it offers a friendly face, always manned by one of our fabulous Access Spot Volunteers. Thanks to our team of volunteers whom continue to support the space and the broader community by assisting people to get where they need to be. It will be one of our goals for the coming year to increase our volunteers for the Access Spot and in turn the opening ours of the service. Thanks to the Rural City of Wangaratta for their ongoing support and provision of the space.



I would like thank the Yarrawonga volunteers for their continued dedication and amazing contributions to not only the service but your local community. Throughout the year the service has continued to increase its numbers in clients and also volunteers.

This increase instigated the implementation of another vehicle in the Yarrawonga fleet. This additional vehicle has assisted the transport service for Yarrawonga and surrounding areas so much that Wangaratta have now not needed to support Yarrawonga as much which has in turn freed up more opportunities for the Wangaratta and surrounding areas. Great effort by the Yarrawonga team.

The Ovens Valley Specialist Medical Transport service continues to run smoothly thanks to the fabulous partnership between CA Inc, Alpine Health & Gateway Health and the

continued support of Jude and Jenny. These ladies, along with our great group of volunteers have made the Specialist Medical Transport Service a valued part of the local Ovens Valley communities. Thanks for your ongoing dedication.

Thanks to the ongoing support of all our Kiewa Valley team of volunteers, for not only the driving hours that you put in, but also the extra support that you provide and the assistance with maintaining and supporting the vehicle. The Kiewa Valley volunteer numbers have been increasing, with some new faces coming on board this year thanks to some of our long serving drivers putting in a good word for us! Keep up the good work!

Many thanks again to all involved in this fabulous region. It has been a pleasure to work with such a great group of staff and amazing volunteers, thank you to everyone involved in the Central Hume area. I really am very proud to be a part of such a great team of volunteers and staff with this organisation, and I look forward to continuing to support our local communities and seeing what happens next in our journey.

<u>AREA</u>	<u>Kms</u>	<u>PASSENGER TRIPS</u>
Wangaratta	80843	797
Yarrowonga	67992	675
Mt Beauty	19428	298
Bright	32031	431
Myrtleford	24698	444
TOTAL	224992	2636

Most common services travelled to:

- Albury Eye Clinic
- Albury Wodonga Regional Cancer Centre
- Hill Top Accommodation
- Wangaratta Base Hospital
- Wangaratta Cardiology
- Benalla Day Surgery
- Goulburn Valley Hospital
- Royal Melbourne Hospital
- The Alfred Hospital
- The Royal Victorian Eye & Ear Hospital

Bridget Hourigan
Senior Program Support Officer

Upper Hume - Wodonga

Here we are almost at the end of 2017. With only 8 weeks left until Christmas, we in the office have been reflecting on the growth Wodonga Community Transport has experienced in the last 12 months, whilst at the same time gearing up for a busy forthcoming end of the year.

From July 2015 – June 2016, Wodonga averaged two to three CHSP (HACC) vehicles on the road daily. This has steadily risen to Wodonga now running three with the possibility of four vehicles per day!! Office staff themselves are providing trips here and there when the three vehicles have been fully booked out, so the probability of a fourth is very real.

Wodonga has also seen an increase in requests from external agencies to transport young people with a disability to their daily educational programs and to access their community. In particular we have seen a rise in the number of lunch runs being provided, which has jumped from one per week to now six per week!

Agencies such as ASPIRE, SITE, Interchange and Westmont continue to hire out C.A. vehicles for their own use, with SITE often hiring out two. As a result of all this movement, on most days of the week, you will be scratching to find a free vehicle in Wodonga's rear yard!!

2017 has seen a number of projects and partnerships established, most notably that being the 'Lets Shop Local' project. With the support of and including a generous donation received from Rotary Club of Albury Foundation, Wodonga Community Transport have been able to offer clients assistance with transport to attend to their shopping needs. Another very valuable partnership established has been with Wodonga City Council and WDA (Women with Disabilities Victoria). C.A. Wodonga were invited to be a part of the reference group to assist in establishing the Enabling Women's Program, a leadership program to empower women with a disability become active members of their community, across the Albury/Wodonga area.

July 2017 saw Community Transport undergo the Aged Care (CHSP) Quality Review. Although certain Wodonga staff members were seen to be nervously prepping and organising for a week prior to the auditors arrival, they were very pleased to be advised C.A. passed.....and passed well!

Wodonga Community Transport also participated in a number of community events which included City of Wodonga's Volunteer's Fair, National Volunteers Week Celebration at Volunteer Resource Bureau, Belvoir Special School's Post School Options and the recent Seniors Festival; just to name a few. A busy year indeed!!

So finally, Tanya, Rohan and myself would like to thank our wonderful volunteers. As in past years, Winter was a trying time, with over half of volunteers either travelling North to warmer climates or succumbing to Winter illnesses. We therefore thank those volunteers (and office staff) who assisted to fill the gaps. This year we reluctantly said goodbye to Matt, Charmayne and Des. We wish them well in their future endeavors and thank them for the many many tireless hours they gave us. However, with the departures, we were also lucky to welcome to the C.A. family, Winton, Joan, Robyn, Lorraine, Brian (vehicle maintenance), John (Willows), Rachel (office), Rob, David (vehicle maintenance), Michael (Willows), Jim, Bryony, Jufil, Tim and Arthur!



Looking forward, we are all very excited at the prospect of our move to newer bigger premises in Wodonga in mid December 2017. Whilst moving may add another layer of 'chaos' and 'busy' to our already hectic little office, it will also bring with it a positive and exciting future of growth and expansion for Wodonga Community Transport!

Gail Carter
Lead Program Support Officer

Goulburn – Greater Shepparton, Moira and Strathbogie Shires

Another year done and dusted in our section of the wonderful Goulburn Valley. This year saw the total passengers drop to 11,141 and the fleet of 8 cars doing 439,326kms. The decline in passengers was expected due to the new fee structure that was introduced in February. This new structure saw Shepparton come into line with other areas as well as having no variation from region to region.

The change was generally received well however it did see the respite trips from Shepparton drop as parents felt that the cost was not something they could afford. I feel that this may change once NDIS comes into our region and we hope to see this increase.

This year we welcomed 6 new volunteers across the three local government areas and we unfortunately had to say goodbye to Bruce Tuhan. Bruce spent 15 years driving our Moira Shire clients around Victoria. His friendship and dedication to this area will be sorely missed and we wish him all the best.



Program Highlights –

- Funding was received to set up static Access Spots in the Greater Shepparton Area. This is in conjunction with the Greater Shepparton City Council. There will be a total of 10 static boards across 9 towns as Shepparton will have two installed across the town. We have investigated the option of having the Shepparton boards behind plexiglas as vandalism is an issue within our area. To help information be easy to access we have been investigating the option of Quick Response (QR) Codes placed on the posters. All you need is a smart phone and you have



access to our website just from scanning, give it a go!

- Woodturners of the Goulburn Valley donated \$750 to the Shepparton office to assist with transporting clients. They joined us for our Christmas break up BBQ and got to speak with the volunteers. This was an excellent opportunity to thank them for their ongoing support to the work we do here.



- Increasing the profile of Shepparton by attending many different community group presentations including Shepparton City Council Community Groups, Woodturners and Numurkah District Health (just to name a few!)
- I was privileged enough to participate in the VCAT conference that was held in Lancefield back in May. The guest speakers were phenomenal and the information shared between businesses vital for the growth of our organisation.
- June also saw the first meeting of the Network of Disability Services (NODS) held by Primary Care Connect in Shepparton. This meeting calls together all the services in Shepparton who assist people with disabilities. It is very exciting to see these groups set up in preparation for the NDIS in 2019.

Looking to the future of CA Inc Shepparton, we hope to continue our top notch service to the people in our region. Our lease at the current Shepparton office has expired and we are currently on a month to month basis. Our goal is to find a space that we can grow into with NDIS and the expansion of our fleet in the future.

We will also be looking to set up a new car in Euroa. This will assist greatly as currently a car is sent from Shepparton to service the Strathbogie shire. Having this car will see a reduction in empty km's as well as not having to reject so many trips from the area due to no car being available for the hour and a half round trip. The car will also be able to assist with meeting the Melbourne car on the highway. This will see a more streamlined trip and prevent drivers being late home if they need to go through Violet Town or Euroa.

Finally I would like to pass on my sincere thank you to the Volunteers that we have in this area. Over the last 12 months I have introduced some changes to the way we do things within our area. They have embraced the changes and if something doesn't work they will let me know so that I can find another solution. It's not easy to accept changes sometimes, but all have been very understanding and we are seeing the benefits with a greatly reduced amount of late trips back from Melbourne in particular.

Jessica Skinner
Lead Program Support Officer

Lower Hume – Mitchell and Murrindindi

The Seymour office has seen many changes this year with location, service and staffing changes having an impact on the region.

The Travellers Aid Buggy Service that operated from the railway station is continuing but not with the assistance of Community Accessibility, the funding was not continued by Travellers Aid. The loss of this service prompted a new location for our office. Thanks to GATE (Yooralla) for offering us a position in Oak St, we now have a great little office and plenty of room for the cars on location. With the Buggy service not being delivered by our volunteers, we did see a decline in our volunteer numbers for Seymour as many of our volunteers from that area were purely buggy drivers. But the team in Seymour have continued to offer a great steady level of transport service and also managed to pick up a few new drivers throughout the year.

This year also saw the departure of Senior Program Support Office Margaret Canny. Marg had been with the organisation for 3 years. The management of the Seymour team, and their relevant transport services has been shared throughout the year between Jess & Bridget. Carol & Dawn have done a fantastic job through a somewhat challenging year, and we would like to thank them for the dedication and commitment.

We would also like to acknowledge the devoted volunteers that we have within the region. Recruitment has been an ongoing struggle throughout Mitchell & Murrindindi and the loyalty to the service and the compassion that is always shown towards our passengers is amazing, we thank you so much for your time and commitment.

In the next financial year we hope to continue to get more volunteers involved in the region to help ease the amount of runs we ask drivers to complete in a week. With more Volunteers we will also be able to increase the amount of services that we can provide in the region.

<u>AREA</u>	<u>Kms</u>	<u>PASSENGER TRIPS</u>
Seymour	67554	1022
Alexandra	25874	216

Most commonly travelled to services:

- Northern Hospital
- Box Hill Hospital
- Goulburn Valley Health
- Seymour Hospital
- GV Imaging

Bridget Hourigan
Senior Program Support Officer

Volunteer Friends Program

Susan Robertson - Volunteer Friends Coordinator

It has been an interesting year with a few support staff changes, namely Ben C., Emily and Jacob moving on to other activities in their lives.

Ben Keast has remained on in a volunteer capacity supervising Pool twice a month along with his other paid support. We thank Ben K for his dedication toward the Pool activity.

With the introduction of participants transitioning to the NDIS it has been a time of concern for some parents/carers, however, we are truly endeavoring in assisting people through this interesting period in time. Hopefully, we are convincing people that our service with still be highly personalized to suit their every need and having years of experience behind us should demonstrate that.



The Wangaratta office (now located in salubrious surroundings at 49 Vincent Rd since August '17) continues to deliver regular activities that remain constant with up to 30 people (volunteers & participants) attending bowling on a fortnightly basis. Pub Pool now into its 19th year with a static attendance of 8 participants.

- Wangaratta delivered Go Kart, Fishing, Archery, Benalla and Country Music days along with weekends to Witches N Britches in Melbourne, Phillip Island and Luna Park.
- Holidays have include Bendigo, Phillip Island, Shoalhaven Heads (November '17).
- Individual Holidays for three participants to Echuca X 3, Bendigo, Phillip Island & Melbourne Musical Theatre (November '17).
- Unfortunately two holidays –Dubbo and Peninsula Hot Springs was cancelled due to insufficient booking numbers.
- The Christmas Party in Myrtleford (3rd December '16) was an absolute hoot and this years (26th November) will be no exception.

I would like to express CA Inc gratitude to volunteers John Schneeberger (Benalla) who regularly transports participants from Benalla to bowling in Wangaratta, Matt Silcock, Peter Gladstone and Ben Keast for their magnificent support of our participants.



Pauline Carroll - Volunteer Friends Coordinator

2017 was another great year for the Volunteer Friends Program as we continued to work hard in providing many great social opportunities for our participants. Our program provided week long holidays, one to one holidays, weekends away, sporting and day activities. This year also included a lot of the behind the scenes work with the introduction of the NDIS. Volunteer Friends will cease under the current block funding, however funding will be given to each participant. Going forward the name Volunteer Friends will cease and Your Supports will pick up and continue to do what we do well and also add many other support opportunities to our participants.

Holidays:

Our holidays included a week on the Gold Coast with a visit to SeaWorld, a ride on the Aquaduck, a day of shopping and a visit to Australia Zoo. Our fantastic accommodation was loved by all and we had the most spectacular views of the beach. We also had a fun week away in Perth, which included Rottnest Island, a tour of Fremantle and Perth, a visit to Margaret River, Shopping and much much more.

Weekends:

This year we repeated our weekend sleepover at the Melbourne Zoo, as it was such a success last year! Wow what an opportunity it was to spend time at the zoo whilst the animals were on the move. We were lucky enough to experience a hands on tour with some of the animals as well as the opportunity to sleep in tents under the stars. Another popular weekend was to the Melbourne Show where we loaded up on showbags, visited the animal pavilion, tasted the treats at the food pavilion, enjoyed the rides and watched the fantastic fireworks! Our footy weekend never disappoints as we all rugged up and watched the Collingwood Vs Port Adelaide game. We had Pizza for dinner and a visit to the Victoria Market for lots of shopping.



Day Activities:

VFP Wodonga enjoyed a day trip to Aladdin the musical as well as a trip to the Violet town market for a shopping day.

Ten Pin Bowling:

Our Ten Pin Bowling program continues to perform in Wodonga with up to 26 players regularly bowling on a Tuesday night throughout the year.

Indoor Cricket:

The VFP Indoor cricket team is still growing and providing a supportive environment where all abilities are supported.

Wodonga Jets AFL Team:

It has been another big year for the Jets with the Wodonga Bulldogs continuing to partner in their support of the Jets. We had various gala days throughout the year including Wodonga, Wangaratta, Echuca & Shepparton. Five of our Jets players were skilled enough to be selected to play with the NSW/ACT and Victorian state teams playing on the Gold Coast at the 2017 National Inclusion Carnival. This was a great week away for the boys who got to play at state level!



Friday Night Fun:

The Friday night fun program is averaging 6-15 participants. This social night is an integral link for social independence for many of our participants. The participants always look forward to meeting up and enjoying social opportunities.

Finally, I would like to say a big thank you, to all of my wonderful volunteers, without your continuous support throughout the program it would not be what it is today. A big thank you to Bob Reid, Sean McDermott, Terry Morris, Glenn Stevenson, Sam Maher, Colin Staggard, Wendy Kelly, Jodi Larkins, Tim Larkins, Chris Venning, Terri Johnstone, Joyce Ransley, Nola Davies, Bonita Tams, Teisha Carroll, Peter Hough, and David Allen.

Your Supports

Your Supports commenced providing services to our first participant on 20 June 2016 and were delivering 28 hours a month via our 4 Support Workers. As of 30th June 2017, we are providing services to 4 participants and are currently delivering 670 hours per/month, via our 19 Support Workers and it is continuing to rise.

As the NDIS rolls out in Albury and with preparations for its roll out in Ovens Murray in a few months, we are seeing a dramatic increase in enquires for all our services, in particular community access, group supports and supports for children living with disabilities and their families. We continue to meet with potentially new participants as well as existing participants and support them with their transition to the NDIS.

The stand out moments in the last 12 months have been:

- We have successfully registered as an NDIS provider in Victoria as well as NSW
- We have been accredited to deliver TAC/WorkCover services for Victoria
- We have applied to deliver DVA services
- We have taken advantage of a number of opportunities to promote Your Supports
- Our application for Growth Funding to deliver Flexible Respite to the Aged was approved
- We have been approved to deliver home support services under the Commonwealth Home Support Program (formerly known as HACC)
- We have lease premises in Wodonga, Your Supports HQ, to enable growth

The NDIS will, and is, bringing a great deal of change but with change comes opportunity and we are poised to take advantage of that.

Damien Cooke
Your Supports Coordinator

