



Covinda

Building a better future

ANNUAL REPORT 2024 - 25



Supporting people of all abilities in our community for 70 years

OUR VISION

A builder of a socially inclusive community where people of all abilities are engaged and valued.

OUR VALUES

We adopt the following set of values in all of our dealings:

- Accountability
- Choice and Control
- Empowerment
- Engagement
- Professionalism
- Respect
- Responsibility



PRESIDENT'S REPORT

ELIZABETH CLARKE AM

It's a pleasure to reflect on what has been another big year for Cooida. As we celebrate our 70th year, it's a chance to look back with pride on how far we've come and to look forward with real optimism about what's ahead.

When you think about it, seventy years is an extraordinary milestone. From small beginnings, Cooida has grown into a much-loved part of our local community — a place built on care, connection and inclusion. That sense of community has always been at the heart of who we are, and it's stronger than ever today.

This year has been full of change and progress. We've seen new homes built and older ones upgraded to better meet people's needs. We've started planning exciting new projects, like the redevelopment of 10 Dow Street and the creation of a dedicated recycling depot that will bring training and work opportunities for people with disability. These are more than just buildings or services — they're about creating spaces where people can thrive and feel truly at home.

We've also continued to grow our presence in the community through things like the Container Deposit Scheme, which has been a wonderful example of inclusion and environmental action going hand-in-hand. And of course, we've celebrated together — from family events to community festivals, these moments remind us why connection matters so much.

Behind all of this is an incredible team of people. Our staff go above and beyond every day, and their passion and care make Cooida the welcoming, supportive place it is. I want to thank each and every one of them for the difference they make in people's lives. To my fellow Board members, thank you too — your commitment and leadership keep us focused and moving forward.

A special mention to outgoing Board members, Don Skene and Phillippa Dee who have both served as President and Treasurer over the past 8 years and to Edward Conheady for his constant support over the past 7 years.

I also want to acknowledge the people and families who choose Cooida — thank you for trusting us and for shaping the direction of our organisation. Everything we do is guided by your experiences, your feedback and your hopes for the future.

This year we've also said goodbye to some much-loved members of the Cooida family. We remember them fondly and celebrate the joy and memories they've shared with us over many years.

Looking ahead, the next chapter for Cooinda is an exciting one. We're focused on building more housing, expanding opportunities for learning and work, and continuing to advocate for a fairer, more inclusive NDIS. Above all, we're committed to keeping people at the centre of everything we do – ensuring that every person we support can live their best life and feel part of a strong, connected community.

Thank you once again to everyone who has played a part in Cooinda's story this year. Together we've achieved a lot, and together we'll make the next 70 years even brighter.

Thank you.

Elizabeth Clarke AM
President

Phillippa Dee
Vice President



FINALIST
CIRCULAR SOLUTIONS
Cooinda Terang Inc.

LIFE GOVERNORS

Peter Cole 1964		Noel Burgess 1979		Eunice Maskell 2002
Alan Harvey 1964		Margaret Burgess 1979		Jennifer Plain 2002
Beryl Harvey 1965		Geoff Smith 1979		Jim Rae 2003
Anne Scroggie 1965		Dolly Lemke 1997		Lawrence Timpson 2003
Clem Stock 1972		Glenys Paton 1985		Jean Lemke 2009
Gerty Varcoe 1976		Evelyn Davies 1993		Anne O'Neill 2013
Elizabeth Roddy 1977				

DONORS

Cooinda Efforts Committee \$3402.75

Glennen Foundation \$17,056.00

O'Toole Foundation \$25,000

Ritchies IGA \$252.91

Terang Op Shop \$1,000

Warrnambool Greyhound Club \$1,100

Ian Judd \$66.00

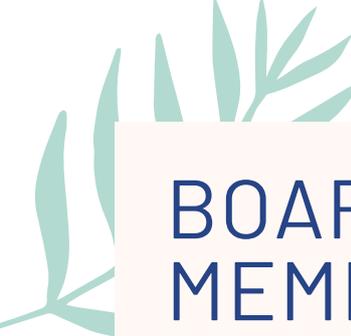
Container Deposit Scheme \$7,285.90



Supporting people of all abilities in our community for 70 years



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BOARD MEMBERS

ELIZABETH CLARKE AM

Elizabeth is the current President and joined the Cooina Board in 2021. Elizabeth has substantial experience working with Government and the local community, primarily focusing on governance, integrity, finance and senior management. Elizabeth has also been a Director of Terang Mortlake Health Service for seven years. Elizabeth is currently Deputy Chair of the Victorian Racing Integrity Board and Chair of the Integrity Education Program Steering Committee. Cooina has long been a very significant organisation within her family involvement in the community.

PHILLIPPA DEE

Phillippa is the current Vice President and is a Chartered Accountant who currently works at the Royal Australian College of General Practitioners. She brings years of finance and accounting experience predominately in the public practise and not-for-profit sectors as well as prior experience as a board member for not-for-profit boards with a social responsibility focus. As well as her role on the Cooina Board, Phillippa is a member of the Corangamite Shire Audit and Risk Committee. Phillippa had been President of Cooina for three years prior to taking on the role as Treasurer for the past two years.

DON SKENE

Don joined the Cooina Board in 2020. Don was a retired Accountant who had a long career in the Dairy Industry and has recently taken up a part-time position with Sunnyside in Camperdown. He has a background in Management Accounting, Finance Management and Operations Planning. Don has lived in Camperdown for most of his life and has a strong commitment to his community through various organisations. When offered to join the Cooina Board he jumped at the chance to be involved in such an important local organisation and to add to the skill set of the Board. Don has served as both the President and Treasurer during his time on the Board.

EDWARD CONHEADY

Edward has served on the Board of Cooina for seven years. He has conducted a large dairy/beef business with his family and over the past several years a business succession plan has been enacted. Edward has served as President on the Noorat Show committee and continues to serve as a director. He is also a past board member of Westvic Dairy.

JILLIAN O'CONNOR

Jillian joined the Board in 2019 as a family member, having a son who attends Cooina day programs and short term accommodation. Jillian lives on a farm at Scotts Creek and is actively involved in the local community. Jillian joined the Board to be a voice on behalf of other parents, to ensure that the strategic direction for Cooina always aligns to the purpose and future needs of people with a disability.





KATE JUSTIN

Kate is the granddaughter of two of our Life Governors, Alan and Beryl Harvey. She joined the Board in 2021 and brings with her experience in administration in the Health sector. Kate currently works at Terang & Mortlake Health Service as the Policy and Document Control Coordinator. Within this role Kate is responsible for ensuring all current health service policies and documents are reviewed in a timely manner, including the coordination of new policies and documents to be presented to the appropriate meetings in preparation for Health Service accreditation reviews. Kate values her opportunity to contribute as a member of the Coinda Board of Directors as she understands that Coinda is an integral part of our local community.

MARG DILLON

Marg has completed her second year on the Board and fills our third family member position. Marg has studied early childhood education and now shares her passion and expertise by working with Are-able, where she supports and empowers individuals to become early childhood educators. Alongside her professional journey, she and her husband Wayne raised their seven children in the small, close-knit community of Kolora. Balancing family life with her commitment to helping others, Marg brings a wealth of real-life experience to her role, grounded in years of nurturing both her own family and those she supports through her work. One of her sons has now moved into Independent Living at Coinda, which further reflecting the family's strong connection to inclusion, education, and community life.

KRISTY CRAWLEY

Kristy Crawley is a Social and Emotional Wellbeing (SEWB) worker at Kirrae Health Services, where she supports Aboriginal and Torres Strait Islander community members with practical, person-centered care. She brings both professional insight and lived experience to her role, with a deep understanding of the challenges faced by individuals and families navigating support systems. Alongside her work, Kristy is studying to become an Aboriginal Health Practitioner. She works full-time while balancing her studies and active involvement in the Terang community. As a parent of a child who receives support coordination and 1:1 social support through Coinda, Kristy's passion for disability inclusion, advocacy, and improving access to quality services for families is both personal and genuine. Kristy is proud to serve on the Coinda Board, where she is committed to supporting inclusive, person-led approaches to disability support and strengthening opportunities for community participation.

MARRIANNE MARGIN (NEE SARGEANT)

Marianne grew up in the Terang community and has a long connection with Coinda through her brother Bernard, who was cared for by Coinda for almost 50 years. Marianne lives in Melbourne and has a background in administration, the Arts and community service. She is a Graduate of the Australian Institute of Company Directors and has been a Board Member at the Stephanie Alexander Kitchen Garden Foundation for the past four years.





EXECUTIVE TEAM

CHIEF EXECUTIVE OFFICER

Janice Harris

BUSINESS MANAGER

Helen Conheady

GENERAL MANAGER

Phil Hose

QUALITY & SYSTEMS MANAGER

Tanya Jackson

HR & PAYROLL OFFICER

Caroline Smith

FINANCE & ADMINISTRATION

Devi Bhatta

Caroline Dickson

Ben Jansen

Nicole Morris

Ann Short

SUPPORT CO-ORDINATORS

Donna Hickey

Carisa Lynch

TEAM LEADERS & PROGRAM CO-ORDINATOR'S

Community Living - Mohan Bam

Day Program - Sharon Lock & Geoff Galloway

Estcourt Street Complex - Simone Kenna

Farm, Recycling & Maintenance (FARM) - Eamonn O'Connor

Lifestyle - Lauren Benallack

Short Term Accommodation (Respite) - Kylie Foster

Estcourt Street/Strong Street - Joash Nchore

The Little Acorn Café - Katherine Sloane

Villa 1 - Tina Brown

Villa 2 - Jim Craig

Villa 3 - Lorraine Pearce

Villa 4 - Courtney Cox

51a Dow - Peter Conroy





Researched and compiled by Craig Proctor for Coinda



Staff Recognition

At the heart of our success is our team — dedicated, passionate, and committed individuals who drive our mission forward every day. As we reflect on the past year, we take this opportunity to recognise and celebrate the important service milestones achieved by our staff. These milestones not only reflect longevity but also the enduring contributions that shape our organisation's culture and impact.

10 Years

Kirsty Coburn

Kirsty works across our Day Program, the Estcourt St Complex, and also provides in-home supports to participants. She's meticulous, thorough, and super organised in everything she does. Kirsty is a strong advocate for participant rights and always ensures their voices are heard. She runs a lovely ladies pampering program and has a wonderful way of making our ladies feel valued and special.

Phil Hose

Phil has been in the General Manager role at Coinda for the past 10 years. He joined the organisation during the rollout of the NDIS and played a key role in guiding Coinda through the transition and implementation process. Phil regularly meets with participants and their families to ensure their needs are understood and supported. He's also a fantastic mentor to staff, offering leadership, support, and guidance whenever it's needed. Always approachable, Phil is the go-to person in the organisation whenever someone has a question or needs help.

Rachael Moloney

Rachael is a pocket dynamo with endless energy. Rachael has a creative spark, consistently introducing new and innovate programs for participants to enjoy, particularly on the getaway program where each week uncovers a fresh and exciting adventure. Rachael loves a joke and has a special talent for making people laugh.

Tanya Neal

Tanya works at the Estcourt St Complex as well as Day Programs in both Terang and Camperdown. She supports a range of participants including those with more challenging behaviours and does so with patience and dedication. Tanya is great at listening to participants and takes the time to understand their needs. She is a strong advocate who always makes sure they receive the support and consideration they deserve.



Staff Recognition

Eamonn O'Connor

Eamonn joined Coinda seeking a career change after working in the building industry, and has since become a fantastic Disability Support Worker. A past recipient of the "Darkie Lee" Award, Eamonn now leads the FARM Team, managing our Waste Collection Program and playing a key role in introducing the Container Deposit Scheme to Coinda. He is highly respected by participants, families, staff, and managers alike for his dedication, leadership, and down-to-earth approach.

20 Years

Sheryl Hyland

Sheryl has been a dedicated member of the Coinda team for 20 years, working as a Residential Support Worker at Villa 3 throughout her time with us. Over the years, she has built strong, trusting relationships with the residents and developed respectful connections with their families, resulting in her winning the "Darkie Lee Award" in 2022.

Sheryl is always willing to lend a hand and is known for her positive attitude and team spirit. Her experience and knowledge are incredibly valued, and she plays a key role in supporting new staff as they settle into their roles at Villa 3.

A natural mentor and a steady presence in the team, Sheryl continues to make a lasting impact through her care, commitment, and dedication to the people we support.



Well done!

Last years recipient of the Darkie Lee award, Rhiannon Emeny.





JANICE HARRIS

It is with great pleasure that I present the CEO Annual Report for Cooina Terang Inc., reflecting on a year of progress, resilience, and community connection. Guided by our Strategic Plan, we continue to strengthen services, improve facilities, and advocate for a fairer NDIS system. At the heart of all we do are our participants, families, and staff, whose contributions shape our success.

Housing and SDA Projects

- Delivered a new modular home, a 1 bedroom unit which was ready for occupancy by late 2024 replacing an older Unit.
- We modified Unit 1 at Estcourt St to a Specialist Disability Accommodation (SDA) compliant Robust model with sleepover support. This has been occupied since December 2024 with a significant reduction in the person's behaviours of concern as the unit meets their environmental and structural support needs.
- Villa 2 reached full occupancy earlier this year with two local ladies moving in, which is great for them and their families.
- Planning commenced for the redevelopment of 10 Dow Street into a Specialist Disability Accommodation (SDA) High Physical Support property, including a

CEO REPORT

proposed one bedroom separate unit with option for sleepover support. This redevelopment requires temporary relocation of residents but represents a major investment in modern, accessible housing.

Community Enterprises and Infrastructure

- Expanded the Container Deposit Scheme, gaining strong local media coverage and promoting inclusion through sustainability and we were finalists at the Corangamite Shire Business Awards.
- Purchasing property on Cobden-Terang Road for a dedicated recycling depot, creating further training and potential employment opportunities for people with disability. The property includes a 3 bedroom house that will be modified to enable new residential options for participants. Adjacent to the home is a ready-made light industrial site that will be developed into our recycling hub, expanding on the cramped site we currently use and creating a more efficient, safe and more accessible site for participants, staff and community.
- Refurbishment projects completed include; horticulture shed, new fencing at FARM and acoustic upgrades at the Little Acorn Café.



- Vehicle upgrades including a van that has capacity for 2 wheelchairs so that the group home can all go out together on outings. Special thanks to the Glennen Trust for funding the Villa 4 van conversion. We also introduced a new Pool Car system to assist with vehicle bookings and transport claiming.

NDIS and Advocacy

- Engaged actively in NDIA reforms, advocating and supporting providers and participants to have High Intensity support funding reinstated for participants with complex behaviors.
- Continued strong advocacy through meetings with the Minister for the NDIS, local MPs, and sector forums to ensure participant and providers voices are heard.

Participants and Community

- Family and friends events at Villas strengthened community engagement.
- Collaboration with State Trustees improved financial support for participants.
- Strong presence at sector and community events, including the South West Inclusion Festival and CEO Collaboration Group.

I also want to remember with sadness the passing of long-term residents and participants, including Noel Roney and Brian Nash, and participants Kevin Richards and Katharine Douglas, who contributed so much to Cooida over many decades.

Celebrating 70 Years of Cooida.

A major highlight was celebrating Cooida's 70th anniversary with participants, families, staff, and the wider community. Events included the launch of a commemorative book in collaboration with historian Craige Proctor, honouring our past while celebrating a shared inclusive future

Looking Ahead

Cooida's focus for the year ahead will be on:

- Implementing the business plan for the new recycling depot.
- Progressing the redevelopment of 10 Dow Street into high-quality SDA.
- Expanding Supported Disability Accommodation options.
- Embedding a culture of Active Support across all services.

I extend sincere thanks to our staff, Board members, families, and community partners for their ongoing dedication. Most importantly, I thank our participants for choosing Cooida as their provider and guide our mission every day.

Together, as we celebrate 70 years, we look to the future with optimism, continuing to build a stronger, more inclusive community where everyone belongs and people living with a disability have the support they require to reach their full potential.





HELEN CONHEADY

BUSINESS MANAGER'S REPORT

Finance Summary

Cooinda Terang Inc.'s financial performance for the year ending 30 June 2025 reflects our continued investment in quality, participant-focused services, underpinned by sound financial management. Following a strong FY2024, this year's result was shaped by sector-wide cost pressures and deliberate reinvestment in our workforce and infrastructure—decisions that directly support our long-term mission of inclusion and accessibility. While our surplus declined compared to the previous year, our financial position remains stable and our balance sheet strong, enabling us to meet current challenges while planning sustainably for the future.

Revenue and Income Sources

Total revenue for FY2025 was \$15,163,394, representing a 4.0% increase from \$14,583,227 in FY2024. The majority of income—89%—was derived from NDIS funding, reflecting our continued growth in service delivery. Additional revenue came from rental and accommodation income, interest earnings, and social enterprise activities, including our café and waste and recycling programs.

Managing Cost Pressures and Reinvestment

Despite revenue growth, we recorded a net surplus of \$140,307, down from \$551,589 last year. This reduction reflects rising operational costs and increased employee provisions, as well as our commitment to reinvest in staff and service infrastructure.

Notable cost movements included:

- Salaries and wages increased by \$476,950 (4.4%), in line with sector-wide wage growth and workforce expansion.
- Employee provisions rose significantly:
 - Annual leave: \$129,136
 - Long service leave: \$160,090
 - Superannuation: \$108,017
- Depreciation expense increased from \$328,995 in FY2024 to \$410,811 in FY2025 — a 25% rise, reflecting the full-year impact of major capital investments, including the completed SDA and café upgrades completed in 2024 and further capital investments in 2025 with the refurbishment of Unit 1/41 Estcourt Street and the new unit at the rear of 47 Dow Street.
- Maintenance costs rose from \$86,470 to \$134,534, an increase of 56%, linked to upkeep of our assets.

In total, Cooinda invested \$1,452,144 in



property, plant, and equipment during FY2025 to enhance our residential homes and the purchase of a new property on Cobden Terang Road which will become our recycling depot.

commitment in a challenging environment. Their collective efforts remain central to the organisation's ongoing financial strength.

Financial Position and Liquidity

As at 30 June 2025, total assets stood at \$16,491,967, a 3.8% increase from the previous year. Liabilities increased by 17.6% to \$3,129,456, driven largely by employee-related provisions. Net assets (equity) remain strong at \$13,362,511.

Cooinda Terang Inc. continues to operate with no external debt, and maintains a positive cash balance of \$1,706,793. A current ratio of 2.38 reflects a healthy liquidity position, providing confidence in our ability to meet short-term obligations while continuing to invest in strategic priorities.

Strengthening Systems and Team Capability

This year marked the successful rollout of the Employment Hero payroll system, which officially went live on 1 July 2024, following its setup in the previous financial year. This system has enhanced payroll accuracy and reporting, and improved management of leave and entitlements. Special thanks to Caroline Smith for her hard work and persistence in getting Employment Hero live. The implementation took significant time and effort, and her dedication over many months was instrumental to its successful implementation.

The administration and finance team of Nicole, Caroline, Ann, Devi, and Ben—demonstrated adaptability and

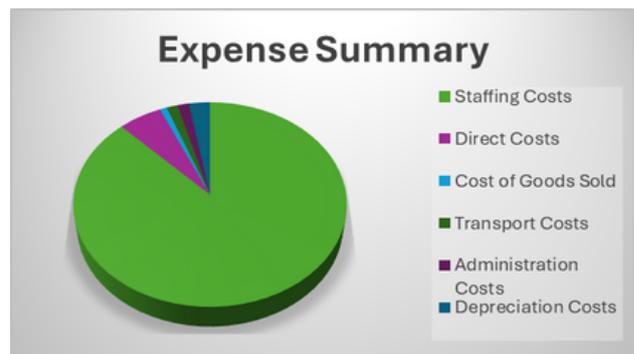
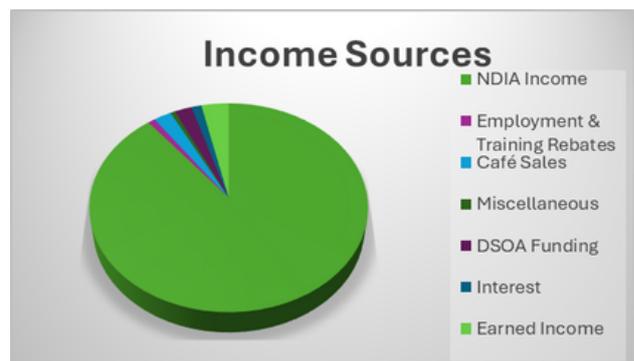
Looking Ahead

As we move into FY2026, Cooinda remains focused on sustaining and enhancing participant services while managing financial sustainability.

Priorities for the year ahead include:

- Continued investment in our residential homes and social enterprises
- Maintaining compliance with evolving NDIS funding guidelines
- Managing operational costs prudently without compromising service quality

With a skilled finance team, no debt, and a strong asset base, Cooinda is well positioned to navigate sector challenges and continue delivering meaningful outcomes.





Supporting people of all abilities in our community for 70 years





GENERAL MANAGER'S REPORT

PHIL HOSE

I want to begin my report this year in recognising the sad loss and impact of the passing of 4 longstanding participants of Coinda. Between them Kathy, Noel, Brian and Kevin had been attending Coinda for many decades; we worked alongside them almost every day, knew their families and shared in their lives. Their loss and the accompanying grief impacted their many friends at Coinda and indeed many of the staff at Day Program, our Villa's, bus drivers and administration staff. Thank you to all who have provided support, shared in the sadness and celebrated their remarkable lives.

We have also seen the loss of some significant participant family members, Toni and Bob, to name a couple. Sadly, for our organisation, where people are the core of everything we do, it has been a particularly challenging year.

Accompanying this though has been some great highlights and celebrations; None more so than the recognition of Coinda's 70th Anniversary.

In April we gathered at the Terang Mortlake Football clubrooms to celebrate the milestone and launch the remarkable book, 'A Happy Place- The Story of Coinda Terang 1955-2025' by author and historian Craige Proctor. The process of researching the book was a fascinating one we could not have

achieved without Craige's passion for the project. His tendency to go down the rabbit holes of stories and history, and the contributions of the many families, staff, participants and community members who shared their memories have made for a remarkable and valuable record of not just the organisation, but of the people involved and the community in general.

The Little Acorn Café is now open 7 days per week and indeed the weekends are by far our most popular, providing Terang with a fabulous weekend breakfast, brunch and lunch venue.

The Container Deposit Scheme (CDS) has continued strongly, in its first 12 months it received over 1.2 million containers, and early this year we surpassed the 2 million container mark. We have had some great media coverage, from local newspaper coverage to online ABC videos, and Channel 9 TV coverage all featuring the participants who champion the scheme every day. In June this year the CDS was recognised as finalist in the Corangamite Shire Business awards, Circular Economy category.

The Coinda's advocacy group, the 'Speak Up' Committee, have lobbied the Corangamite Shire for improved traffic management in Dow Street, and this came to fruition earlier this year with the installation of a raised roadway in front





of the Day Programs that slows traffic and improved accessible parking for our buses. Thank you to the Shire for their cooperation.

At Day Program the Lifestyle Coordinator Lauren Benallack has been busy, with many extracurricular activities now available to participants. We have run 2 camps, one to Phillip Island and another to Camp Cooriemungle, numerous footy trips, outings to live shows and a myriad of other events. The Find Your Voice Choir also falls under her umbrella, and they again rehearsed regularly and performed at the Port Fary Folk Festival.

The Terang Express have been keeping a close eye on the Day Program Newsletter and have often been able to feature our events, achievements and celebrations in the local press.

The Day Program this year has been fortunate to collaborate with Terang Mortlake Health Service, Health Promotion Officer Michelle Dowden to deliver education and discussion sessions to participants about health and wellbeing.

In previous years I have recounted some of the challenges and complexities of the NDIS. Again, it has been a year of change, with the introduction of Funding Period Schedules, the consolidation of the PACE NDIS Portal and the pending Impairment Assessments.

Unfortunately, the most challenging element of our work with participants and the NDIS has been the 'rollover' or extension of plans and lack of

appropriate plan reviews to meet the changing needs of participants. Unfortunately, those plans that are reviewed do not reflect current needs and often have a poorer outcome for participants.

Our Support Coordinators' workloads reflect this in the time spent gathering yet more evidence and submitting reams of paperwork for Review of Decisions or Change of Circumstances to bring about appropriate review.

None the less, we continue to deliver quality supports and services in line with NDIS Standards, and advocate where we can for necessary supports.

So, thank you to our hardworking Support Staff, to the Plan Managers, Support Coordinators, Administration and Finance team for their diligence and commitment to improving the lives of all at Cooida.

My special thanks to Sharon Lock (Day Program Team Leader) – capable of incredible daily problem solving and management, to Eamonn O'Connor, Geoff Galloway, Katherine Sloane and Lauren Benallack as they strive every day to deliver on our mission – to be a builder of a socially inclusive community where people of all abilities are engaged and valued.

Finally thank you to the Executive team of Janice, Caroline, Tanya and Helen.



TANYA JACKSON

Although I was on long service leave for a significant part of the past year, it has still been a highly productive year in Quality & Systems, with a focus on ensuring safe, effective, and person-centred supports for participants, while also strengthening our systems and compliance practices across the organisation. Here is an overview of key activities and outcomes.

Internal Audits and Safety Checks

Aside from the usual monthly checks a range of audits and compliance activities were carried out during the year, some of those included:

- APO Audit – Chemical restraint (medications in SDA) checked to ensure Behaviour Support Plans are in place.
- Asbestos Audits – Completed at all sites, with registers stored onsite and available to contractors.
- Fire Safety – Annual fire safety checklists completed across sites prior to the fire danger period.
- Intake Process Audit – Reviewed to ensure new participants are onboarded efficiently and in line with policies.
- Medication Administration Audit – Checked to confirm staff training is current and administration practices are compliant.

QUALITY & SYSTEMS REPORT

- Emergency Response Team audit conducted at each site to ensure adequate staffing and preparedness in emergency situations.
- Staff onboarding and HR Files Audit, ensured personnel files are complete, up-to-date, and compliant with HR requirements.
- Staff Access Permissions Audit – Reviewed staff access to IT systems and sensitive staff and participant information to ensure only authorised personnel have appropriate permissions. This helps maintain data security, confidentiality, and compliance with privacy policy and laws.

These audits support continuous improvement, enhance participant safety, and strengthen compliance across the organisation.

NDIS Practice Standards Self-Assessment

This year we undertook self-assessments against the NDIS Practice Standards, focusing on Division 1: Rights & Responsibilities and Division 4: Safe Environment.

Division 1: Rights & Responsibilities
Our self-assessment demonstrated compliance and commitment in the following areas:

- 1.1 Person-centred supports
- 1.2 Individual values and beliefs
- 1.3 Privacy and dignity



- 1.4 Independence and informed choice
- 1.5 Violence, abuse, neglect, exploitation and discrimination

Results highlight our continued focus on participant rights, safeguarding, and supporting informed decision-making.

Division 4: Safe Environment

The self-assessment also covered Safe Environment, ensuring participants are supported in environments that are safe, accessible, and responsive to individual needs.

Outcomes from this assessment will shape our continuous improvement planning for the coming year.

Policy and Governance

The Quality & Safeguards Commission visited Coinda – A review was conducted in relation to separation of SIL and SDA. The Commission visited two of our SDA sites, met with participants and families, and completed compliance checks. No non-conformances were reported.

The Quality Committee remained active, reviewing 38 existing policies and developing three new ones:

Memorandum of Understanding (MOU) with the Terang Harness Racing Club,
Generative AI Policy and
Supported Decision Making Policy.

These additions strengthen both our compliance obligations and our commitment to participant rights and emerging technologies.

Systems Improvements

We have had another extremely busy year improving our systems, some included:

- Installed Square KDS at the Acorn, which sends orders straight to the kitchen via easy to read digital display.
- Introduced a File Naming Convention, standardised across the organisation for easier document management.
- Major update removing NDIS TTP pricing in Carelink & Schedule of Supports.
- Doorbell cameras installed at sites to provide a safe way to verify visitors before opening doors.
- Intruder Safety Alert – Intercom phone system installed at Centre & reception.
- Security Cameras – Installed at our SDA sites and the Café to improve safety.
- Set up a new office space for our Support Co-ordinators.
- Upgraded our inter-site networks for higher speed broadband services and data security.
- Dash cams installed in 8 of our vehicles.
- Setup laptops with mobile trolleys to ensure efficient note writing at Villas.
- Replaced the main file server of our network with improved storage and security features . . . and more!

As always, IT improvements involve extensive troubleshooting, testing, fixes, repairs, quotes, approvals, purchases, installations, configurations, and ongoing equipment adjustments – all made possible with the support of our IT provider, Richard from Verve Tech.





CAROLINE SMTH

It is with pleasure that I present the Human Resources report for the 2024/25 year.

The highlight of the year was the celebration of our 70th birthday and having a book written to recognise our history. It was a time to reflect on the many changes that have occurred, but one constant over 70 years has been the skill, commitment and dedication of the staff that have been employed and have played an integral role in the growth and development of our participants, which is still true today.

I undertook the task of compiling a list of all staff who have been employed at Cooida from 1955 to 2024 which is included in "A Happy Place" The Story of Cooida. Going through historical pay records identified the names of over 750 staff who have been employees of Cooida at some time, highlighting the impact that our organisation has had on the wider community.

We have maintained a stable workforce over the year, saying farewell to 26 staff and another 18 new staff have joined us, who have all had extensive induction training. Our workforce continues to be diverse in terms of age, gender and cultural background.

HR REPORT

Cooinda has extended our Labour Agreement through immigration allowing sponsorship of staff for permanent Visa's. This has enhanced workforce stability as well as adding to the multicultural blend in our team.

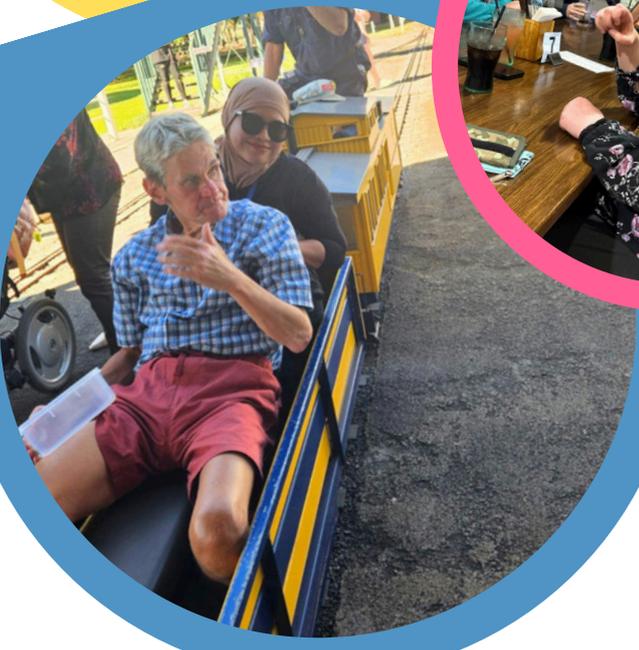
I conduct well-being meetings with our new staff and receive comments about feeling welcomed into a supportive team environment and the job satisfaction that Cooida offers. It has been pleasing to continue the year with minimal overtime for staff, reducing burnout and recognising wellbeing as a priority.

Our Employee Assistance Program has continued this year with Fabian Storer being available for any staff requiring additional support following a workplace incident or an issue outside of work. Thank you Fabian.

Staff training has been a feature of the year. This year we have had staff participate in the following training. Autism, Cert 3 – Individual Support, Epilepsy, Cert 4 – Disability, Ethical response, New NDIS laws, First Aid and CPR, Mental Health, Diabetes, Workplace Wellbeing, Suicide Awareness.

Thank you to the Executive team and Team Leaders for your ongoing support and the flexibility shown towards staff needs.

Thank you to our staff who are the backbone of Cooida and will continue to be so, well into the future.





DONNA HICKEY &
CARISA LYNCH

SUPPORT COORDINATOR'S REPORT

As we reflect on the past year, we are proud to present our annual report for Support Coordination services provided to our 60 participants. Our diverse participant caseload consists of individuals with unique needs and circumstances.

Our focus has been on providing tailored support that empowers participants to navigate their NDIS plans effectively and access the resources they require.

This year we have seen:

- Increased wait times for funding approvals
- Changes in policy that have affected service delivery
- Uncertainty regarding the continuity of support for some participants
- A significant increased need for advocacy to progress plan funding reviews
- Increased demand for OT assessments to provide additional justification of supports
- Navigating the roll-out of the new funding schedules and assisting participants and their providers to implement their Plan in alignment with their individual funding periods.

Despite these hurdles, we have remained dedicated to collaboratively

working with our participants and their support networks to ensure they receive the supports they need.

In response to the challenges faced, we implemented strategies to enhance our support services by providing regular updates to participants and their support networks regarding NDIS changes and funding status and the development of individualised plans that address the specific needs of the participants.

We continue to strengthen our partnerships with community organisations to provide additional resources and referral services, ensuring seamless integration and support to our participants.

This year also saw a change in location with a move from the busy and congested Day Centre to a more independent office space at 47 Dow Street. This brings more separation from the busyness of the Centre, and programs offered there.

We extend our sincere gratitude to the individuals we support for their patience and understanding during periods of delay or difficulty. To the families of our participants, your support and understanding during these challenging times has been invaluable.

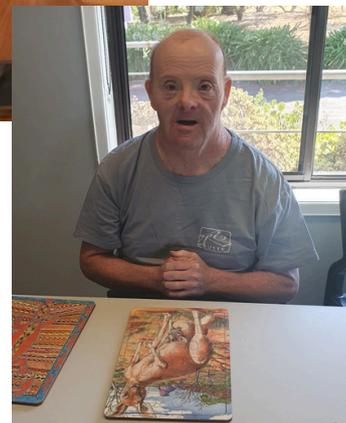


As we move forward, we remain committed to working together with our participants and enhancing our support coordination services.

We appreciate the resilience of our participants and the unwavering support of their families and support networks.

Together, we will continue to overcome challenges and strive for a better future.

Thank you for allowing us to be part of your NDIS journey.



DAY PROGRAM REPORT



SHARON LOCK &
GEOFF GALLOWAY

It has once again been a busy and rewarding year in Day Programs. Participants continued their 24-week blocks of Programs of Support, with each program shaped by their choices through the elective selection process. This ensures our schedule reflects the activities that matter most to them. As always, bowling and swimming remain firm favourites, and our Friday canteen lunches continue to be enjoyed by many.

Our facilities also saw improvements, with new carpet installed in the front dining room and staff room, creating a more welcoming environment for both participants and staff.

Advocacy and Committees

The Speak Up Committee remained active, holding regular meetings. The SW Advocacy Group has regrouped this last year and coordinated training in health related decision making. Our committee members also attended gatherings in Warrnambool, Portland, and Hamilton, and we proudly hosted a meeting in Terang.

Programs and Activities

Drama and Current Affairs: The Drama group continues to thrive with

role plays, singing, dancing, and poetry writing. Alongside the Current Affairs group, they attended Morning Melodies in Warrnambool and Colac. A highlight was the Obie Awards at the Commercial Hotel, where our drama participants were recognised across a range of categories. The woodwork group created the Obie statues, while Current Affairs painted them gold for presentation.

Community Involvement: we joined the ANZAC Day march in Terang, proudly laying a wreath in memory of fallen soldiers.

Community Club: Meeting weekly on Fridays, the Community Club organised fundraisers including the Biggest Morning Tea for the Cancer Council and coordinated our annual Coinda Big Day Out. This year, participants enjoyed Lake Pertobe with a scavenger hunt, mini golf, outdoor games, pizza for lunch, and a visit from Mr Whippy—an unforgettable day for everyone.

Creative Arts: Art groups explored a wide variety of projects, with new staff bringing fresh and innovative ideas. The Monday Art Group also attended monthly Morning Music sessions at the Terang RSL Hall. Participants showcased their talents at the Noorat Show, entering art, craft, woodwork, sewing, and cooking categories—and many proudly took home prizes.



Recreation and Excursions: The Getaway Group ventured to the movies, live performances, Halls Gap and Werribee zoos, as well as local parks, lakes, and waterfalls. Outdoor Education participants explored Port Fairy lighthouse, Tower Hill, Peterborough, Port Campbell, and Warrnambool's Botanical Gardens, while also enjoying bushwalking, whale watching, camp cooking, and the Timboon rail trail.

Camperdown Centre: With 1:1 staffing ratios, participants engaged in both community and centre-based programs such as Equine Therapy, swimming, yoga, cooking, craft, scrapbooking, games, and life skills development.

Staff Development

Our team continued to strengthen their skills, with training completed both online and in person. Courses included CPR and First Aid, Certificate IV in Disability, Restrictive Practices, Epilepsy, PEG feeding, Medication Administration, and Work Health and Safety through iInduct. We were also delighted to welcome Mercy Regional College students on community outreach placements each Wednesday afternoon.

Health and Wellbeing

Michelle Dowden, the Community Health Nurse from TMHS, visited regularly to support participants with discussions on emotions, physical activity, and healthy eating. She also hosted a special International Women's Day morning tea at the Little Acorn Café, featuring Olympian Penny Smith as guest speaker.

Celebrations and Social Events

Our annual Family and Friends Dinner, combined once again with the Cobden Trains, was a highlight of the year. With Santa handing out goody bags and a lively DJ keeping the dance floor busy, it was an evening full of joy and community spirit. This past year has been filled with creativity, community connections, and new opportunities for growth. We are grateful to our staff, participants, families, and volunteers who make Day Programs such a vibrant and supportive place.





EAMONN O'CONNOR

The Cooinda Farm, Recycling and Maintenance Program (FARM) has had another successful year of providing opportunities for all participants to engage in. Through the success of ongoing initiatives and services, as well as exciting new projects, we have continued to foster opportunities for all abilities to form connections and promote partnerships with members of our local and wider community.

Rubbish and Recycling:

We have continued to provide a service to our local and neighbouring communities through the recycling, green waste and general waste removal programs. Over the last twelve months, this has proven to be an ongoing, successful initiative. In addition to other community members and groups, there are over eighty businesses that utilise the service on a regular basis. We have continued to foster a positive relationship with Naroghid Landfill and remain grateful to the Corangamite Shire for their ongoing support.

Yellow Tail Nursery

Our nursery creates additional opportunities to connect with our community and promote sustainability through the propagation of native trees. This year, we carried out the planned repair works to the existing shed at the nursery.

FARM REPORT

These renovations included the reframing and recladding of the walls and roof to create a more accessible and inviting space for our participants all year round. We have appreciated the support of everyone who has bought and planted trees, despite the challenges of the drought. Special thanks to Judy and all those who have assisted in this program over the last twelve months.

Container Deposit Scheme

Our facility hosts two Reverse Vending Machines (RVM) on behalf of the Victorian Container Deposit Scheme, the success of which continues to be overwhelming. By June of this year, we had surpassed 2,000,000 containers since we started in November 2023, which is an incredible effort by our local community.

In January, the FARM team was invited to tour the TOMRA-Cleanaway Laverton Processing Plant. This was an exciting opportunity for our participants to see where all of the aluminium and plastic containers go after they have been processed through our Reverse Vending Machines.

This was a particularly special day for Brain Stewart; our king can collector. We were very excited to see Brian's recycling achievements recognised through an interview with ABC and WIN news. Through the collection of containers for over 30 years, Brian had



raised enough money to purchase his own caravan.

We recognise and appreciate the ongoing support that the representatives from TOMRA-Cleanaway have given to our facility as well as our participants, we thank them for the opportunities that this initiative continues to provide us. The success of this program would not be possible without the support of our team. A big thankyou to Damian, Daryl, Glenn, Nick and Luke for their continued efforts and support for this program.

Purchase of Land

This year, Coinda secured the purchase of a new block of land at 2113 Cobden- Terang Road. The purchase contains a 3 bedroom house as well as a large shed and yard. It is our endeavour to further develop and extend this exciting new space into a larger recycling facility.

Additional Projects

Over the last twelve months we have also completed the next phase of refencing on our acreage. This included finalising the cattle boundary fences as well as the boundaries between the Coinda FARM and the neighbours. Our participants did a wonderful job at looking after the calves that were donated by the O'Connor and McDowall families, these were sold at market, and we look forward to housing more over the next twelve months.

Additional Projects

At the beginning of this year, I officially took over the role of FARM team leader from Damian Lenehan. Damian has diligently served as team leader for over fifteen years; in this time, he has been instrumental in the formation of many successful programs that are still thriving today. I would like to thank Damian for his fantastic years of service in leadership and remain grateful that the participants will continue to benefit from his support as a valued member of the FARM team.

Once again, thanks to all of our staff, volunteers and most importantly, the participants. We look forward to many more exciting developments in the year ahead.





LAUREN BENALLACK

Joining the “Lifestyle” team in February last year, helping fulfill dreams and create memories, has been an absolute pleasure! Seeing participants smile and achieve goals they thought weren’t possible is nothing short of turning the ordinary to extraordinary.

Participants are continuing regular activities such as the Motivators Bowling, Stingers netball and Find your Voice Choir due to the dedication of participants and staff.

Stinger’s Netball trains every Monday afternoon and have competed in many tournaments around the district including Warrnambool, Horsham and Ballarat.

Find your Voice Choir continues to perform and entertain many, including the Port Fairy Folk Festival and shows at The Lighthouse Theatre in Warrnambool.

So far participants have enjoyed the shows like the Moscow Circus in Warrnambool and “Wicked”, a Country Music Festival in Allansford, Fleetwood Mac Tribute show and musician Tom Curtain. Other trips and events have included a visit to “Bounce” in Ballarat, and The Quilters exhibition in Melbourne, Adventure Park Geelong, and footy trips to Melbourne, Ballarat, Geelong and the local district and so much more.

LIFESTYLE REPORT

Our holidays, so far, have included a 3-day holiday to Mount Gambier, 3- day stay at Phillip Island and a 3-day stay at Camp Cooriemungle.

Whilst I have worked with many participants and met many family members, I am endeavouring to get to know and involve more. I look forward to any new ideas no matter how big or small.







TINA BROWN

As we close another vibrant year at Villa 1, we reflect on the growth and increased connections that have defined our site. The Villa 1 team have celebrated the milestones, memories, and meaningful contributions of every participant who's made Villa 1 a place of belonging.

Our new participants who moved in 2024 have settled well into Villa 1, making it their home and getting used to the routines of Villa life.

We've had our challenges, but working alongside the participants, Positive Behaviour Support Practitioners, Occupational Therapists, Support Coordinators, Physiotherapists, Podiatrists, and a Medical team have all helped come up with plans to be able to better assist participants with any problems which may arise and have strategies in place to better cope when times get hard.

Participants have attended community events throughout the year that have been organised through the lifestyle program, holidays, and importantly, time with their families. Learning and achieving new skills is always a highlight, and with staff assisting in developing more independence, control and confidence within their own lives.

VILLA 1 REPORT

Each of our participants enjoy different experiences, attending day program activities is extremely important to their routines: pampering, computers, bowling, swimming, cooking, art/crafts, music and socialising.

The NDIA has tightened funding allocations across participant plans, which means we need to reassess how we approach activities such as holidays and some 1:1 supports. Our goal is to stay within their budget while continuing to offer experiences that our participants genuinely enjoy.

We've repurposed a room in the home into a sensory environment to better support participants requirements and assist with managing emotions. Our vegetable garden got a revamp with the support of staff, a generous donation from a community member and participants joining in to grow some vegetables.

Moving forward there are plans to improve participants visual schedules to support transitions to assist with routines, choice and control. Also, an art space to celebrate the fabulous creations that are designed by our participants. The continued use of music at the Villa is a wonderful way for everyone to connect and assist with regulation.



I would like to extend my heartfelt thanks to the dedicated staff who support the participants at Villa 1. Your commitment, compassion, and consistency in providing high-quality care and support make a meaningful difference in the lives of our residents. Whether it's through daily routines, emotional encouragement, or creative engagement, your efforts help create a safe, empowering, and inclusive environment. Your work is deeply valued and does not go unnoticed – Thank you for all that you do.





JIM CRAIG

VILLA 2 REPORT

A Year of Challenges, Changes, and Cherished Moments

This past year has been a mix of emotions — challenging and demanding at times, but also filled with moments that made us laugh, inspired us, and reminded us why we do what we do.

Saying Goodbye to Noel

In January, we lost our dear friend and long-term Villa 2 resident, Noel Roney.

Over the last three years, Noel's health slowly declined, and on the 7th of January, he passed away peacefully in Terang, surrounded by family.

Supporting Noel was both a challenge and a joy. He had a wonderful sense of humour, and even in difficult times, there were many moments that made us laugh together. We believe Noel enjoyed those moments as much as we did. Vale, Noel. You will always be part of our Villa 2 story.

I would also like to thank Noel's family. Their constant support helped us provide the support he needed over the past 3 years.

Welcoming New Faces

February and March brought exciting changes as two new female participants joined Villa 2. Their arrival has brought fresh energy and new stories into the home — and every day brings something unexpected.

The three male residents continue to enjoy their lives here, and together everyone attends Cooida's Day Programs during the week, where friendships grow and skills develop.

Supporting Beyond Villa 2

Our team doesn't just work within the Villa — we also support two participants living independently in the community. Both have higher support needs, and we are proud of the skilled, caring staff who ensure they live well and safely in their own homes.

Making Every Dollar Count

Funding through the NDIS continues to be one of our biggest challenges. Every participant's budget is different, and it's our job to make sure supports are delivered within those limits. This means planning carefully, being creative, and sometimes having to make tough choices — but always with the participant's best interests at heart.

Keeping Health Front and Centre

Our participants are all mature-aged, so maintaining good health is a daily focus. Every month, we attend multiple healthcare appointments — from regular check-ups to specialist visits — to help everyone maintain the best quality of life possible.

Of course, the staff cannot do everything, and we work closely with family members on all the significant issues that affect our participants. Their contributions are vital in achieving



positive outcomes.

We also work closely with families and Support Coordinators to explore new technologies, updated health protocols, and additional training to keep improving care.

Holidays and Adventures

Specialist providers have helped us arrange holidays for participants this year, and they've been a highlight for everyone involved.

Looking ahead, we're committed to managing participant funds carefully so that those who want to can enjoy at least one holiday a year.

Repairs and Maintenance

Maintenance in any setting is a never-ending task. The work of our in-house maintenance team helps to keep the residences as functional as possible. We also engage regularly with a local body corporate who help our Community Living participants achieve a comfortable and safe home environment.

Local contractors have also been employed to paint some rooms and carry out repairs to white goods. We are expecting a full refurbishment of Villa 2 in 2026, so we have not progressed any capital works in the Villa.

Thank You to Our Amazing Team

I would like to express my appreciation to all our staff; you have done an amazing job. A special mention to those of you who have worked through some very demanding periods. You know who you are. Thank you very much.

Thanks also to Janice, Phil, and the administration team for always being

available with support, problem-solving, and encouragement. This year has shown, more than ever, that we achieve more when we work together.

Here's to another year of care, connection, and making a difference – together.





VILLA 3 REPORT

LORRAINE PEARCE

This year has been a positive and busy one for our villa, supporting 6 participants under 24 hour care and 1 participant who resides in a self-contained unit on the property and requires support from the villa 3 staff. Our focus has remained on promoting health, safety, wellbeing, and personal choice, while ensuring each participant is supported to achieve their individual goals.

Staff have worked flexible hours to provide consistent care, with rosters adapted to meet personal routines and preferences. Participants have enjoyed a wide range of activities including weekend outings to movies, country music sessions, Timboon ice creamery, the tourist tram in Portland, the poultry show, BBQ's in nice weather, outings for lunch, scenic drives and holidays of choice. Angela went to Torquay for a 2-night stay with Tilly her dog. Donna enjoyed a very relaxing 2-night stay at The Deep Blue in Warrnambool and Bec enjoyed a couple of nights in Melbourne.

Angela and Bec are working at The Little Acorn Café, and John is loving his bowling and choir outings. Getaway is always a favourite for Ian, Denise and Adrian, offering an experience everyone enjoys. These experiences have supported independence, confidence and stronger community connections. Families have been engaged through

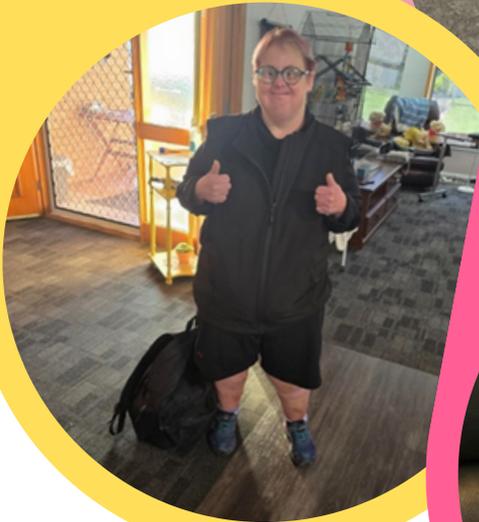
open conversation, emails and assisting participants with programs for the year. Some families receive fortnightly shift notes as part of ongoing correspondence, supporting a collaborative approach. Health and safety remain a priority with regular checks, proactive risk management and staff training.

The villa environment has been a major focus, with planned refurbishment to modernise and improve comfort for all residents, this will be underway by the end of the year. Participants will move into temporary accommodation while the villa is fully refurbished. Staff will support this transition to ensure minimal disruption.

Villa 3 continues to have a good blend of long standing staff as well as new staff that work together very well to keep fresh ideas and stability for our residents. Thank you to all the wonderful staff for their support over the last year.

Looking ahead our goals are to continue strengthening community participation, encouraging independence, and providing an improved living environment to deliver support in a comfortable and homely setting.







COURTNEY COX

The first year of operation in our new group home since transitioning in March 2024 focused on establishing the home, settling residents, and embedding support practices to align with NDIS and quality standards.

There have been a number of jobs to do since moving in, from getting the lawns and garden into shape, decorating personal rooms and customising all the furnishings and other things that make it a more personal home. Thanks to our maintenance team for all the jobs they have done over the year.

All four residents successfully transitioned into the home throughout 2024, and staff and families have reported improved comfort, and sense of belonging in their new living environment and better working conditions and safety for both staff and participants with ceiling hoists now installed in two of the bedrooms and the accessible bathroom.

Supports have been tailored to individual needs, with an emphasis on independence, daily living skills, and community participation.

A number of residents have significant health needs, so health and wellbeing outcomes are monitored closely. There are a multitude of appointments, follow ups, changes and therapies going on all

VILLA 4 REPORT

the time. Thanks to the GP's, specialists, Occupational Therapists, Speech Therapists and other allied health practitioners for all of their input and support. We have undertaken on-site training with therapists with the individuals' needs taken into account including manual handling, use of the hoist, mealtime management plans and behavior support.

Families have been encouraged to visit and participate in decision-making. Feedback has been positive, with families highlighting the quality of care and suitability of the new home to their family members' needs and we also encourage residents to visit family on a regular basis. It was wonderful to see one of our residents reconnect with family and have them able to visit from interstate.

Overall, everyone loves their new home, which is more suitable for their individual needs and is a lovely place to work.

Thank you as well to the many Villa 4 staff, for their skill and dedication to the wellbeing of all the residents, their teamwork and commitment in often challenging times.

At the very end of June 2025, Villa 4 Team Leader Courtney Cox advised us she would be standing down from the role with a view to seeking work closer to home in a more family friendly role and location.

We thank Courtney for her leadership at Villa 4 over the last year, for the great relationships she has built with families and staff and for her contribution to Cooinda as a whole. As such, this report has been written on her behalf to reflect the last year at Villa 4.





KYLIE FOSTER

I am proud to present the Annual Report for the 2024–2025 financial year. This year has been one of resilience, and renewed commitment to supporting individuals with disabilities and their families.

Our Mission and Values: To provide person-centred respite care that supports independence, inclusion, and dignity.

At the heart of everything we do is our focus on quality care, responsive support, and meaningful community engagement. Our respite service continues to provide a safe, comfortable, and supportive home away from home for people with disabilities, while also giving families the opportunity to take much-needed breaks from their caring roles.

Respite is often a busy place with our overnight stays as well as regular use through the day for those seeking a different space to be in or a bit of time out. Participants have in all enjoyed 324 respite stays over the year with participants and families reporting high levels of satisfaction. Respite is not just support based at our facility in Dow Street, but also includes off-site accommodation, with participants accessing regional

RESPITE REPORT

accommodation options with staff support. Participants have enjoyed short stays to Mount Gambier, the Mornington Peninsula, Phillip Island, and Warrnambool. These experiences have not only been fun and memorable but have also built confidence, independence, and community connections.

Whilst staying at Respite, participants have enjoyed a wide range of activities both on-site and in the community. These are often a feature of weekend stays and have included local outings to the movies, bowling, dining out, shopping trips, picnics, and beach days. Special events have been attending the Noorat Show and other community gatherings. At the Respite house we have focused on skill-building at home, on cooking, household tasks, and learning new life skills and we have tailored individual care plans for every participant.

As some of our regular participants have been able to transition to other more permanent supported residential sites, demand on our Respite beds is reducing so earlier this year we reduced the daily capacity of the facility to 3 participants, with the other bedroom now repurposed as a dedicated office space for the Cooinda Support Coordination Team. This new space allows that team to offer more personalised, face-to-face support to participants and families.

I extend my gratitude to our participants and families. Your trust,

collaboration, and support make everything we achieve possible.

Thank you to all the dedicated Respite staff, all striving to uphold the values we aspire to: Respect, Compassion, Inclusion, Empowerment and Safety. Together, we are building a more inclusive, supportive, and empowering future—one that celebrates the strengths and individuality of every person we serve.





SIMONE KENNA

Wow. What a year it has been so far. I have had the pleasure of stepping up and becoming the Site-Coordinator for the complex. I have many years of experience working at the complex and alongside the participants that live in the units here and it was my pleasure to take on this role.

The participants have continued to have regular contact with their family and friends throughout the year with many continuing to go home for weekends or even up to weeks at a time. We had a good turnout of family that joined us last year for our annual family friend Christmas party.

On weekends the participants have enjoyed going out for lunch, going to the local footy and have managed to do a few AFL trips along with fitting in a trip to the Cudgee Wildlife Park. Mark, Dave and Lindsay all enjoyed the SES truck coming for a visit to the complex and got to go for a ride in it.

All participants continue with their weekly activities at the day centre and there afternoon activities Karate, Netball and Ten Pin Bowling. The participants have enjoyed going to the trotting track on a Monday night with staff.

Dave continues to have his 1:1 on a Wednesday's and Lindsay is now enjoying a day off on a Friday at home.

ESTCOURT STREET REPORT

Rowan and Helena are still enjoying their work at the Little Acorn and have both re-joined the Find Your Voice choir. Mark has recently started going to the gym twice a week. Well done, Mark!

In March we welcomed a new resident Sam who moved in to share the 2-bedroom unit with Helena. The garage was refurbished into a 'man cave' for Sam with some carpet and the walls done. Sam has made his own bar and a dog fence for when Brax stays the night. He is very proud of his room and spends a lot of time in the 'man cave' when he is home and has made it his own space with his photos on the wall of all his favourite people including former Geelong footballer Gary Rohan. Sam continues to have his 1:1 supports on Tuesday nights and then on the weekends where he likes to go to watch the footy or go for a drive along the coast. It has been great watching Sam build relationships with each participant at the complex.

As well as the man cave, and all the regular upkeep and maintenance, we have been able to have one of the unit bathrooms completely renovated and another bathroom with a new floor.

I would like to thank Joash for his role as Team Leader here. Staff and participants have appreciated the time you have given. I would also like to thank the amazing staff we have here that work alongside the participants Lindsay,

Rowan, Mark, David, Helena and Sam.

Our wonderful team has helped the participants achieve so many of their goals this year. The team all bring their own unique perspectives, experiences and personalities that the participants seem to enjoy.

We have had quite a few new faces at the complex this year, permanent and casual, and we welcome them to the team. Thanks again for a great year, I can't wait to see what is in store for us in the next year at the complex!



Supporting people of all abilities in our community for 70 years



MOHAN BAM

"Success is the sum of small efforts, repeated day in and day out." – Robert Collier.

The past year has been another inspiring and progressive one for the fourteen participants in Coinda Community Living. We have witnessed participants achieve greater independence, develop new skills, and embrace opportunities that enrich their lives within the community.

This year, one participant moved into a new, modern and spacious unit, upgrading from their previous home. The improved living environment has brought a renewed sense of comfort, safety, and pride, reinforcing our commitment to creating supportive spaces that enhance quality of life.

Two participants have shown commitment to education, continuing their studies at TAFE and now nearing completion of their Certificate I in Transition Education. This achievement not only builds their skills but also strengthens their pathway to future opportunities.

We are proud to see more participants becoming independent in the self-administration of their medication, while others are taking more active roles in understanding and managing their own health needs.

COMMUNITY LIVING REPORT

In terms of social engagement, one participant who previously avoided group settings has now begun to actively participate in group activities, building confidence, friendships, and a stronger sense of belonging.

Another participant, now located closer to town, has embraced community access independently – walking to shops and enjoying activities by herself – an important step in developing self-reliance and everyday life skills.

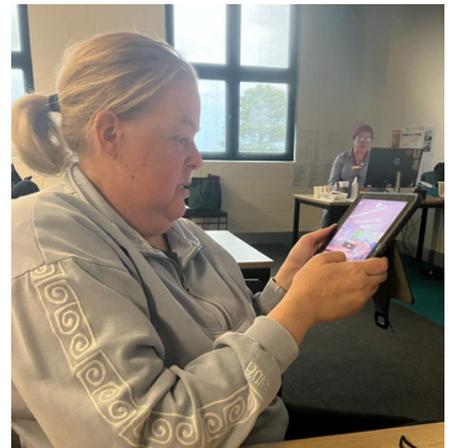
Two participants who took the step into independent living last year have continued to thrive with sleepover staff support. This year, one moved interstate to be with their family, while the other transitioned into a new unit, now sharing with another participant and continuing to grow in confidence and independence.

None of these achievements would have been possible without the dedication and creativity of our staff. Their ability to find innovative ways to support participants with challenging needs has been vital.

Staff have consistently shown commitment, compassion, and professionalism in helping participants achieve their individual goals and improve their quality of life. We extend our heartfelt thanks to the Community Living team for their ongoing support, encouragement, and resilience.



As we look forward to 2025, we remain committed to empowering participants to live fulfilling and independent lives, while continuing to celebrate every step of progress, no matter how small.





PETER CONROY

2025 marked our first full year at 51A Dow Street, and it has been a year of growth, creativity, and community connection. Our focus has been on social inclusion and active support, with the team ensuring that each month included shared experiences and meaningful engagement for Maggie and all participants.

Site Development & Wellbeing Initiatives

The first six months at 51A Dow Street were dedicated to transitioning into the new unit and shaping it into a more client-focused environment.

- We redesigned the property layout to improve flow, accessibility, and comfort.
- A major investment was the purchase and installation of an outdoor gym, which has become a daily training space for Maggie and staff, fostering physical health and routine.

Social Inclusion & Meal Preparation

- We hosted lunch guests on a monthly basis, strengthening community ties and building positive social routines.
- Maggie and the team have taken on the weekly preparation of frozen meals for dinners, introducing variety and nutrition into mealtimes. Notably, this has included some amazing Nepalese-inspired dishes that have become a highlight of the menu.

51A DOW ST REPORT

Activities & Events Calendar

The team developed a Major Events Calendar, ensuring monthly outings and activities. Each staff member contributed their own flair, delivering outstanding experiences.

Highlights from 2025:

- Kangarooobie (Tough Mudder-style course) – Justin & Abe
- Indoor Skydiving – Peter & Niran
- Maggie's First Holiday – camping in swags in the Grampians – Justin & Maddison
- Noorat Show – Isaac & Hari
- Surfing for the Disabled at Port Campbell – Akash & Hari
- Cooina Christmas at Cobden
- Miniature Trains – Donn & Hari
- Australia Day BBQ – Pockets & Paynie
- Noorat to Terang Fun Run – Sambad & Bishal
- Beach Access Day – Akash & Hari
- Simpson Speedway – Bishal & Sambad
- Port Fairy Folk Festival – Peter & Justin
- Surfing for the Disabled – Sabin & Akash
- Second Holiday – 3 days away – Justin & Lily
- Fun Fields Theme Park – Sambad & Ganga
- Deep Blue Springs Wellness Escape – Maddison & Michelle Glennen
- Terang Harness Racing – Pockets & Sabin

Acknowledgements

I want to sincerely thank all staff, maintenance teams, and therapists involved in the Maggie Team for their

dedication, creativity, and commitment. This has been an exciting and successful first year, setting a strong foundation for the years ahead.





KATHERINE SLOANE

The year that was... the last 12 months have exceeded expectations in terms of sales and of course, community support. From a little café to a thriving 7 days a week town hub! The Little Acorn has been so well supported that we continue to see strong participant involvement each week.

We saw a huge summer trading period for our first full summer back post renovation, and it hasn't slowed since.

Participant changes are a semi regular occurrence, and we have welcomed some new faces. We have also seen some familiar faces take a step back as their lives, living arrangements and interests change. We are in the fortunate position to have capacity to support a few more individuals in learning hospitality skills and filling those gaps will be our aim over the next couple months.

A warm welcome goes out to all our new staff. We are so lucky to draw many new faces into the café and have great depth of staff and experience to help our clients learn hospitality skills.

As always, we have been fortunate to be able to support many local groups this year including but not

THE LITTLE ACORN REPORT

limited to Mortlake Football/Netball Club, Kolora Noorat Football/Netball Club, Terang Golf Club, Terang Progress association/Gala Night, Terang Colour Festival & Noorat Primary School to name a few.

In turn, we have been supported by the local community groups who attend the café for small events or group lunch bookings. This includes many local Probus groups, be it for morning tea or booking the entire back room for large group lunches, catering for Corangamite Shire events, the local Makers Market run by Anne Greedy brought lots of trade to our door, regular cakes & sweets that head to Peterborough General Store & the list goes on. We are always grateful for all those who come and choose to support us.

As always, we have many people to thank for their support of The Little Acorn. We of course thank Cooinda and the Board of Management for their continual support. A massive thanks also goes to the Corangamite Shire for their unwavering support.

Thank you to all the staff that work through the café. Most importantly, a special thanks goes to our participants who are the entire reason we do what we do and make our little café what it is.

Lastly, to our customers and community, thanks for all your support and ongoing patronage. Without you our café wouldn't be what it is.



In Memory

In 2024-25, Cooida lost 4 of our long standing and much loved participants. We take this opportunity to remember fondly the lives of Kevin Richards, Kathy Douglas, Noel Roney and Brian Nash, the great times spent together and the memories created.



Supporting people of all abilities in our community for 70 years

