



Community Living Options

GREAT OPPORTUNITIES - GREAT LIFE



BEING ME

embracing individuality

ANNUAL REPORT

17/18

AGENDA



Community Living Options, Inc. Annual General Meeting 22nd November 2018

Acknowledgement of country

Welcome and Apologies

Minutes of the previous AGM

Chair and CEO report

General Manager Report (Operations)

Human Resources report

Financial report

Renominations to the Board (potential)

Mike Bessen, Peter Passalacqua, Adam Bishop

New nominations to the Board (nil). Welcome new member(s):

Doug Hicks, Kathy Groat, Bernadette Walsh

Retiring member:

Lyn Morris

Constitution changes

Appoint auditor for 18-19

Any other Business

Celebrations



PREVIOUS MINUTES

ANNUAL GENERAL MEETING Held at McCracken Country Club 17th November 2017 at 1pm

Present: Barbara Hurst, Elle Linnett-Hannan, Lorraine Jones, Jason Pentlow, Hayden Hill, Joy Degenhardt, Tracey Patrick, Aileen Forest, Daryl Forest, John Owens, Phil Hathaway, Sarah Johnston, Emily Lawrence, Jess Rosie, Chris Meyer, Eyerusalem Waldermaria, Kahla Davies, Katherine Karr, Shirley Pritchard, Bob Pritchard, Andrew Gilbert, Moira Somerset, Brittany Rutherford, Nick Vlaholias, Caron Dabovich, Sarah Leahmann, Karen Megaw, Sam McGrail, Darcy Cutten, Meisha Brokenshire, Peter Rathjen, Paige Muir, Bob Bradley, Mel Kubisa, Alice Dayman, Angela Britton, Suzy Chaternuch, Lyn Morris, Olivia King, Jayne Harrison, Shannen Buckland, Tanysha Jefferee, Zoe Brooks, Sue Tolsher, Janet Quintrell, Sam Farrell, Anna Strauss, Rosella Thompson, Lynlee Heinrich, Hayley Barnes, Victoria Guthrie, Tiff Hodge, Sharon Partington, John Ainsworth, Alan Oxenham, Tish Custance, Sarah Priestley, Maria Galaret, Matthew Ellsworth, Kathy Holt, Jamie Matthews, Karen Fitzgerald, Sophie Janzon, David Dudman, Owen Philips, Jodie Scheer, Rebecca Kinnane, Ashlee Violi, Steven Scown, David Forest, Greg Portman, Shannan Kimberley

Apologies: Adam Bishop, Peter Passalacqua, Mike Bessen

Minutes taken by: Tiff Hodge

Acknowledgement of Land: Read by Olivia King

Welcome: Alan Oxenham

Confirmation of previous minutes:

Moved: Mel Kubisa

Seconded: Olivia King

Motion carried

Business Arising: Nil

New Business:

1. Alan Oxenham presented Chair Report

Discussed the role of the board and the role of the sub-committees. Discussed the plans for a full review of the constitution during the 2017-2018 financial year. Acknowledged the change in the organisation with the retirement of Margaret Watson-England and the appointment of Mel Kubisa in the role of Acting CEO.

Chairman on behalf of the board sincerely thanked Margaret for her contribution to the organisation over the last 20 years, thanked her for her commitment and leadership as well as her legacy which includes leaving CLO in a strong position.

Chairman discussed the organisations good health and that the organisation has continued to grow in the 2016-2017 financial year and that the management team are continuing to monitor to ensure CLO continue to provide quality services. On behalf of the board he thanked the Management team; the staff for continuing hard work and dedication; thanked clients and families.

2. Mel Kubisa presented CEO report

2.1 Discussed CLO's strategic business plan, outlining the goals of achieving independence and individualisation for our clients through:

- Group Skills programmes

PREVIOUS MINUTES (Cont.)

- Developmental programming
- Personal profiles
- Positive behaviour support plans
- Proactive health care planning
- Crisis planning and interagency risk management plans
- 'My Plan' personalised support plans

2.2 Learning and growth objectives discussed including CLO undertaking the award and certificate level of ASES, and the development of a comprehensive marketing plan and workforce plan. CLO also continue to strengthen governance with the introduction of the governance sub-committee of the board.

2.3 Acting CEO also discussed the focus on internal business processes in line with the NDIS preparation and the new environment. Along with comprehensive internal safety audits and a comprehensive staff training calendar.

2.4 Financial Management: 2016/2017 showed an increase of 16% revenue. More information to follow in the financial report presented by Tiff Hodge

2.5 Acknowledged partnerships/CLO's partners

2.6 Mel Kubisa thanked the Board and Margaret Watson-England for their support as well as the management team, the staff and the clients.

Moved to be accepted: Lyn Morris **Seconded:** Bob Pritchard Motion carried

3. General Manager of Operations Report presented by Sharon Partington

3.1 Summarised report on achievements and highlights.

Moved: Sarah Johnston **Seconded:** Alan Oxenham Motion carried

4. Human Resources Report presented by Sarah Johnston

4.1 Summarised report on achievement and highlights

Moved: Alan Oxenham **Seconded:** Chris Meyer Motion carried

5. Financial Report presented by Tiff Hodge

5.1 Discussed financial report for the 2016/2017 financial year.

Moved: Bob Pritchard **Seconded:** Sarah Johnston Motion carried

6. Renominations to the Board:

Alan Oxenham

Chris Meyer

Lyn Morris

Moved: Sharon Partington **Seconded:** Sam Farrell Motion Carried

PREVIOUS MINUTES (Cont.)

New Nominations:

Nil

7. Constitutional Changes

7.1 Section 8.7.3. The CEO can perform executive service to the Board or delegate to association member

7.2 Section 12.4 referenced 14.3 which doesn't exist. It should reference 12.2 so this has been changed.

7.3 Removal of Business and finance Manager section and addition of Financial reporting section:

Section 17: Financial reporting in accordance with the act. Sections cover:

- Financial year (17.1)
- Accounts to be kept (17.2)
- Accounts and reports to be laid before members (17.3)
- Annual returns (17.4)

7. Appointment of auditor (17.5)

Moved: Olivia King

Seconded: Lyn Morris

Motion carried

8. Appointment of Auditors

To reappoint Pitcher Partners for the financial year 2017/2018

Moved: Alan Oxenham

Seconded: Bob Pritchard

Motion carried

Other Business

CLO Awards presentation

Meeting closed: 1.50 pm

STRATEGIC PLAN



Our mission and values

Our vision All people experience great opportunities and a great life.

Our mission Supporting your positive life journey, your dreams, your choices and your individuality.

Our values

Integrity and Honesty

We expect everyone to be trustworthy, reliable and honest.

Individuality and Independence

Every person is different, we value the things that make each person unique. Everyone should then be supported to be the unique person they are and achieve as much independence as possible at home, at work and in the community.

Safety and Security

Everyone has the right to feel safe and live free from abuse, neglect and exploitation

Dignity and respect

We all have the right to be valued and respected within society and act in ways that develop self respect and respect for others, acknowledging privacy, choice and control over one's life.

Rights and inclusion

Every person has the right to realise their potential in all aspects of their life and to participate and contribute to society.

People and relationships

We acknowledge the strength of families, friends and partners in creating an enriched enjoyable life. We believe in providing great staff and great services to enable a great life for everyone. We believe in creating the best people by supporting value centred leadership practice.

Innovation and Quality

We believe in new ideas, flexibility, dependability and continuous improvement. We enjoy being creative and dynamic to provide a great service and support a great life for everyone.

Valuing customer experience and a passion for service

Putting our customers at the centre of everything we do and ensuring we deliver value to support people to achieve their dreams and aspirations.

Our Code of Practice

We value all people and we will deliver truly person centred assistance.

Assistance will be individual, flexible and community inclusive.

We place our trust in each other to be professional, honest and hard-working, we will be client focused and we acknowledge the rights of all people to live a good life.

We treat information confidentially.

We act in ways that are safe and lawful.

The strength and integrity of our organisation depends upon the collaborative, respectful, caring and supportive relationships that we establish and maintain with people with disabilities, their families and supporters, our colleagues and the community in general.

This is how we fulfil our roles and responsibilities to achieve our Vision and Mission.

STRATEGIC OUTCOMES HIGHLIGHTS



Clients

- 90% outcomes achieved for our disability action plan
- 100% of clients had person centred goals
- 100% of clients have support plans for capacity building and skills development
- 100% pre-planning support summaries developed (support NDIS transition)
- 100% SIL quotes prepared (support NDIS transition)
- Client cultural survey conducted



Learning and growth

- Leadership action plan developed and implemented
- Person centred interviews - avg 76% of interviews clients choose to attend
- ASES Certificate and Award level achieved
- Participated in NDIS transition program and achieved successful outcomes
- 75% of our Business safety plan fully met
- Exceptional outcome for our external safety audit with 95% compliance rating
- Delivered 254 training sessions covering 50 topics



Internal business processes

- Exceeded in achievement for Marketing and Branding objectives.
- Received a grant to conduct for external IT review - successfully actioned
- 5 policies developed to operate under NDIS
- Price guide mapped to services. Quoting calculator developed internally.
- Service agreement template and CMS development to support contracting and invoicing information.
- NDIS 17 -18 action plan developed and implemented through provider transition programme with CBB.



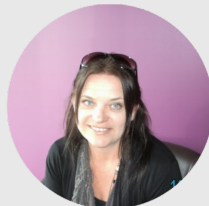
Financial management

- New services successfully commenced— 2X 24/7 houses and 1x cluster (2 houses)
- Achieved 9% growth
- Clinical business model started.
- Successful tendered for the lifetime support authority panel
- Opened new office in Thebarton
- Quality/WHS and RTW coordinator position created

CEO AND CHAIRPERSON'S REPORT



Alan Oxenham
Chair



Melinda Kubisa
Chief Executive Officer

CHAIR AND CEO AGM report 2017 – 2018

This year our AGM celebrates a value close to our heart, 'individuality' and valuing the things that make you different and unique, so please join us and celebrate 'being me.' It is with great pleasure we present our annual report for the year 2017 – 2018. This year brought to a close our strategic and business planning cycle for 2016 -2018 and we commenced our new strategic direction: delivering excellence.

During this year we again faced unprecedented and rapid change in our sector and organisation with the transition to the NDIS full steam ahead. I would therefore like to take this opportunity to thank all our families and clients who continue to support CLO on the journey to the NDIS implementation, your patience and support has been much appreciated. To all our employees, your hard work and dedication to ensure quality and excellence has been truly valued.

We finished the year with 441 staff, a 20% increase in our workforce over the year. Our staff provided support for 112 people, living in group homes, clusters and independent tenancies. At the end of the year we had 33 Supported Independent Living (SIL) houses, and clusters. We opened our fourth office at Thebarton and we continue to operate from Kensington, Morphett Vale and Victor Harbor to support our workforce and clients from Elizabeth through to Kangaroo Island.

We acknowledge our partnerships within the sector, for without the collaboration and an interagency approach many of our outcomes are not possible. We continue to work with the Department of Human Services (formerly DSCI), the Office of the Public Advocate, Community mental health and the South Australian Police (SAPOL). This year continued to bring a shifting landscape within our partnership model to include our Local Area Coordinators (LAC's) and NDIA. We have signed an agreement with NDIA to provide interim crisis responses in South Australia, an illustration of service providers and the NDIA working together to ensure this state and sector have appropriately resourced crisis response mechanisms. We were successful in tendering for the Lifetime support attendant care panel to support people that have sustained injury in motor vehicle accidents.

The strategic intent of our plan objectives is to measure how we achieve our vision and mission. We emphasised consumer

CEO AND CHAIRPERSON'S REPORT (Cont.)

feedback and rolled out the choice and control questionnaire, the standards questionnaire, 'we listen' feedback forms and our family survey. Through this engagement process we are able to ensure that we have a consumer action plan that demonstrates quality outcomes within a framework of continuous improvement. Our families report positively that we do offer quality, flexible services and supports, give choice and control, that our staff are professional and person centred, that we listen, and clients are well cared for. Families would like to see improvement in staffing stability, more control over rosters, more housing and transport options as we move into NDIS, and these are both issues affecting our sector currently.

Some highlights from Strategic /Business plan 17 – 18 final outcomes include:

Clients:

This year we rolled out 'my life, my way' our newly improved person centred planning book and person centred support plan tool. We continue to provide a high level developmental programming and capacity building in all sites with a focus on goal attainment for clients, thus reporting over the year an average of 80% goal achievement. We provided 2 social inclusion camps to Narnu farm, a very popular event on our social club agenda. CLO continue to provide consumer forums quarterly and we started our Human rights and ethics committee for clients and families.

We supported 100% of clients through NDIS pre-planning and provided pre-planning support summaries, Supported Independent Living (SIL) quoting development and functional assessment roll out to support the NDIA reasonable and necessary framework.

We provided 25 clients with a positive behaviour support plans which is underpinned by our therapeutic model of support due to high and complex needs. We have the pleasure this year of being accepted to present our Human Rights therapeutic model at the Australasian Society of Intellectual Disability (ASID) conference in November.

Our client outcomes are underpinned by an average 95% successful outcomes for our Disability Action and Inclusion Plan, with an innovative initiative to create adequate hardened housing by partnering with Renewal SA in response to housing needs. We also focussed on providing a range of recreational, health, social, community, and cultural opportunities through person centred goal setting and initiatives. In preparation for the Quality and safeguards Commission we reviewed policy, and rolled out our Safeguarding People with Disability policy, self-advocacy training for all consumers and a suite of training delivered to staff to ensure safeguarding. This includes: medication assist, professional boundaries, freedom from abuse training, epilepsy and Gastronomy training. We received positive feedback from the Community Visitors Scheme (CVS) and had a total of 9 CVS visits across the year.

Learning and growth:

We continue to provide high level training, having delivered over 250 training opportunities across 17 -18. We focus heavily on human rights, person centred/active support training, positive behaviour support /restrictive practices and manual handling. We focus on creating a truly person centred culture with the continued person centred recruiting and values based recruitment models and methodologies to ensure we support our clients with values driven, passionate staff. Our staff training and development is underpinned by our culture survey, pulse checks and employee representative committee, this ensures our commitment to continuous improvement and the creation of a values based culture.

We were successful in gaining external accreditation through the Australian Service Excellence Standards (ASES) at

CEO AND CHAIRPERSON'S REPORT (Cont.)

Certificate and Award level. The standards assess quality across consumers and outcomes, continuous learning and innovation, valuing people and diversity and evidence based decision making.

We thank Shannon Kimberly and her dedicated work as our green team chair and the outcomes against our environmental plan and the development of a corporate social responsibility programme.

Internal business processes:

A highlight this year has been our Clinical team, our new team under the leadership of Sue supported our regions to great outcomes through developmental programming, group programmes, positive behaviour support programmes, and functional assessments. Our team have also started to build a business model through the NDIS categories of Support Coordination and Positive Behaviour support.

We participated in the NDIS transition provider programme and developed the NDIS action plan for 17 -18 which assisted in streamlining our internal business systems and processes in preparation for the NDIS and geared us up for the NDIA operating systems. Through this programme we also made the decision to invest in internal development of our own IT system, and we thank Jason Pentlow for his leadership in this project. We also achieved excellent results against our marketing plan to market our brand, define our target markets and segments and established our marketing materials to move into the NDIS operating environment.

Our external safety audit report indicated a 94.6 % compliance rate. The success of this audit is underpinned by average of 95 % success rate for our Business Safety Plan. Our safety training included WHS leadership training, safety induction training. We were also pleased to have Lyn Morris commence in our new Quality/WHS/RTW Coordinator role with a dedicated focus on quality and safety.

Financial management:

Our 2017 – 2018 year showed a revenue growth of 9.6% with a 3.2% surplus. We therefore continue to show steady growth in this time of change, while at the same time remain dedicated to ensuring quality as we monitor the NDIS operating environment and the challenges this brings to all levels of the organisation. Growth, and efficiency are always balanced with sound risk management and quality indicators. Tiff and her team have maintained the focussed effort to ensure financial sustainability moving into the NDIS and achieving our financial objectives.

The organisational plans that underpin the Strategic and Business plan include:

- Disaster recovery and Business Continuity Plan

- The Business Safety Plan

- The Disability Action and Inclusion Plan

- The Workforce Plan and Leadership Action Plan

- Marketing Plan

- ICT Plan

- Environmental Management Plan

- NDIS action plan.

CEO AND CHAIRPERSON'S REPORT (Cont.)

Our new strategic direction: Delivering excellence commenced in July 2018 and is underpinned by the following Key result areas:

Clients and stakeholders

Leadership

People and culture

Learning and growth

Sustainable financial performance

Process management, improvement and innovation

Congratulations to all our teams for your continued passion and commitment, we thank you for your contribution over the year.

A big thank to our volunteer members of the Board who have given their time, and shared their skills and knowledge with a hearty welcome to our new members, Doug, Kathy and Bernadette. We also say thank you to Lyn who will be retiring from the Board. Lyn's dedicated support for CLO and her 23+ years on our Board is greatly appreciated. We remain committed to supporting our staff to achieve greatness and to our clients, we remain dedicated and passionate about supporting you to achieve 'great opportunities and a great life.'

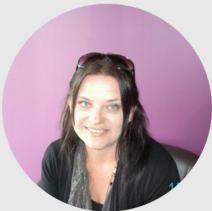
Melinda Kubisa

CEO

MEET THE BOARD



Alan Oxenham
Chair



Melinda Kubisa
Chief Executive Officer



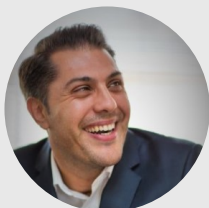
Chris Meyer
Board Member



Adam Bishop
Board Member



Mike Bessen
Board Member



Peter Passalacqua
Board Members



Lyn Morris
Board Member



Kathy Groat
Board Member

Doug Hicks
Board Member



Bob Pritchard
Independent member of
Finance Audit & Risk
Sub Committee



Robert Melino
Independent member of
Finance Audit & Risk
Sub Committee

OPERATIONAL REPORT



Sharon Partington
General Manager Operations

Over the last year there has been some amazing client outcomes and I would like to say thank-you to everyone for being part of assisting our clients to live great lives.

Supporting our clients to transition to the NDIS as well as keeping clients, families and staff informed with all the changes has been an ongoing focus across the last year. We remain committed to providing quality person centred services. Under the NDIS this has meant transiting our existing 24/7 services to Supported Independent Living (SIL) and building capacity for our clients to assist them to live as independently as possible.

We have also remained focussed on delivering initiatives from our strategic plan and disability action plan and have achieved some amazing outcomes. We ran group programmes across the year including 'Cooking with CLO' focussing on building cooking skills and further developing safe food handling knowledge; 'Cyber Safety' to build knowledge to keep yourself safe while using the internet and social media.

Nine clients were assisted to transfer leases into their own names as part of the Renewal SA project and CLO, in partnership with Renewal SA had a purpose built hardened home built for one client. We also opened two new SIL services at Hilton and Greenacres. Both of these services were disability purpose built homes that included assistive technologies to increase independence with the home.

One client obtained employment with CLO and is now part of our wonderful administration team and two clients participated in CLO's NDIS information stalls. Twenty Gold Class tickets were purchased for clients to attend the Special Olympics, eight AFL4me corporate box showdown tickets were given to clients and twenty Womeadelaide tickets were obtained and given away. We also applied for and won a grant to run the 'Hail Independence Here' project which was a programme focussed on building public transport skills with our clients.

Consumer Forums were run quarterly and included topics such as Cyber Safety; Human Rights and Freedom from Abuse; Cultural Awareness; Marketing and Branding and Self Advocacy. Consumer policies were developed including Person Centred recruiting; Managing My NDIS Plan; Protection of Human Rights and Freedom from Abuse; Justice Policy and Person Centred Planning. We also established our Human Rights committee which meets quarterly to oversee initiatives to increase client awareness of the UN conventions. We also ran '17 Goals in 17 Months' as part of our focus on the UN convention of the rights of people with disabilities. Topics included Justice; Living Independently; Work and Employment; Equality; Privacy and Recreation, Leisure and Sport.

Twenty five clients have positive behaviour support plans to ensure they are living in a least restrictive framework with quality services that are responsive to individual needs and we implemented the Restrictive practices committee which meets 6 weekly and monitors restrictive practices. The goal is to eliminate or reduce all restrictive practices.

OPERATIONAL REPORT (Cont.)

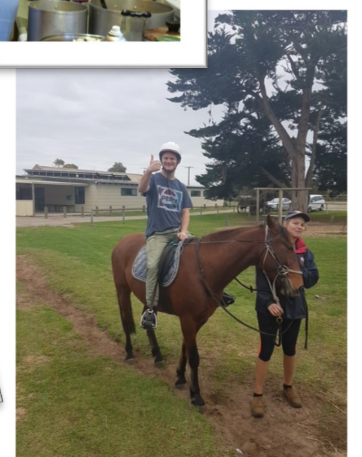
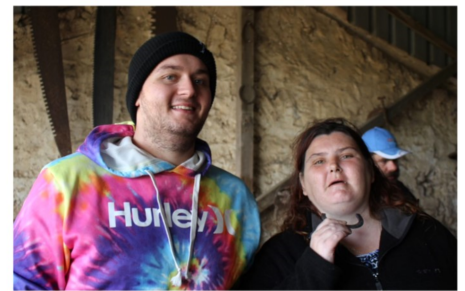
Health and Well-being was another initiative and we rolled out 'theme of the month' activities including Nutritious November which focussed the month on healthy recipes and ended with a shared lunch picnic in the park; Happy Feet February with foot spas, home-made foot care lotions and healthy feet fact sheets; Jiggy January which focussed on sexual health and included a presentation from Shine SA; Mindful March which focussed on mindfulness and included two sessions on meditation and yoga; Active April which included 2 sports events – 1 at the park and 1 at the beach; Juicing June which focussed on healthy fruit and vegetable juicing recipes and ended with a 'juice off' day to showcase everyone's creations; Jazz hands July which included healthy hand hygiene and soap making and Seeing September which was all about eye health. Prostate health sessions and Breast Care health sessions run by the Cancer Council of SA were also hosted.

Lastly our CLO social club ran several events across the year and remains a favourite. Events included a Zoo day; Pizza and Bingo nights; Ice skating; Fasta Pasta lunches; Aquatic days; Christmas T-shirt decorating; pampering days; Breakfast at the beach; BBQ's; Halloween and football fun. We also hosted organisational events for Easter, the Queen's Birthday high tea; Melbourne cup day and Christmas.

It truly has been an amazing year and as we all look forward to working with everyone in the years to come.

Sharon Partington

General Manager Operations



Clinical Services Team Report



Sue Goodall
Clinical Services
Team Leader

Hello and welcome to our first Clinical Services Team report; it is a pleasure to be providing you an outline of what we have been doing this year. The 2017-2018 year has been a period of significant change for the Clinical Services Team; from small beginnings at the end of 2017 when our new Developmental Educator came on board, to expanding our services in January 2018 to include a Clinical Services Team Leader and a Social Worker.

I am now the Clinical Services Manager, and together with my team, we are looking forward to some exciting times ahead with the expansion of our team. What led to this expansion is the team approach and dedicated work of the clinical, operations and leadership teams working together along with the strong work ethic and determination to provide quality supports under the NDIS and mental health systems.

Each member of the Clinical Team has been assigned a CLO region; Metro, Southern Metro or Fleurieu. We have spent the last 9 months focusing on developing a strong understanding of our regional clients, positive and developmental programming requirements and designing therapeutic programmes to best meet the needs of the people we support. We have also trained CLO staff in person-centred active support, positive behaviour support and restrictive practices, goal setting, developmental programming, behaviour reporting and client-specific plans.

Another area we have been involved in is developing and facilitating Consumer Forums and Group Programs (including Cyber Safety and Cooking with CLO). The Consumer Forums are a wonderful opportunity for clients to come along and have a say, to learn about human rights and choice and control and to give suggestions for social group activities.

We have analysed data from CLO Questionnaires (HCSCC Charter of Rights, Choosing a GP, Choice and Control, Consumer Standards) and also the Consumer SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis; where clients were encouraged to be honest in their feedback about the services CLO provide, including areas of strengths and where there is room for improvement.

The team has focused on ensuring CLO policies are in a format that clients can understand and engage with; leading to a suite of easy-read policy documents. We have developed processes to ensure developmental assessments are completed for all CLO clients who are moving to the NDIS through Supported Independent Living (SIL) packages and a review of CLO goal setting tools led to a “re-jig” of past goal setting tools into the “My Life, My Way” document.

The primary role of the Clinical Services Team is to ensure that a Positive Behaviour Support Plan (PBSP) is developed for every client that needs one. This has meant a review of those PBS plans in place and determining which ones need reviewing. Hand in hand with this was a review of restrictive practices that are in place for our clients and how we can work towards reducing or eliminating the need for them.

Clinical Services Team Report



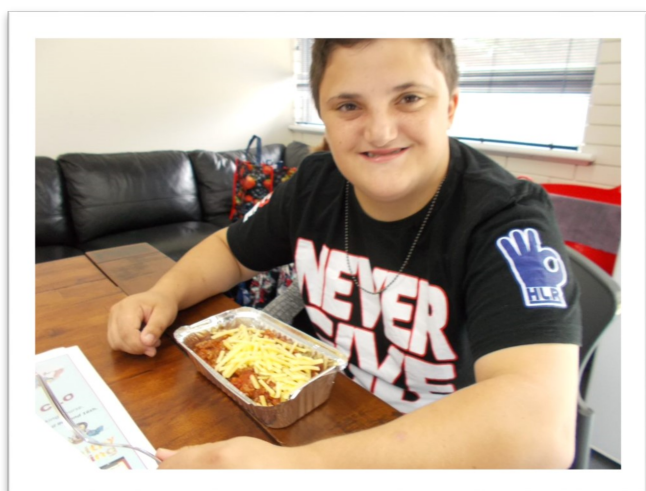
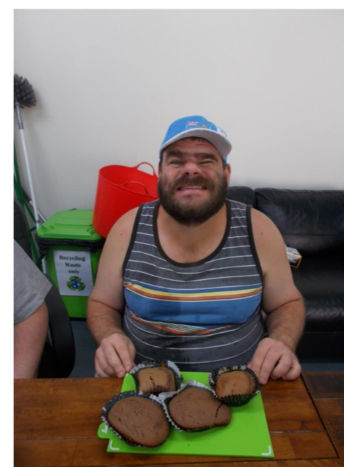
Exciting news this year in relation to PBS has been that CLO were asked to participate in a PBS study by Richard Bruggemann (Office of the Senior Practitioner) to provide data regarding the level of PBS Practitioner support required to successfully assess, develop, implement and monitor a PBSP. The Clinical Team was able to provide a significant amount of data for this project, which proved pivotal to ongoing discussions that the Office of the Senior Practitioner was having with the NDIS.

This leads on to some other exciting changes in the NDIS space for the Clinical Team; we have successfully begun providing Support Coordination and specialist behaviour supports to clients receiving funds under the NDIS. We have effectively made connections with other community groups and service providers who work in the NDIS, disability and mental health spaces and continue to develop these networking opportunities. These communities of practice and support coordination meetings have assisted us in growing our Clinical Team and in providing best practice services to NDIS clients.

The next year holds the potential for even further growth and exciting times for the Clinical Team and services for clients within CLO. I look forward to supporting CLO to continue to flourish and grow in the new NDIS and mental health spaces.

Sue Goodall

Clinical Services Team Leader



CONSUMER FORUM AND HUMAN RIGHTS COMMITTEE REPORT



Strengthened social engagement and relationships amongst our clients, there has been many exciting interactions and some budding friendships emerging based on common interests. Staff and client relationships have also benefited through the opportunity to share experience and trust.

Successfully encouraging choice and control through supporting clients to choose and plan activities and participate in our choice and control questionnaire.

Client Policy development— we have benefited from receiving and incorporating client policy feedback ensuring clients have a voice in policy development. Easy read formats have received positive feedback from clients.

Positive feedback on the consumer forum minutes, the easy to read format and ease of access for all clients

Successful use of the 'listen to me' form—ensuring clients are aware how they can give feedback about their everyday supports

Games (like bingo and word-searches) **and prizes** have been a huge hit

Sharing experiences and feedback —By ensuring everyone has an opportunity to share we have heard some amazing stories, this has also helped build stronger connections with each other.

Client participation in the CLO SWOT analysis—another successful format of client feedback that positively impacts service delivery planning and outcomes

Consumer Feedback Highlights from SWOT:

- Feel CLO staff care about them and engage with them in positive ways
- Enjoy getting out into the community with their support workers
- Enjoy providing a consumer voice and “having a say” at Consumer Forums, weekly meetings and through questionnaires etc.
- Client indicated that many of the person-centred CLO processes support them feeling valued and involved in their own supports

Group programs— Client planning contributions and feedback . We received great feedback about the Cooking with CLO group and a recommendation that we have actioned is to develop a recipe book that contains recipes developed and tested by our clients.

UN Conventions for the Rights of Persons With Disabilities is a continuing point of conversation at consumer forums; we saw this in action when a client was supported to make a complaint in relation to being discriminated against by a business. Rights in Action!



GREEN TEAM REPORT



Shann Kimberly
Green Team Chair

The 2017-18 year has been a successful one for the Green Team, with new partnerships, programs and initiatives at the forefront.

We have partnered with the SA government and their Energy Partners Program. The program allows us to engage with experts on all this power and energy. You will have seen many flyers at your sites recently that assist with how to reduce your energy usage. As a part of being an Energy partner, we have purchased a Home Energy Audit Kit - this will allow us to better track and manage energy use in all of our homes, sites and offices, saving us not only energy, but money too! Look out for more information on the roll out of the plan for this coming soon.

The Green Team also had the pleasure of running its first Living Smart course in Victor Harbor, which was a great success. We had a wonderful time over the 5 weeks and enjoyed a range of sustainable activities, learning how to better protect our planet and save ourselves some money while doing it! Keep your eyes peeled for more information on new Living Smart courses coming to other regions next year.

2017/18 also saw CLO increase our recycling initiatives and we now have E-waste recycling in each of the offices, ensuring that any of our broken electronics are sent to proper disposal locations and not to landfill. In addition to that we are also recycling our expired first aid items to the Salvation Army; who donate those items to persons in need.

My personal thank you to the small but committed Green Team members who continue to support CLO's efforts in making us as sustainable as possible.

Go Greenies!

Shann Kimberly

Green Team Chair

HUMAN RESOURCES REPORT



Sarah Johnston

Human Resources Manager

The 2017/18 year has been one of continuing growth for CLO and saw the HR team highly focussed on implementing the objectives of the workforce plan that was aimed to support the beginning of our increasing and changing workforce needs.

Recruitment demand was consistent throughout the year and HR have been working with operations to introduce a number of initiatives aimed to increase the workforce we are able to select from and strengthen retention rates associated to high level suitability between person and role. The initiatives have included promoting opportunities for student placements and volunteering and rolling out our values based recruitment model. Our values based recruitment was commenced through an initial pilot program with our partners, The Workforce Disability Hub and Registered Training organisation, Auctus. This project oversaw selection of three candidates based largely on values match criteria, these candidates were then linked to study through Auctus and then progressed onto placements with us, with the intended outcome of commencing employment with us.

Training, as always, has been a paramount focus at CLO and we have continued to deliver a strong approach to the skilling of our workforce to ensure high quality services and to support employee engagement and satisfaction. This year we have again provided both internal and external training in many areas including medications training, mental health, Management of Actual and Potential Aggression (MAPA), Positive Behaviour support and Restrictive practices and Borderline Personality Disorder (BPD). Additionally this year saw the facilitation of specialist training in WHS for the safety committee and for our management group.

Our cultural survey rolled out in October 2017 and saw employees guide us to put continued focus into areas such as Reward and recognition. Throughout the year in addition to our usual monthly reward and recognition, we introduced the annual awards seen at last years AGM and we also researched and participated in a range of external award opportunities including supporting the DEAI awards which recognise upcoming and existing talent from the Developmental Education area.

Our Health and Well-Being initiatives have developed greatly throughout the year also, with the continued building of the Health and Well-Being Tile on SharePoint including information on

YEARS OF SERVICE MILESTONES:

We would like to express our appreciation for the loyalty and dedication shown by these employees who have been with CLO for ten years or more:

Name	Duration
Anna Jeffery	19 years
Brian Wenham	12 years
Danielle Spalding	10 years
David Morris	21 years
Rae Bogaerts	16 years
Sam Jeffery	12 years

HUMAN RESOURCES REPORT (Cont.)

our four core focus areas of Healthy Minds, Healthy Bodies, Healthy Culture and Healthy Places. This year has seen the addition of discounted gym membership to our health and wellbeing employee programs, coupled with our exiting programs such as the yearly flu shots and promotion of external group activities such as the City to Bay.

Marketing activities throughout the year have again included participation in the Careers Expo, Ageing and Disability Expo and multiple NDIS Expos throughout SA. We had a significant focus on growing awareness of CLO in the SOUTH Australian community, implementing actions in each region we currently deliver services. This year saw us take our expo experience to new and different platforms, rolling out a series of stalls in the local South Australian Malls. This saw the operations staff and some key volunteer clients get out into our community and promote what services we offer.

Key stand out marketing activities for the year overall were our billboards, bus station displays, radio advertising and Newspaper advertising. I would like to extend a huge thankyou to the many staff involved and especially to our key marketing volunteer contributors for the year, Sarah P and Andrew F who offered their time generously and were involved in a multitude of events and promotions. Their involvement was a important contributor and very much appreciated by us all at CLO.

Sarah Johnston

Human Resources Manager

Congratulations and thank you to the employees listed below who were selected for Awards throughout the year for their individual or team achievements here at CLO!

Metro	Fleurieu	Southern Metro
-------	----------	----------------

Cheryl H	Tarvinder D	Tania M
John V	Greg B	Cara F
Andy F	Sharon B	Susan M
Alan W	Lucy O	Lydia W
Luke T	Alice M	Catherine K
Dominic W	Derek T	Maria S
David P	Anna S	Dawn O
Sally C	Tracey Mc	Rachel W
Lucy F	Brian W	Karmen P
James A	Reegan C	Janet D
Peta J	Sharon A	Sophie H
Cazz P	Christopher K	Eyerusalem W
Angeleen R	Peter G	Russell H
Teigan H	Colin G	
Shannen B	Jude B	
Suzy C	Sam J	
Shane O		
Ruth M		
Kirsty K		
Sam W		

FINANCIAL REPORT



Tiff Hodge

Business and Finance Manager

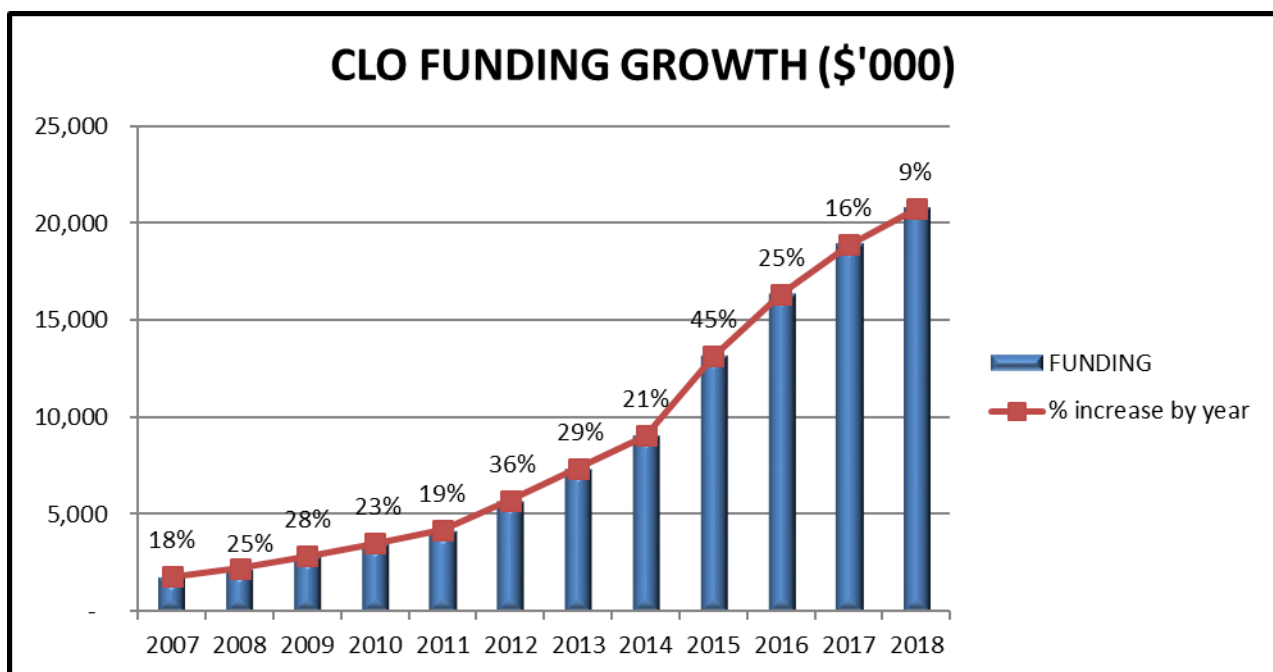
FINANCE REPORT – 2018 AGM

The financial position of Community Living Options in the 2018 financial year shows continual improvement with a revenue increase of just over 9% from 2017 to arrive at total funding of over 19.7 million bringing total income for 2018 financial year to \$20,739,114. This increase is due to direct approaches for CLO to provide accommodation services during 2017/2018. The funding mix for the 2017/2018 financial year saw for the first time the introduction of NDIS funding for CLO. Whilst this equated to a moderate 1.2% of the funding this was an opportunity to engage in the NDIA portal and the NDIS systems.

CLO's operating surplus for the financial year ended at just over 3%. This surplus, whilst modest, allows Community Living Options to provide more opportunities to the people we support and to continue to build on important working capital. This ensures we can fund changes with the continue rollout of the NDIS. A surplus is essential in ensuring that Community Living Options continues to support our clients as well as prepare for the changing NDIS market.

Total expenses for the year equalled just over 20 million, 93% or 18.5 million due to employee expenses. Employee expenses have increased by 20% in line with the additional services and new Clinical Team positions created to as part of the rollout of the NDIS and to provide quality service provision to our existing clients.

Since 2007 CLO has enjoyed funding growth above the CPI and wages increases with an average funding growth of just under 25%.



FINANCIAL REPORT (Cont.)

CLO operates in three specific regions, Fleurieu, Metro and Southern Metro. Funding for the regions during this period has been evenly distributed, with the Metro slightly lower than the other two regions at 28%.

Diagram 1

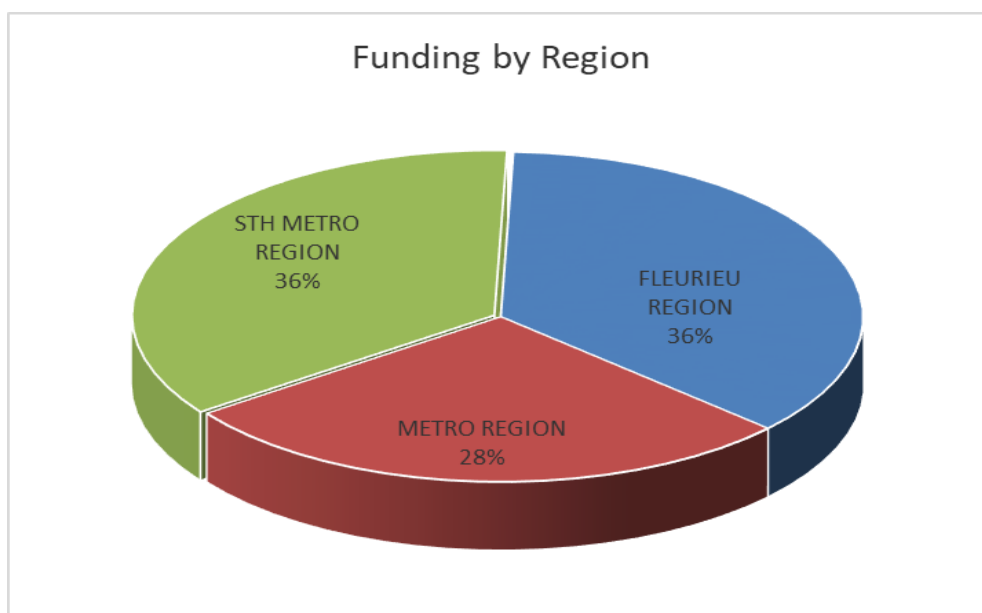
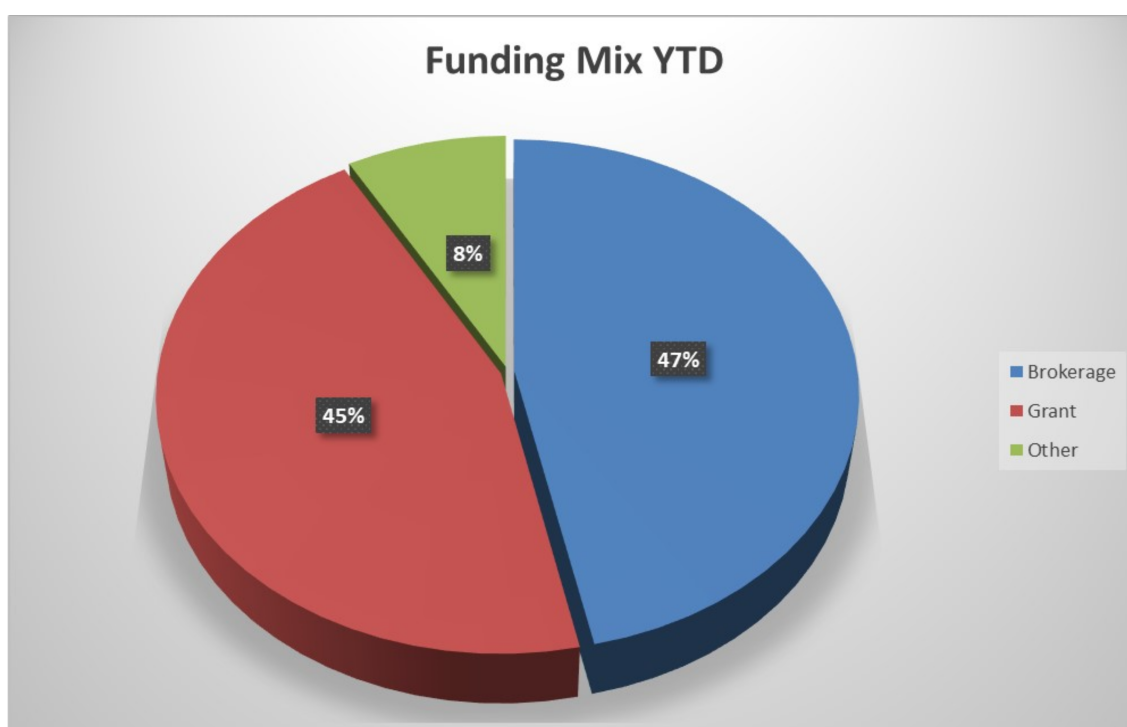
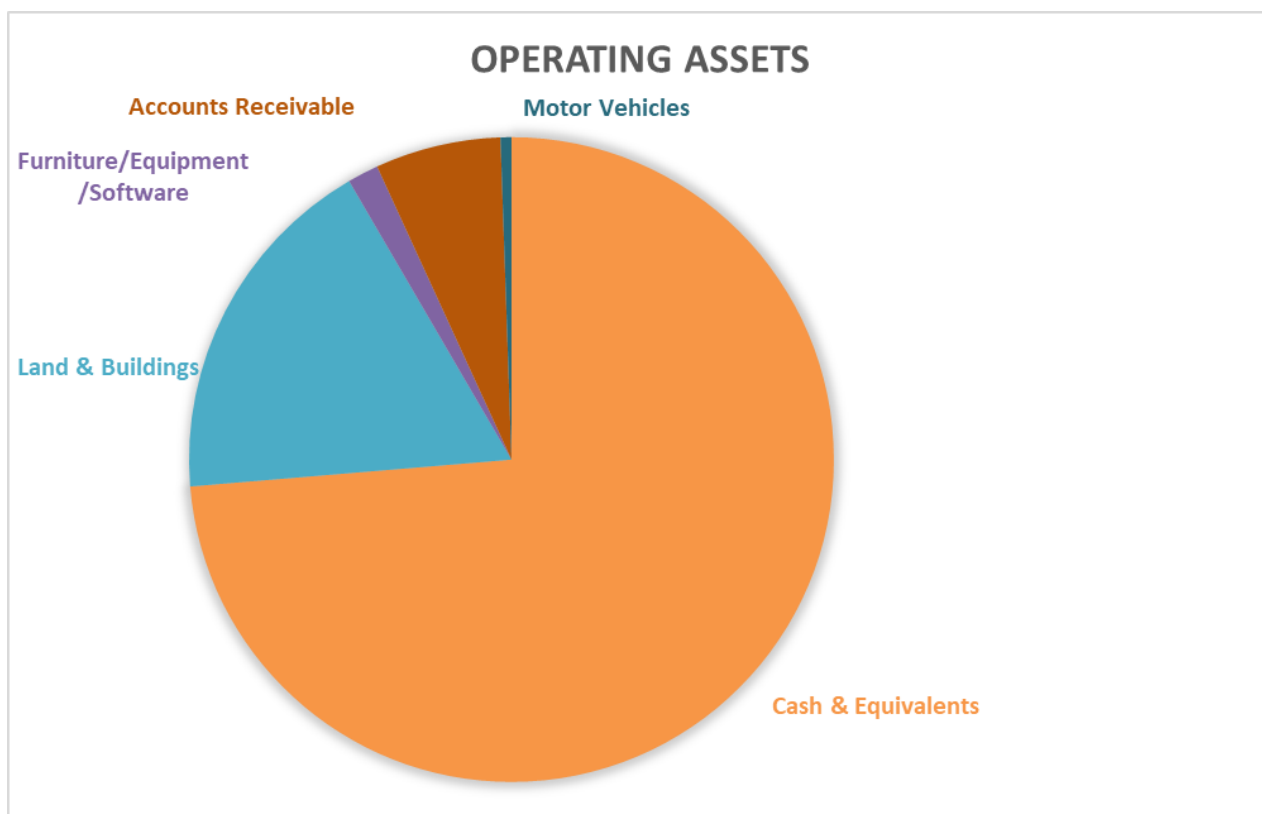


Diagram 2 shows the breakdown of funding type, grant funding is 45% of income and brokerage represents 47% of income with 8% coming from other sources, including the NDIS.



Total assets decreased slightly by just over 1% in 2018 due to the unexpected recouping by the State Government of the unspent fund, CLO repaid just over 1 million relating to the 2013 to 2017 financial years. Our cash and equivalents remain the largest portion of our operating assets.

FINANCIAL REPORT (Cont.)



CLO have reduced our reserves slightly in the 17/18 financial year from \$472,000 to \$377,000. The reserves have been utilised for repairs and maintenance, risk management and disaster recovery activities over the year.

CLOs liabilities include creditors, salary expenses, tax payable at 30th June and provisions totalling \$2.8 million leaving a total equity amount of \$4.2 million.

The 2017 financial statements have been adjusted and restated to recognise the State Government's decision to recoup unspent grant funding from the sector. The adjustments for the 2013-2016 financial year equal \$580,446 the adjustment for the 2017 financial year amount to \$440,226.

In 2018 Pitcher Partners was retained by the board to provide independent auditing services to CLO. The audit was conducted by Jim Gouskos, Principal, and Ronnie Chen, Audit Manager. The independent audit report is included as part of the annual report.

Please note extracts of the financials are included in the report provided, full versions available upon request.

I would also like to take this opportunity to thank the hard work and dedication that each member of the Business and Finance team have shown over the year. It is their support and commitment that enable this department to continue to provide an outstanding service to our clients and our organisation.

Tiff Hodge

Business and Finance Manager

FINANCIAL REPORT (Cont.)

COMMUNITY LIVING OPTIONS INC. ABN 60 857 492 274

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 Restated* \$
Revenue and other income			
Grant and brokerage funding	3	19,705,580	18,445,370
Other revenue	3	908,540	414,490
Interest income	3	<u>124,994</u>	<u>63,497</u>
		<u>20,739,114</u>	<u>18,923,357</u>
Less: expenses			
Depreciation and amortisation expense	4	(66,351)	(62,305)
Employee benefits expense	4	(18,577,758)	(16,510,863)
Lease expense	4	(520,554)	(568,778)
Other expenses		<u>(906,770)</u>	<u>(952,203)</u>
		<u>(20,071,433)</u>	<u>(18,094,149)</u>
Profit for the year		<u>667,681</u>	<u>829,208</u>
Other comprehensive income for the year		<u>-</u>	<u>-</u>
Total comprehensive income		<u>667,681</u>	<u>829,208</u>

*See note 16 for details regarding the restatement as a result of an adjustment for unexpended grant funding accumulated during the 2013 to 2017 financial years.

FINANCIAL REPORT (Cont.)

COMMUNITY LIVING OPTIONS INC.
ABN 60 857 492 274

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2018

	Note	2018	2017
			Restated*
		\$	\$
Current assets			
Cash and cash equivalents	5	5,013,036	4,298,099
Receivables	6	550,239	841,238
Other assets	8	131,493	527,557
Total current assets		<u>5,694,768</u>	<u>5,666,894</u>
Non-current assets			
Property, plant and equipment	7	1,377,397	1,501,781
Total non-current assets		<u>1,377,397</u>	<u>1,501,781</u>
Total assets		<u>7,072,165</u>	<u>7,168,675</u>
Current liabilities			
Payables	9	893,188	1,070,444
Other liabilities	10	286,716	1,038,963
Provisions	11	1,211,151	1,088,004
Total current liabilities		<u>2,391,055</u>	<u>3,197,411</u>
Non-current liabilities			
Provisions	11	424,927	287,559
Total non-current liabilities		<u>424,927</u>	<u>287,559</u>
Total liabilities		<u>2,815,982</u>	<u>3,484,970</u>
Net assets		<u>4,256,183</u>	<u>3,683,705</u>
Equity			
Retained earnings		3,878,959	3,211,278
Reserves		377,224	472,427
Total Equity		<u>4,256,183</u>	<u>3,683,705</u>

*See note 16 for details regarding the restatement as a result of an adjustment for unexpended grant funding accumulated during the 2013 to 2017 financial years.

The accompanying notes form part of these financial statements.

FINANCIAL REPORT (Cont.)

COMMUNITY LIVING OPTIONS INC.
ABN 60 857 492 274

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2018

	Note	2018	2017
			Restated*
		\$	\$
Current assets			
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Equity			
Retained earnings		3,878,959	3,211,278
Reserves		377,224	472,427
Total Equity		<u>4,256,183</u>	<u>3,683,705</u>

*See note 16 for details regarding the restatement as a result of an adjustment for unexpended grant funding accumulated during the 2013 to 2017 financial years.

The accompanying notes form part of these financial statements.

FINANCIAL REPORT (Cont.)

COMMUNITY LIVING

OPTIONS INC.

ABN 60 857 492 274

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on pages 4 - 18:

1. Presents fairly the financial position of Community Living Options Inc. as at 30 June 2018 and performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Community Living Options Inc. will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with subs 60 .15 (2) of the *Australian Charities and Not-for-profits Commission Regulation 2013* and a resolution of the committee and is signed for and on behalf of the committee by:

Chairperson:



Alan Oxenham

Dated this 18th day of October 2018

FINANCIAL REPORT (Cont.)



PITCHER PARTNERS
ACCOUNTANTS AUDITORS & ADVISORS

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Adelaide SA 5000
Australia

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Pitcher Partners is an association of independent firms
Melbourne | Sydney | Perth | Adelaide | Brisbane | Newcastle

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

Community Living Options Inc.

Report on the Financial Statements

Opinion

We have audited the accompanying financial report of Community Living Options Inc. ('the Association'), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies, other explanatory information and the statement by the members of the Committee.

In our opinion the financial report of Community Living Options Inc. has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the Association's financial position as at 30 June 2018 and of its performance for the year 30 June 2018 then ended; and
- complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Emphasis of Matter - Basis of Accounting

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Emphasis of Matter – Adjustment for Unexpended Grant Funding

As outlined in Note 16 of the financial statements, there were various adjustments made for unexpended grant funding accumulated during the 2013 to 2017 financial years previously recognised as income that were repaid to the Government of South Australia, Department of Communities and Social Inclusion during the 2018 financial year.

Responsibilities of Committee's for the Financial Report

The Committee of Community Living Options Inc. is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the Committee determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error. In preparing the financial report, the Committee is responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Committee either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so. The Committee is responsible for overseeing the registered entity's financial reporting process.

FINANCIAL REPORT (Cont.)



Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Committee.
- Conclude on the appropriateness of the Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PITCHER PARTNERS

A handwritten signature in black ink, appearing to read 'Jim Gouskos', written over a horizontal line.

Jim Gouskos
Principal

Dated this 18th day of October 2018

COMMUNITY LIVING OPTIONS EMPLOYEES

Thank you for all of your continuing efforts in supporting the customers of CLO.

Aboud, Abdul	Boucaut, Louise	Clarke, Kerrie	Farrell, Karen
Addison, Kim	Bradley, Robert	Clayson, Donna	Farrell, Samantha
Adeyeye, James	Brammer, Delene	Coates, Jacinta	Faustino, Lucy
Ahuja, Ajay	Brandon-Brown, Donna	Cole, Ashley	Fisher, Brooke
Ainsworth, John	Brewer, Sandra	Corbett, Sally	Fitzgerald, Karen
Aladesaye, Michael	Briscoe, Beau	Coulter, Marilyn	Flannagan, Patrick
Albanese, Caroline	Britton, Angela	Crouch, Robert	Fletcher, Morgan
Allert, Jacqueline	Brook, Margaret	Crow, Joanne	Fowler, Melissa
Allwood, Scott	Brooks, Zoe	Curyer, Joshua	Foxwell, Cheryl
Aneja, Nikhil	Brown, Charles	Custance, Tish	Fradley, Chris
Arora, Girish	Brown, Jason	Dabovich, Caron	Francis, Gary
Atkinson, Alana	Brown, Sharon	Dahal, Milan	Furechi, James
Atkinson, Sharon	Brown, Simon	Daher, Janet	Furner, Cara
Attri, Vikram	Bryant, Kayleigh	Davies, Heather	Gardner, Julianne
Ayika, David	Bryce, Megan	Davies, Kathryn	Gardner, Kerry
Babikha, Michael	Buchanan, Caroline	Dayman, Alice	Gates, Peter
Bain, Mel	Buchanan, Jodi	Degenhardt, Joy	Gazmere, Jenesa
Ball, Darren	Buckland, Shannen	Dhaliwal, Ruby	George, Somy
Barnes, Hayley	Bundoo, David	Dhingra, Tarvinder	Gibbs, Michelle
Barre, Carolyn	Butler, Brenton	Digby, David	Gibson, Debra
Bartalos, Samantha	Button, Clare	Doolette, Tom	Gilbert, Alice
Bartlett, Judith	Byrt, Greg	Doosjen, Ryan	Gill, Priscilla
Bassi, Nishant	Cameron, Beverley	Dredge, Sharon	Godwin, Lisa
Bati, Stephen	Campbell, Heidi	Drummond, Sarah	Goodall, Susan
Beattie, Leonie	Campbell, Alyssa	Dubois, Stephane	Gore, Jayne
Beilby, Anthony	Cappelluti, Jessica	Dudman, David	Graham, Scott
Benn, Jason	Carling, Rosita	Dunne, Cassandra	Gray, James
Bennett, Michelle	Carolan, Eleesha	Dziwak, Marion	Green, Colin
Bennett, Peter	Carter, Hayley	Edwards, Abby	Griffiths, Rosemarie
Bhandari, Monia	Castine, Denise	Edwards, Cheryl	Hamze, Hermes
Bird, Pauline	Chahal, Roop	Ekwueme, Vitalis	Harrison, Bryce
Bischof, Dana	Champion, Reegan	Ellard, Trisha	Harrison, Jayne
Blackall, Robert	Chaternuch, Suzy	Ellis, Kylie	Haskell, Tanya
Blunden, Sarah	Chege, Phylis	El-Merhibi, Joumana	Hathaway, Phillip
Bogaerts, Rae	Chewter, Jessica	Fallon, Andrew	Heinrich, Lynlee
Bottrell, Matthew	Chirara, Tino	Fantasia, Janice	Henley, Suzie

COMMUNITY LIVING OPTIONS EMPLOYEES (Cont.)

Hennessy, Russell	Kearney, Christopher	Lukaszewicz, Marta	Neels, Kellie-Anne
Henschke, Sophie	Keelan, Mathew	Madhavapeddi, Goutham	Nelson, Darryn
Hewitt, Kharlyn	Keeler, Steven	Magee, James	Niblock, Tamara
Hill, Hayden	Kellow, Sharon	Maina, Elaine	Nichols, Michelle
Hilton, Kerrie	Kelly, Catherine	Maina, Kelvin	Nkurunziza, Jean
Hodge, Tiff	Kennedy, Peta	Mapor, Yar	Nnagbo, Kayla
Hogan, Colleen	Khatiwada, Narayan	Mapore, Edward	Noble, Christabel
Holmes, Daniel	Kimberley, Shannan	Marlow, Anne	O'Brien, Dawn
Holt, Kathy	Kinuthia, Moses	Mary, Pradeep	O'Connor, Lisa
Hopkins, Katrina	Kinyua, Erick	Mason, Clint	Ogola, Ruth
Hosszu, Stacey	Kiss, Kirsty	Mason, Tamryn	Olszanowska, Danuta
Howe, Kym	Kitoko, Sam	Mathew, Melly	Orr, Shane
Howell, Michael	Kitson, Charlotte	Mathieson, Robbie	O'Shaughnessy, Lucy
Howl, Teigan	Kivikoski, Michelle	Maxwell, Alice	Osman, Lorraine
Howlett, Fiona	Klement, Leanne	McCall, Benjamin	Othigba, Joy
Hubbard, Cheryl	Knowles, Kirstan	McDonnell, Tracey	Overeem, Michael
Huxtable, Lara	Krueger, Jennifer	McGrail, Samantha	Overeem, Robbie
Ibrahim, Linah	Kruger, Melissa	McIntyre, Ruth	Pankhurst, David
Iveson, Danielle	Kubisa, Mel	Megaw, Karen	Partington, Sharon
Iveson, Tristan	Kuhar, Chelsea	Millman, Elizabeth	Patrick, Tracey
Jackson, Gary	Kumar, Rajeev	Mills, Christine	Patterson, Michael
Jalosjos, Beatriz	Landers, Cheryle	Mistry, Nima	Paul, Justin
James, Bridget	Langsford, Teegan	Mobbs, Jacob	Payne, Sarah
Jeffery, Anna	Lawrence, Emily	Molzer, Tania	Payne-Hill, Chloe
Jeffery, Sam	Leahy, Nicole	Momanyi, Webster	Pentlow, Jason
Jentner, Mark	Lee, Karen	Montanari, Noemi	Petherick, Anthony
Johnson, Mayowa	Levi, Tina	Morris, David	Phelps, Michael
Johnston, Rick	Lewis, Christine	Morris, Lyn	Phillips, Leanne
Johnston, Sarah	Likico, Fatuma	Morris, Sally	Pollard, Karina
Jones, Alex	Lindsay, Melanie	Morrissey, Susan	Pollnitz, Karen
Jones, Katrina	Littlewood, Adele	Moudgil, Ajay	Polydorou, Adrian
Jones, Lorraine	Lock, Daniel	Mudahemuka, Albert	Portman, Greg
Jones, Peta	Loots, Julie	Muir, Paige	Power, Karmen
Joshan, Jasbir	Lopresti, Cristiana	Munene, Alice	Priest, Cassandra
Kaba, Ben	Lovegrove, Mary	Murphy, Darren	Proctor, Kathy
Kaur, Ruby	Lucas, Tim	Nadine, Sandra	Pryer, Troy
Kaur, Sandeep	Lucey, Angela	Nath, Amrit	Quintrell, Janet

COMMUNITY LIVING OPTIONS EMPLOYEES (Cont.)

Ralph, Angeleen	Simpson, Dean	Thyer, Luke	Woods, Diane
Ratcliffe, Vivien	Singh, Arvinder	Thyssen, Marte	Woods, Shirley
Read, Aaron	Singh, Baljinder	Tilbury, Beth	Woolley, Paul
Redman, Dionne	Singh, Jaspreet	Tilley, Dianne	Worrall, Lachlan
Redman, Samuel	Siriwardhana, Niroshan	Tohl, Tracy	Wren, Rachel
Rees, Janette	Skeldon, Jermaine	Tolsher, Suzanne	Wu, Grace
Reese, Jerry	Skinner, Elizabeth	Toubia, Nadia	Wyatt, Isabelle
Reichelt, Justin	Smallacombe, Amanda	Utoh, Patrick	Wyatt, Joshua
Reid, Michelle	Snel, Maria	Van Gils, Della	Wye, Sarah-Jane
Rhode, Shannon	Snider, Barry	Vardas, John	Yang, Cassie
Rinaldo, Dion	Somerset, Moira	Vlaholias, Nicholas	Yelland, Justine
Rismondo, Emily	Spagnolo, Domenica	Vlaholias, Rebecca	Yeoward, Rhiannon
Roberts, Joy	Spalding, Danielle	Vlavogelakis, Tony	York, Kara
Robinson, Bronwyn	Staines, Lexie	Waller, Debra	Young, Aliyse
Rowe, Melodi	Stapleton, Julie	Wamuyu, Lydia	Zhao, Martin
Russell, Belinda	Stearnes, Teresa	Warren, Sam	
Russell, Glyn	Stompe, Mary	Watson, Amy	
Russell, Steven	Strauss, Anna	Watson, Ashley	
Rutherford, Brittany	Streckfuss, Andrea	Weah, Hailey	
Ryan, Gary	Stretton, Emily	Wellecon, Jacob	
Saleh, Nader	Sugars, Karla	Wenham, Brian	
Sandhu, Nancy	Superina, Robert	Westbrook, Alan	
Schaefer, Peter	Swan, Renee	White, Dominic	
Schofield, Hannah	Swati, Swati	White, Joanne	
Sekhon, Navi	Swearse, Carmel	White, Megan	
Selebay, Abraham	Symonds, Shana	Whyman, Donna	
Senft, Wolfgang	Tarley, David	Wiblin, Hilary	
Sexton, Gayle	Tarley, Johnson	Wigg, Jennifer	
Shanks, Sophie	Tavakoli, Zahra	Wilding, Shane	
Shaw, Breanne	Taylor, Jess	Williams, Daniel	
Sheehan, John	Thiongo, Titus	Willis, Ryan	
Sherrah, Kendra	Thomas, Carol	Wilson, Peter	
Shrestha, Nirbachan	Thomas, Theresa	Winnard, Dianne	
Shrimpton, Melissa	Thompson, Lisa	Wisniewski, Jason	
Shrive, Lauren	Thompson, Nicholas	Woldemariam, Eyerusalem	
Sibley, Michael	Thompson, Rosella	Wolfson, Bethany	
Simper, Rose	Threadgold, Tracy	Wood, Lisa	

Thank you for coming today!

We look forward to seeing you again next year!



If you have any further questions you can always contact us using the details below:

Community Living Options

Phone: 7221 9550

Website: www.clo.org.au

Email : hello@clo.org.au