



# CONNECT

Community Living Options Monthly Newsletter

Issue 1, January 2020



## FROM OUR CEO MEL KUBISA

Wishing everyone a great Christmas and new year, may however you celebrate at this time of year be joyful.

A quick NDIS update is of course always a good starting point. Now we are all through the transition we are hopeful that disruption and change will settle in our sector, although having been in disability services for 30 years I predict more change and still more change! However, we do now have our Government Minister for NDIS, Stuart Robert, and the new NDIA CEO committed to settling the NDIS implementation issues that saw complexity and frustration as we all transitioned to the scheme.

Some of the commitments include:

- Reduced SIL approval waiting times.
- Easier plan reviews and improved planning processes with participants getting a draft copy of the plan prior to approval.
- Core and capacity building supports flexibility.
- Changes to the SDA and younger people in care action plan.
- And topping the agenda in releases and the recent NDIS CEO conference is a national workforce strategy to ensure a quality workforce to meet the ongoing demands of the NDIS; we do very much welcome the national approach to supporting a workforce strategy.

Our organisation is committed to supporting the Disability Royal Commission to ensure that people with disabilities live free from fear, abuse and neglect and are supported to be heard. The Royal Commission has had public hearings now in Adelaide, and nationally we have heard feedback about the education and employment systems. The group homes and living forums have now started in Victoria and the feedback so far is the institutional feel of group homes and lack of individualised support. We are developing a submission to the Commission in regards to home and living and the right to choose where you live and with whom, plus for those with disability in the criminal justice system to have better pathways to community and support. We can demonstrate how different models of support can and will work well with the right person centred approach and the right leaders ensuring that individual needs are met. We need to ensure 'you' are at the centre of your support planning and in everything that we do. We have also prepared a Royal Commission organisational strategy being steered by our Human Rights committee. If you would like a copy please contact us or your staff. Your feedback will be welcome and if you want support to attend or be heard during the Royal Commission, please contact me; I will support you any way I can.

We are committed to seeing the Royal Commission bring outcomes to ensure:

- (1) How we can prevent abuse,
- (2) Effective ways of responding and reporting,
- (3) Creating inclusive and safe societies and
- (4) Ensuring quality and safety of services to people with a disability.

Finally, I thank our clients and families who contributed to our standards survey and our family survey; your feedback is valued and appreciated. We are currently collating your information and I will give you updates in the next newsletter, and of course this feedback underpins our Disability Access and Inclusion plans and our consumer action plans to ensure we continually strive to improve the services we offer and deliver excellence.

## UPCOMING EVENTS

The Clinical Team are currently developing a client program that is focused on feeling safe in personal relationships; including knowing your rights, being safe around others, health matters and sex education topics. We are asking for client and staff feedback on the topics to be explored and will send out an email towards the end of December about this. It is expected that this program will run in February 2020.

If you have any feedback on the topics, please send an email to Sue on [s.goodall@clo.org.au](mailto:s.goodall@clo.org.au)

## CLO WISHING TREE

In 2019 CLO has once again chosen to provide an opportunity for all of the people that we support to be able to receive a gift this Christmas. We thank everyone that donated to the 'Give a Smile' Christmas tree initiative again as we know the joy it brings to the faces of the people we support.



## CLO CELEBRATES INTERNATIONAL DAY OF PEOPLE WITH DISABILITY 2019!

This year at CLO we celebrated IDPwD by hosting a BBQ and games day for clients and staff to attend. We also attended the Fleurieu Aquatics Centre's 'Inclusion Open Day' to promote the fantastic services we offer in the Fleurieu community!





## ISABELLE, KATIE AND SAM ATTEND THE ASID CONFERENCE 2019!

In November, CLO sponsored three employees to attend the 2019 Australasian Society for Intellectual Disability (ASID) Conference at the Hilton Adelaide. This event ran over three days and was made up of presentations from industry professionals.

### What was your favourite part of the ASID conference 2019?

#### Katie Wilde (Acting Client Services Coordinator)

The most interesting aspect of the ASID conference for me was the session that addressed sexuality in relation to young people with intellectual disabilities and Autism Spectrum Disorder. Family Planning NSW had been working towards building capacity of parents and informal carers to provide support by facilitating six free workshops to increase knowledge, awareness, identifying strategies and resources to which they then evaluated the impact it had on those with an ID or ASD; their aim was to investigate the evidence that reflected parents' and carers awareness of those with ID and ASD and showed a lack of confidence in handling situations where puberty, sexuality and relationships were involved. This was analysed through community consultation, workshop delivery and pre/post survey and three month follow up. This was measured through 'sense of self' assessment and intimate sexual relationships. 82.6% of participants reported positive changes and improved response to sexualized behaviours in public areas. Through their analysis, it was evident that those with an ID or ASD had a greater understanding of the difference between public and private behaviours. This was learned through the re-direction techniques and the calmer approach learned by the carers and parents involved. I found this an informative session and relevant in the field of disability especially in the areas in which I am working/interested in; I appreciated the effort in which they went to, to provide useful workshop sessions to educate the people involved.

#### Sam Bartalos (Developmental Educator)

I really enjoyed and got a lot out of the community living project session looking at their service and staff model and support of self directed care and micro enterprises.

I also enjoyed various talks on positive behaviour support, restrictive practices, access and inclusion, human rights and decision making, and building a good life.

I found the NZ presentation on "Building good lives together- the development of a model of care in a NZ forensic intellectual disability context" very interesting and looking at the assessment planning tool they developed and were rolling out and that this could be a tool CLO could use. Looking at how to reach goals in a collaborative person centred way.

I also liked the informed decision making sessions that were held and that laws have already been reviewed in NSW to take the power away from substitute decision makers to supported decision making with the person. I like that this review is inclusive, acknowledging people's human rights and looking to share risk about decisions being made.

The session on disability and sexuality was also very interesting. This had a focus on reproductive health, healthy relationships, friends/dating, and contraception. There was also a focus on Maslow hierarchy of needs including a sense of self, strong self determination and access to sexual or intimate relationships. I was taking notes throughout this session and this will help in the development of the upcoming CLO group program on sexual relationships.



## CLO CHRISTMAS CELEBRATIONS!



## WHAT DOES LEADERSHIP MEAN TO OUR CLO LEADERS?



**KATHY HOLT**  
**ACTING**  
**REGIONAL**  
**MANAGER**  
**(SOUTHERN**  
**METRO)**

*As a leader with CLO I aspire to always be open and honest with all the people I support, whether that be staff, families or clients. To be a good leader I believe you must also be a good listener and follow through with any actions you say you will undertake. Leading by example is also very important. I wouldn't expect a staff member to do something I would not do myself. Being a good leader means being able to spend time with staff to succession plan and provide them with the tools needed to succeed and always having an open door policy so staff feel they are supported at all times. It's also about being able to identify gaps in someone's learning and recognising when they may need more support and being able to recognise continuous improvement and reward this when appropriate. I also believe it's important to promote a positive culture within the workplace and encourage everyone to be the best version of themselves. Always remember that we are all individuals which allows us to all shine in different ways.*

*When I think about leadership it is as simple as leading by example and role modelling what you expect from your teams. It is about clearly communicating a vision and building a 'can do, professional and collaborative culture' to achieve that vision. It's about getting to know your team, trusting them and empowering them to make a difference, without fear of failure while having some fun along the way. Leadership doesn't need to be in the form of a manager or coordinator though.....I see and hear of many stories involving leaders and leadership at sites supporting our clients to achieve amazing outcomes. These outcomes might not happen without the continued support, dedication and focus of the whole operations team from the front line to the coordinators and RM's. So as we head into the festive season I would like to thank you all for the continued support and commitment to ensure 'all people experience great opportunities and a great life'.*

*Merry Christmas everyone!*



**JOHN**  
**AINSWORTH**  
**ACTING**  
**SENIOR**  
**MANAGER OF**  
**OPERATIONS**



**SHARON**  
**PARTINGTON**  
**REGIONAL**  
**MANAGER**  
**(FLEURIEU)**

*I always try to be the leader that 'knows the way, shows the way and goes the way'. I always strive to work with honesty and integrity and inspire my team to be the very best they can. Keeping everyone aligned to CLO's vision and always working towards ensuring that everyone is living a great life is at the very heart of how I see my role. I want my teams to know how amazing I think they all are by empowering and inspiring people to deliver great outcomes as this is what CLO culture is all about. I don't have all the answers and think that we work best when we create and innovate together. I always try to be a great communicator and keep my teams updated and informed. I want people to understand why we do what we do and to motivate everyone to achieve greatness. I am committed to continue to learn and grow in my role so I can continue to inspire both existing as well as emerging leaders into the future.*

*To me a great leader is one who makes those around them better and want to do better; are they growing, becoming better leaders themselves, motivated etc and believe I promote these key areas. When being responsible for a team of people, I find it important to be honest and have open communication, as I see this ethical behaviour as a key value, I hope that my team then follows. I like to build a real, personal connection with my team as this is vital for developing a shared trust which is necessary to build a strong culture of accountability and exceptional performance. With this culture in place, the team can achieve a successful delivery model, be a happy team and be fulfilled leaders themselves. Empowering employees to take the time to learn and infuse that in the work they do by providing opportunities of learning new skills or further developing existing ones is the key for succession planning and for our emerging leaders in CLO.*



**JOUMANA EL-**  
**MERHIBI**  
**REGIONAL**  
**MANAGER**  
**(MENTAL HEALTH**  
**PROJECT)**



**PRISCILLA GILL**  
**REGIONAL**  
**MANAGER**  
**(METRO REGION)**

*Leadership to me is about supporting and enabling my team to reach their full potential while accomplishing the mission and goals of the organisation. Leadership is implemented by establishing clear expectations and standards with your team/staff with ongoing support, monitoring, feedback and development. Strong leadership drives the organisation's direction and mission, whilst creating a positive team culture which prompts passion and innovation. Also, successively developing an environment where people are self-motivated and confident in delivering a quality service and identifying continuous improvement.*



## THE CLO ORIGIN STORY:

*CLO was founded by families to support people to live the life they choose.*

*We now lead the way in disability, mental health and complex support needs.*





## MESSAGE FROM OUR CLINICAL TEAM

**SUE GOODALL**  
CLINICAL SERVICES MANAGER

Holiday greetings from the Clinical Team! What an amazing year we have had; we have enjoyed hanging out with you throughout the year, met new people and welcomed new team Clinical Team Members. It is exciting for us to have a Provisional Psychologist on board, with Kerry bringing her strong clinical and therapeutic skills to the Mental Health Project. Sam W has moved over from being a Client Services Coordinator to the Clinical Team; bringing with him excellent case formulation skills and a truly person-centred approach. Lisa Z has joined us from her support worker role and is blossoming in her Fleurieu position with a strong focus on supporting choice and control and working with stakeholders.

From all of us here at the Clinical Team we wish you happy holidays and we will see you soon.




## MESSAGE FROM OUR HR AND ROSTERING TEAM!

**SARAH JOHNSTON**  
HUMAN RESOURCES MANAGER

Happy Holidays to all our staff from the HR and Rostering Team! What a year 2019 has been! CLO has experienced another year of great change and growth, both as an organisation and as individual professionals within the disability sector. With these changes in mind and the holiday season upon us, it's exceptionally important that we remember to care for our own and others' health & wellbeing. There are some great hints, tips and new ideas to try in some of the content provided by our health and wellbeing buddies BUPA and Goodlife, a few good examples of such articles are below to get you started;

 <https://www.goodlifehealthclubs.com.au/blog/25-health-and-wellbeing-tips/>

 <https://www.bupahealthierworkplaces.com.au/employee/healthier-christmas-ideas-for-the-workplace/>

Another key health and wellbeing partnership for this time of the year is CLO's EAP Service, who are available for staff and their family – they also now have an App you can download on your Smartphone just search "OurEAP" in the App store.

Finally, this is also a time for us to say thank you! Your support and dedication is greatly valued and our successful growth is a testament to everyone here at CLO! We hope everyone has a safe and happy holiday period!



☆ Happy Holidays! ☆

## CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS! ☆

### Southern Metro Tweed Team

The Tweed Team have come together as a supported group of individuals to provide some outstanding person centred support. The bond that they have built together to form such an amazing team is commendable. I would like to thank each and every one of the men who work there for their hard work, persistence, patience and dedication to support their client achieve a great life. They are consistently trying to come up with new innovative ideas. The team have started to create some amazing social stories and research social opportunities and activities for their client. One of the biggest achievements was supporting their client back to school to complete his year 12 studies. Well done guys, you are all amazing.

### Metro Clare Button

Clare has continually demonstrated a passion for disability services and CLO's vision and mission through supporting people to achieve great life experiences and journeys. Some examples of this has been advocating for client's rights, ensuring supports are person centred, assisting clients to achieve their goals and displaying a positive regard for the clients she works with. Clare's enthusiasm and positive encouragement is displayed through her standard of active support, which has assisted her with achieving many successful outcomes. Clare took an active lead in advocating for a client to be reassessed by the NDIS for additional funding when their plan was not suitable.

Clare has recently commenced as an Acting Client Services Coordinator in Metro, and already she has demonstrated she is driven by her passion and commitment to ensure the people she supports have every opportunity to lead a great life.

### Mental Health Tenya Service

I would like to extend a reward and recognition for November, regarding the great work of the staff working with our new client at the Tenya service. CLO commenced support with him at Ingle Farm in October 2019 and have delivered a truly person centred service with some great outcomes for him. The implementation of his positive behaviour support plan has resulted in NIL behaviours of concern being displayed. I have received positive feedback from external stakeholders in terms of the increased quality of life in a short period of time as well as a successful integration into the community from Glenside. I would therefore like to thank all the person centred staff for their commitment and hard work providing a truly person centred quality service.

### Fleurieu Ruby Watson

Ruby is one of our newer staff and has been wonderful everywhere that she has worked. Ruby has gone 'above and beyond' and worked across multiple sites to assist where needed to support our clients to live great lives. Wherever she has worked both clients and families have loved her and everyone asks when Ruby will next work with them.

Ruby works with our tenancy clients and has a strong sense of client rights, following up to make sure that clients are having their individual needs met. Ruby is also goals focussed and is always working with clients to achieve goals. Supporting someone to the zoo or developing and delivering a home safety programme are just a couple of recent examples.

Ruby is solution focussed and when there is something that needs to be worked out Ruby always has possible solutions for what can be done.

Ruby displays CLO's values at all times, especially valuing the customer experience and a passion for service; people and relationships and innovation and quality.

