

# CLO CONNECT

Community Living Options Monthly Newsletter

Issue 3, March 2020



## FROM OUR CEO

MEL KUBISA

Welcome to the March edition of our newsletter and what a fantastic and productive start we have had to the year. I want to congratulate all our teams for their commitment and hard work to get us ready for the NDIS Practice Standards audit, we are now well and truly into our audit self-assessment with our desk top audit in early April and our onsite audit in early June.

I'd like to say a big thank you to Lorraine Jones and her team for organising the Art Exhibition at the Marion Cultural Centre, what a fabulous way to showcase talent.

I also wish to thank Joumana El-Merhibi and her new dedicated Coordination team for their dedicated work in the roll out of our mental health project to support community transitions from long stay hospital or forensic setting. This roll out has now started escalating and Joumana's leadership is testimony to superb organisational skills! Thank you everyone for working on our project.

Lyn, our Quality/WHS/RTW Coordinator commenced a restrictive practices organisational audit in January and I look forward to sharing the results with you soon.

We are also now entering our new strategic planning cycle for 2020-2022 with a full programme of events unfolding from February to June. This started with our consumer standards questionnaire and family survey and I thank all families for participating, your feedback is very valued.

Some of your feedback included 'What you value most about CLO':

"Professional service/friendly down to earth staff"

"CLO are constantly open to feedback and willing to address issues when they arise"

"Great service to clients and very good staff"

"Concern for clients and reporting to family and quick response to family requests"

We asked what we should invest in, your feedback included:

"A staff member who is an RN to oversee the needs of clients when ill so they don't have to be admitted to hospital unless extreme circumstances"

"Improving a roster system and/or client portal to help increase choice and control"

"Permanent housing, managing clients' housing e.g. Julia Farr"

"Children's Services"  
"More housing"  
"Day Options"

We are excited to announce we do have a new Registered Nurse on the team. Adam commenced with us in January and our new client portal is nearly finalised!

Some improvements you suggested that Sharon and the team are working to address all of these areas:

"Keeping regular staff at houses in order for clients and families to build rapport"

"Making it easier to change shift times"

"Avoid agency staff where possible"

"Continue to develop the understanding of NDIA re hospital support needs"

Thank you for your ongoing support of Community Living Options there is indeed so many ideas for innovation for our next planning phase.

## UPCOMING EVENTS

### Consumer Forum

#### Fleurieu

When: Monday 23/3/2020 3:00-5:00pm

Where: 13 Newland Street, Victor Harbor

#### Southern Metro/Metro/Mental Health

When: Monday 30/3/2020 10:30am-12:30pm

Where: 1020 South Road, Edwardstown

This month we will spend the last hour of both forums having a discussion about restrictive practices, with a chance to answer some of your questions – your families are invited too.

Please refer to flyers for more information.

## MEET SOME OF THE NEW FACES OF TEAM CLO!

### MEET ADAM!



Adam is our Registered Nurse. He is responsible for training and assessment for our frontline staff. Quality assessment and auditing is also a part of his role in order to ensure best practice and position CLO as a preferred NDIS service provider. Adam joined Team CLO in January with a Bachelor of Nursing, Master of Education, Sexual Health Nurse certificate and experience in clinical and academic education for 7 years.

### MEET LAUREN!



Lauren is one of our Recruitment officers. She is responsible for supporting recruitment and on-boarding of new staff. Lauren joined Team CLO in January with previous experience in Human Resources and Recruitment including within the community services sector. In addition, Lauren has spent four years working as a Disability Support Worker. Lauren possesses tertiary qualifications in Psychological Science, Human Resources, Employment Relations and Mediation and Conflict.

### MEET KRISTY & TEAGAN!



Kristy



Teagan

Kristy and Teagan joined Team CLO in February as trainees within the HR team. Kristy will be working towards achieving a Certificate IV in Human Resources and Teagan will be working towards achieving a Certificate III in Business. We are excited to welcome two Trainees and to support their on-going professional development. Kristy and Teagan will work predominantly from the Edwardstown Office, so when you see them around, or if you speak to them on the phone, please say hello and introduce yourself.

### MEET AMY!



Amy is one of our Administration Officers. She is responsible for general administration tasks and works from our Edwardstown Office. Amy joined Team CLO in February with previous experience in government and the community services sector. Amy possesses prior experience in reception and administration, which will be highly valued in her new role within the Administration Team.

### MEET COREY!



Corey is one of our Human Resources Coordinators. He is responsible for overseeing recruitment, training and development and general HR functions. Corey joined Team CLO in December with a wealth of Human Resources and Recruitment experience both in Australia and from Overseas. He has a strong understanding of the disability services industry and has been a board member for a disability services provider. Corey is certified by the Australian Human Resources Institute (AHRI) as a Human Resources professional.

## CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!



### Southern Metro Blessing Sithole

Bless has provided great person centred support to many individuals since she commenced working with CLO. She started working at our Carlow site where she was able to encourage and support some great social opportunities and build the client's confidence to try new things.

Bless goes above and beyond to support CLO as an organisation by working across sites. She is always happy to be redeployed or pick up shifts wherever she can. She has built many positive relationships and many of CLO's clients now ask for Bless to support them.

Bless is also able to build a strong rapport with different teams at short notice, learn what's important to the person she is supporting and be goal focused. Bless values individuality and this comes across in the way she provides support recognising that everyone has different beliefs and values.

### Fleurieu

#### CLO's Drew Site and honorary team members

A big thank you and well done to Carol Thomas, Heidi Campbell, John Nguen, Jude Bartlett, Ke (Mark) Ma, Lynlee Heinrich, Rachael Muscat and Samuel Redman. As many of you are aware, there have been catastrophic fires throughout Kangaroo Island, burning nearly half of the island. Over three weeks 215,000 hectares of land and more than sixty houses were lost to this fire, with the inclusion of two fatalities. Throughout this traumatic time our team at Drew Site have continued to care for our clients while also keeping their own homes and families safe. We would like to extend our thanks also to Jayne Harrison and Clare Gillespie who put their hands up to help and were over to assist within 24 hours of management putting the call out. They have stayed on board for two weeks assisting with shift coverage and allowing our Drew staff to take leave to battle blazes close to their own homes or have some much needed rest.

What a stunning display of strength of community and valuing customer experience. Thank you so much, team.

## MEL AND SUE PRESENTING AT THE 17TH INTERNATIONAL CONFERENCE ON POSITIVE BEHAVIOUR SUPPORT



We are very excited to announce that our CEO, Mel Kubisa and Clinical Services Manager, Sue Goodall are presenting at the 17th International Conference on Positive Behaviour Support in Miami, Florida on the 12th of March 2020. Mel and Sue will be presenting a session on 'Evidence-based Positive Behaviour Support: Mental Health, Forensic, Intellectual Disability in a Community Setting'.



# NDIS- WHAT YOU NEED TO KNOW ABOUT YOUR PLAN



**SAM BARTALOS**  
CLINICAL SERVICES TEAM (DEVELOPMENTAL EDUCATOR)

## What's in your individual NDIS plan?

You will find information about you

What you like and don't like



A list of people that help you

Goals you want to achieve and who is going to help you do this

## Who can help you start using your plan?

If you need more help to find services you might have a Support Coordinator funded in your NDIS plan.

A Support Coordinator will help you to:

- Build skills you need to use your plan to achieve your goals,
- Be more independent
- Be included in your community and in employment.

## Support Budgets in your plan

There are three types of support budgets that might be funded in your NDIS plan:

### 1 Core Supports budget

### 2 Capacity Building Supports budget

### 3 Capital Supports budget

#### Core Supports budget

Core supports funding helps you with everyday activities, your current disability-related needs and to work towards your goals.

Your Core Supports budget can be spent on different things that meet your disability needs.

This could be to help with: cleaning, gardening, continence products, support workers for social activities and transport.



#### Capacity Building budget

Capacity Building Supports help build your independence and skills to help you reach your long-term goals.

Funds in your Capacity Building Supports budget cannot be moved from one support category to another.

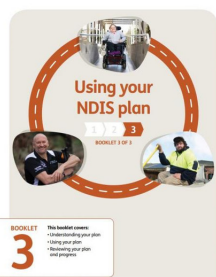
This could be used to help with: support coordinator, plan management, assessments with allied health professionals, exercise, behaviour support, finding a job, socialising in the community and finding somewhere to live.



#### Capital Supports budget

Capital Supports includes the purchase of expensive forms of assistive technology, equipment and home or vehicle modifications, and funding for one-off purchases you may need (including Specialist Disability Accommodation).

It is important to remember that funds within the Capital Supports budget can only be used for their specific purpose and cannot be used to pay for anything else.



This includes help with things like equipment (i.e. specialised beds, lifter, etc.), wheelchairs or changes made to a vehicle. This can also include things like hand rails, changes to bathrooms and special housing needs



For more information you can look at The NDIS Booklet 3: Using your NDIS Plan is a great resource to tell you more about how to use your plan.

## MESSAGE FROM HR



**TISH CUSTANCE**  
ASSISTANT HUMAN RESOURCES MANAGER



*Hello from HR!*

*We can't believe it's already the start of March, time really does fly!*

*We'd like to extend a special and warm welcome to all our new starters of 2020! So far, we have had **90 super star Person Centred Support Workers join Team CLO.***

*Our recent Pulse Check was based on Staff Engagement; this is an area we are eager to hear more from you about. **We also want to assure you that your feedback and suggestions matter to us.** In the 2018 CLO Cultural Survey, we had the below **Planned Actions based on your Feedback:***

- Provide better support to employees and students to understand our culture and demonstrate person centred approaches on an on-going basis. This would be implemented from the staff or student's commencement with CLO by reviewing the active support competency assessments post training and Induction days to ensure the effectiveness of the training.*
- CLO has also expanded services, which has also increased the number of employees and therefore a review on the leadership training and development, including Manager and Coordinator on-boarding. We planned to further implement the leadership action plan to ensure a skilled team to provide high-level leadership to support the delivery of quality services. We also looked at facilitating leadership forums across 2019 and offer opportunities for succession planning and career development through training to Act in higher positions.*
- Managers looked to regularly share more staff achievements and outcomes on a wider platform, both internally and through social media. Introduction of a Business Development Manager will support internal reward and recognition initiatives through the strategic marketing plan.*
- We also recognised the need to improve our training delivery platform and communications. Implementation of an online hub for staff to regularly access and showcase opportunities.*
- The roll out of the capability framework to align the PDP format would allow for clearer sessions to reflect on each job type and allow for clearer goal review and setting.*

**From these, we have achieved:**



- Increase in Induction Days to include additional days 2-4 to ensure a thorough on-boarding experience for new staff, and ensure all required training is delivered in a consistent and timely manner. This includes the Person Centred active support in Induction day 2. We also rolled out the Professional Culture training and the Cultural Diversity training to support staff in the development and understanding of CLO's Culture and Values.*
- CLO's Leadership plan aims to ensure that succession planning is in place and that all leaders can demonstrate succession planning for their role. We also introduced leadership and management training and development which include Bi-monthly CSC masterclasses, leadership forums and train the trainer and coaching sessions.*
- Reward and Recognition program was reviewed.*
- Online training and assessments have been implemented and now accessible through SharePoint. This also includes the Learning Hub with resources available for all staff to access for their on-going and self-driven learning.*
- The Capability Framework has also been completed and made available for frontline staff, leaders and Management, and has been aligned with the new PDP format.*



## HEALTH AND WELLBEING!



**JASON WISNIEWSKI**  
ACTING CLIENT SERVICES COORDINATOR AND  
QUALIFIED PERSONAL TRAINER



### Drinking Water for Exercise

So we all know that water is essential and we should drink a certain amount on a daily basis in order to stay hydrated.

The amount of water we need varies depending on individual factors including diet, body size, climate and levels of physical activity.

When it comes to physical activity, a lot of us will usually drink water or some kind of fluid, but do you know how much water you should drink for physical activities?

Before you begin any exercise you should start in a pre-hydrated state, this means to make sure you are having enough water before you train throughout the day and not just smashing down a whole bottle right before your workout.

The next step is to check your weight before you exercise, and then again when you finish. You should limit weight-loss during exercise to less than 2% of body mass, for example a 100kg person should lose no more than 2kg of body weight.

You will then need to consume 1.5 times as much fluid as the weight lost in 2-4 hours after exercising. For example if someone loses 500g of weight during exercise, they should consume 750mL of fluids in this time period.

You should also be aware that the body can only absorb a certain amount of water in any given time, so there is no point consuming high amounts of water in a short space of time.

Let's Imagine a sponge which is already dripping wet, this sponge can only absorb liquids that are already within the sponge itself, just like the sponge any excess water will not be absorbed and therefore goes straight to your bladder.

Sometimes with people who play a lot of competitive sports they can lose up to 4 or 5 litres within a match. It is impossible to make this fluid up within 2-4 hours, so a way to assist hydration would be to have drinks and foods which contain small amounts of sodium to help accelerate the hydration process.

Key tips are to try and keep fluid intake high throughout the day, before and after, and if you are not sure and have any concerns to seek medical advice from your Doctor or a Dietitian.



## STEVEN'S BIG MOVE!

In December of last year, CLO assisted Steven Scown, a long term CLO client, to move into his new home. Steven has been living in a shared house in the Victor Harbor area with CLO for more than 20 years. Living closer to family in the southern metro area has been a long term goal for Steven and CLO are so pleased to have been involved in the fulfillment of it. Steven had a great farewell party with his long term housemates and now is enjoying living in his new home on his own and being supported by staff to attend day options in the area. Steven is quickly getting used to his new surroundings and participating in his local community.



## CUPCAKES FOR ALL!

Eddie Jenkinson is an NDIS participant residing in Abbeyfield House in Edwardstown. Eddie absolutely loves to cook and he can be found cooking most afternoons in his home. This month Eddie made a whole bunch of cupcakes for his housemates. CLO staff supported Eddie by taking him to the shops to buy the ingredients, created a visual task analysis with Eddie which promotes self-determination and also used teaching techniques such as backward chaining. This success story of Eddie creating cupcakes is just one of the many examples of CLO staff helping individuals to achieve their goals.



## DANNI'S SPECIAL DAY!

Danielle Collard recently got married to her partner Nick. Danni has said "It was the best day of my life and I would like to thank everybody who thought of me on the day". Congratulations Danni, we wish you and Nick a lifetime of happiness.



We are very excited to announce that we have partnered with Anytime Fitness Noarlunga to offer person centred personal training for our clients, as well as discounted memberships for our staff as part of our CLO Health & Wellbeing program!

Jason Wisniewski, one of our Person Centred Support Workers came up with the fantastic initiative to offer person centred personal training as he saw a gap in these services. He went out and gained his personal training qualification and initiated a partnership with Anytime Fitness on behalf of CLO.

What a great initiative and we look forward to seeing our clients smashing their health and wellbeing goals with assistance from our very own person centred personal trainer!



## IT TIP- ONLINE SAFETY: PHISHING



Phishing scams are attempts by scammers to trick you into giving out personal information such as your bank account numbers, passwords and credit card numbers. These people try very hard to be convincing, but there are always tell-tale warning signs to look out for.

### How does this scam work?

A scammer will try to contact you mainly through email or text message, but can also be through social media or phone call, in an attempt to gather your personal information. There are any number of differing scenarios; here are a few examples:

- Your bank account has been compromised and you need to verify your details.
- Questioning suspicious activity on your account and to confirm details if it's not authorised by you.
- Filling out a customer survey and offering a prize.
- Your boss is in a meeting and urgently needs something.
- I would like to use your bank account to transfer a large amount of cash and give you a percentage.
- Your invoice for ... is overdue and required immediate payment.

If you respond at all to these they will have gathered some personal information, no matter how small. This will be collated and eventually the scammers will have enough information to use it fraudulently.

### Warning signs

- The message asks you to update your details either online or over the phone. Remember; companies, especially banks, will never call you and ask for this information.
- The email or message does not have your correct name or address or is just generic e.g. "Dear customer"
- The link or website does not look like what you would normally see.
- The message links or the email address it came from look unusual.
- When viewing an attachment it tries to install something or has an unusual icon.
- The message has bad grammar or spelling.

### Protect yourself

- Do not click or open any links that pretend to be from your bank or a company you normally use that are asking for you to update your details.
- Never provide your details in response to a message or call. If it's a call ask for their details and offer to call them back. If they provide them, make an independent check with the company first using a contact number you already have or have looked up yourself.
- Do a search on the internet using the words from the scam message to see if it's been reported before.
- If you receive a message from someone you know that looks unusual, do not respond but get in touch with them directly to check it's real.

### Think you have been scammed?

If you think you have been scammed, contact your bank or the company immediately. They will have dedicated departments setup that can assist.

### Further information:

<https://www.scamwatch.gov.au/>