

CLO CONNECT

Community Living Options Monthly Newsletter

Issue 4, April 2020



FROM OUR ACTING CEO

TIFF HODGE

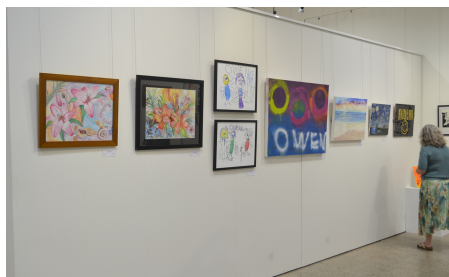
Welcome to the April edition of our newsletter. I have had the pleasure of acting as CEO for Mel whilst she traveled to Miami for the 17th International Conference on Positive Behaviour Support. Unfortunately, due to the COVID-19 outbreak the conference was cancelled on the second day.

We would like to ensure everyone that we are taking all precautionary measures to ensure everyone is safe with continued health and wellbeing of our staff and clients. We are monitoring advice from the Department of Health and the World Health Organisation to ensure we are taking all necessary precautions.

A letter has been sent to all clients and families regarding our organisation wide response. This letter is also available to view on our website by clicking on the resources tab. We will continue to provide updates in line with advice from the Department of Health and the World Health Organisation.

It's been an incredibly busy four months getting ready for the NDIS Practice Standards audit, with the senior team led by Mel completing the self-assessment and desk top section of the Audit. We are well positioned for the on-site audit in early June.

As you will see the art exhibition at the Marion Cultural Centre is a resounding success. What talented artists we have at CLO. Thank you to Lorraine, Brittany and the operations team for organising the event. And thank you to all the artists that contributed.



March also saw John Ainsworth appointed as the Senior Manager of Operations. He is responsible for building a positive team culture through leadership, direction and motivation to the Operations team, ensuring quality services are delivered using our service delivery model and contributing to the strategic direction of the organisation. John joined Team CLO in 2017 as a Client Services Coordinator and has progressed through the organisation as Regional Manager and most recently Acting Senior Manager of Operations. Well done on your new role John!

On behalf of Mel and myself thank you all for your ongoing support of Community Living Options. It's with pride that we serve our staff and our clients in all we do.

UPCOMING EVENTS

We would like to kindly inform everyone that due to current advice from SA Health due to the COVID-19 outbreak, all upcoming events have been cancelled and will be rescheduled when advice is updated.

As always your understanding and supports are much appreciated.



MESSAGE FROM OUR SENIOR MANAGER OF OPERATIONS

JOHN AINSWORTH

Well these are definitely testing and unprecedented times. As you know, many of our clients are some of the most vulnerable people in the community with little to no family involvement and compromised health. So it goes without saying that it is times like these where our support is vital.

The concerns over COVID-19 will continue to test us over the coming days, weeks and months. However, it is reassuring to see the level of commitment witnessed to continue providing quality services to our clients.

I just want to finish with a quote on resilience. I am sure you will agree more than ever that this will be a required quality of all of us.

Resilience (n):
The capacity to
absorb energy
from disruption.

CLO ATTENDS THE BIG MEET!

Tino, Rachel, Grace and Brittany recently attended The Big Meet in Adelaide to promote some of the exciting career opportunities we have to offer for graduates. It was a great opportunity to share how CLO can support graduates to achieve their career goals!



CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!



Mental Health Project **Harsh Patel:**

Harsh started with CLO on the 21st of January, as a new employee in the Mental Health Project and has been working with multiple clients across the project. Harsh displays true person centred approaches with each person he works with and has a great understanding of building a site with no task being too difficult for him always giving his shift 100%. Harsh follows up actions given to him promptly and keeps communication between the client, CSC and stakeholders. Harsh maintains positive regard for the men he has been working with and is always looking at the person he is supporting having their best day. Harsh has gone above and beyond through helping client's set up their home to ensure a homely environment is in place. Harsh does this effortlessly and is a great values match to CLO and shows this in his work.

Mental Health Project **Leela Guragai:**

Leela Started with CLO on the 7th of January as a new employee in the Mental Health Project. Leela has worked closely with a new client, supporting them to transition from Glenside to a new home in the community. Leela has not only shown to be consistent in fulfilling his responsibilities to the client but also goes above and beyond covering shifts to fill vacancies. Leela has overcome many of the inevitable challenges that arise when setting up a new site. Leela follows up on tasks promptly and provides timely responses to enquiries from management. Leela regularly requests and graciously accepts feedback, with notable improvement after feedback is given. Leela has taken a leadership role in ensuring client documentation is being completed and has utilised this experience to get to know his client. Leela is a positive ambassador of the CLO brand and his commitment, professionalism and client centeredness reflect positively on CLO as an organisation.

Fleurieu: **Beverly Cameron**

Beverley has been with CLO for 7 years. During this time she has collated a wealth of skills and knowledge. Beverley is working at the Cumberland Site and has played an active role in creating site specific developmental programs, assisting with higher duties and always presenting innovative and effective ways of supporting clients. Beverley continues to grow through self-directed learning and will share her knowledge and insight with team members. Beverley has provided exemplary leadership whilst on site and this is greatly appreciated by all.

Not only has Beverley been an important member of the Cumberland team, she has also demonstrated flexibility in working across all sites (particularly over the past two months) and continues in providing a truly person centred approach. Beverley's willingness to assist across all sites, her client focussed approach and her dedication to the CLO organisation to deliver excellence has been observed by Management and is one of the many reasons for this rewards and recognition.

The Fleurieu Region and the client's you have supported would like to sincerely thank you for all of your hard work, dedication and contributions!





UPDATE FROM OUR CLINICAL TEAM

GRACE WU
CLINICAL SERVICES TEAM (SOCIAL WORKER)



1. We have a new social work placement student- Rachel McKenna who is also an employee of CLO as a Person Centred Support Worker. She will be working under the supervision of Grace Wu (field educator) and also under the guidance of our Clinical Services Manager Sue Goodall, for 500 hours.

2. We have implemented the Intimacy and Relationships workshops – Fleurieu ran for 2 sessions already; Metro and Southern Metro ran 1 session. These sessions were unfortunately cancelled due to the COVID-19 outbreak and advice from SA Health. Cancellation notice has been sent to all family members and consumers. We will inform everyone of the reschedule dates once we have more information.

3. Upcoming Consumer Forum's have also been cancelled at this stage due to the COVID-19 outbreak and advice from SA Health. Cancellation notice has been sent to all family members and consumers. We will inform everyone of the reschedule dates once we have more information.

4. Clinical Services Manager, Sue Goodall and our CEO, Mel Kubisa have been in Miami to present the CLO Forensic Model, however, it was cancelled due to the COVID-19 outbreak.



UPDATE FROM OUR HR TEAM

TISH CUSTANCE
ASSISTANT HUMAN RESOURCES MANAGER



Over the last month, we have experienced some unprecedented developments which have certainly taken some getting used to with regards to managing our health and well-being during the COVID-19 situation. We encourage all staff to consider use of the EAP, which is still available via phone appointments, if you or a family member is feeling anxious or concerned.

Although this is an uncertain time, there are many positive outcomes and progress being made; CLO is now using an online learning platform, Moodle. We have had online learning available through SharePoint, however, Moodle has allowed us to offer you more opportunities for learning in a more engaging platform. We are excited as this platform has allowed for greater accessibility to CLO's online learning, including being accessible for staff at Tenancy Sites. We have also increased what is available online in response to new developments in social distancing. This is an exciting time and a time for innovation and technology and we are continuing to explore more innovative and virtual training options.

Please keep a look out for an email advising you of your new Moodle account, which will grant you access to our online learning platform.

IT TIP- SPAM EMAILS



We have been experiencing increased levels of SPAM email being distributed to CLO email accounts.

Some emails have been impersonating members of the CLO team.

Going forward it is very important that all staff are aware, and take a proactive approach to email security.

It is **very important** that you **check the origin email address**, and ask yourself - **is it the email address that you usually receive emails from the person on?**

If you are sent an email and are unsure of the content or think that it is an unusual request, or the origin email appears suspicious, **ensure that you contact the sender via phone or in person if possible**. Ask them if they sent you the email, **never reply if you suspect it may be SPAM email**.

Online security is a serious matter, we please ask that everyone is careful.

Some things to look out for:

1. Does the name of the sender match the email address?
2. Would you expect this kind of request from this person?
3. Are emails normally worded like this from this person?

The IT department have also implemented a visual warning message for external emails that are sent to CLO email accounts. This message is designed to remind the receiver to exercise caution, and think – "Is this email legitimate?"

Example of the visual warning message:

This message was sent from an external address. Please do not respond, click links or open attachments unless you know the content is safe.

HEALTH AND WELLBEING!



JASON WISNIEWSKI
ACTING CLIENT SERVICES COORDINATOR AND
QUALIFIED PERSONAL TRAINER

Tips to get yourself motivated to start your fitness journey or get back on track!

- 1) Set short term and long term goals, choose goals that are S.M.A.R.T, also set mirco goals that are achievable to keep that drive.
- 2) Keep a visual of your goal so you are constantly reminded of it.
- 3) Find at least 3 motivational pictures/quotes you like and keep them saved.
- 4) Follow people/pages that are motivational or share similar interests.
- 5) Set up an reward for achieving micro goals.
- 6) Create a new workout playlist.
- 7) Find a workout buddy.
- 8) Set days/times in your calendar for your workouts.
- 9) Make your goal public.
- 10) Post progress pictures along the way.
- 11) Get started today not Monday.



CRAIG'S BIRTHDAY SURPRISE!

Craig recently celebrated his 50th Birthday in his new home after successfully transitioning to the community in December 2019. A couple of staff attended his home and surprised him with a birthday cake which he was extremely grateful for. They then had lunch at the Watermark Hotel where his cousin also attended to share this time with him. He noted that this was 'the best birthday he has ever had'.



JAMIES LOVE FOR ART!

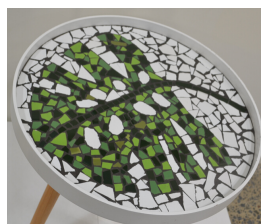
Jamie has been with CLO for several years residing at our Kirra site. Jamie has a big interest in art, he has many beautiful art pieces that he has obtained over the years. Jamie has stated his favourite piece is 'Two heads', "This painting reminds me of my sister and me, growing up we were very close and looked out for each other".

'Two heads' artwork



Jamie's interest for art has inspired him to have his own work, he has been attending art classes for 3 years now, he goes regularly once a week. Jamie loves attending art classes and has said "It's a way I get to express myself". Over the years Jamie has worked hard and developed his skills, this year Jamie was very proud that he was able to submit some of his art pieces into the CLO Art Exhibition, he had a great time at the opening night, seeing all the amazing work and was able to talk about his work to others there and what an amazing job he has done.

We are excited to see what else Jamie will create!



Some artwork Jamie exhibited at the CLO Art Exhibition

