



9 April 2020

To all staff, clients and families

I want to touch base prior to the Easter break and ask everyone 'are you OK?'

The COVID-19 pandemic, while unprecedented in our time, has impacted the globe and posed a threat to public health and safety, this of course has caused, fear, anxiety and trauma for some. The safety measures implemented have been done to keep us safe and 'flatten the curve' of the virus in our country. The impacts of COVID-19 are going to be felt for some time. Globally, we are all committed to curbing the impact of the virus to our vulnerable community members.

At CLO we have been deemed an essential workforce and that has been fortunate when not only is there fear and anxiety about the virus, there is also the impact for many industries economically with the loss of jobs and income. Our foremost thoughts and actions are keeping our front line workers safe and healthy during this time. Our client and staff safety comes first.

Therefore we have developed the COVID-19 action plan to inform all staff of the actions we have taken to ensure your safety. This includes:

1. Working remotely and minimizing foot traffic in the sites and offices (to halt any spread) and the review of the Flexible Work Practices Policy to ensure this can happen smoothly and efficiently while also providing the supervision required to meet standards and quality.
2. Encouraging clients to self-isolate for 14 days to minimize the chances of infection, particularly if vulnerable.
3. Increased cleaning and hygiene in the home, including hand washing (and not touching your face).
4. Social distancing.
5. The use of Personal Protective Equipment (PPE) where indicated. The lack of access to masks and hand sanitiser has been confusing for some. The national supply is limited and the PPE stock is being triaged to the front line responders who are working with diagnosed cases of COVID-19. We are following the advice of SafeWork SA where face masks are not indicated unless you are working with COVID-19 and while hand sanitiser is desirable it is not essential to good handwashing. That is not to say our teams do not continue daily to access these supplies through suppliers and additional suppliers and back orders. Lyn and our Operations team will give updates as they come out.
6. Another area we can support is access to food shopping, if this is proving difficult in your sites please let us know, as we are monitoring the situation carefully. There are now mechanisms for NDIS participants to access on-line shopping and delivery, with dedicated shopping times at most supermarkets. As stricter measures are implemented and if this is not working for you, do let us know and we will support alternate mechanisms. We will be able to support getting supplies to your site.

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We have also provided the opportunity for feedback regarding our CLO response and what we can do to support you via a recent pulse check, so far we have over 330 responses; thank you for taking the time to do that.

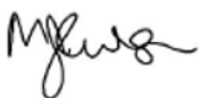
1. We have provided an additional safety committee meeting in April to discuss the COVID-19 plan and the actions and controls in place.
2. We have provided an open forum for the ERAC in April to discuss any questions in regards to COVID-19. Please, if you have questions, are feeling isolated or worried, do contact, via telephone and connect with us. We are all in this together at CLO and in our wider communities.
3. We have increased our resources in rostering and recruitment to stay on top of our rostering and workforce needs to ensure we manage your work/life balance and to support those staff that need time with their families or loved ones during COVID-19. Our recruitment platforms have been reviewed and are able to operate remotely and ensure the continued flow of new staff into the business to alleviate pressures at the frontline.
4. Our training team have been dedicated to building on-line training platforms to continue inductions and essential trainings. We have recently introduced the on-line infection control refresher.
5. We are quickly mobilizing our different on-line forums for meetings, while some non-essential meetings remain on hold we are carrying out essential meetings through the new Go to Meetings or Teams on SharePoint.
6. We have increased our on call resources to support regions locally.
7. Our HR team continue to send out weekly wellbeing tips for staying well during COVID-19 or if self-isolating. So continue to eat well, exercise, get some fresh air and stay connected.

We continue to attend government forums and forge ways of responding at this time to ensure our client and staff safety while managing business continuity at this challenging time. The amount of information coming in about COVID-19 is, to say the least, overwhelming. We are filtering from key sources of information from the World Health Organisation, state and federal government and SafeWork to ensure we have the information that you need to keep safe and keep working. While we continue to respond to government to ensure we stay safe, we also look to providing hope and supporting our communities to recover and once again thrive.

I can only say that my 14 days in isolation showed me the generosity of people out there, with offers from people to bring me groceries, a coffee delivered, books to read - so now I'm out it's my turn to pay it forward, if there is anything you need at this time let us know.

Lastly, I want to say have a safe Easter break, stay safe, stay hopeful, stay connected. Here at CLO we have always been resilient, we cope well with change and crisis, we always rally, and I know we are as prepared as we can be to get through the COVID-19 responding. I thank you all for responding as quickly as you did, this has been an amazing response to a challenging environment.

Kind regards

A handwritten signature in black ink, appearing to read 'Mel Kubisa', written in a cursive style.

Mel Kubisa
CEO