



CONNECT

Community Living Options Monthly Newsletter

Issue 7, July 2020



FROM OUR CEO MEL KUBISA

Hi everyone,

This month I would like to celebrate the hard work all employees have undertaken to achieve success in our NDIS audit and accreditation process. We ended up with a very positive result overall and two new categories of registration for our NDIS business: Early Childhood Supports and Community Nursing Care. A very busy time indeed, but the hard work has paid off. I personally would like to thank the senior team, Sharon, John, Tiff, Sue and Sarah for their continued support, I couldn't have done the audit without you. I also want to again wish Lyn Morris the very best in her retirement. I know many of you saw the email I sent to the organisation in June announcing her retirement from CLO after 25 years. I had the pleasure of working with Lyn for 20 of those years and I thank Lyn for being there through the achievements and the challenges, I will miss you greatly Lyn.

Our Strategic Plan for 2020-2022 has now been finalised for the next two years. We do want to enter a period of consolidation after the last two years of business transformation and transition to the NDIS, while achieving phenomenal growth. It is now time to take a deep breath and focus on consolidating that greatness! To do this we are focusing on redesign, technology, quality and 'creating great opportunities and a great life'. Here is a snap shot of the vision, mission and values established through our consultation process and focus groups. These encapsulate what is most meaningful to our participants and staff. So thank you, your input has been greatly appreciated.

OUR VISION

All people experience great opportunities and a great life.

OUR MISSION

Supporting your dreams, choices and individuality.

OUR VALUES



Rights



Integrity



Relationships



Safety



Quality



Innovation

UPCOMING EVENTS

National Pyjama Day

Jump into your favourite PJ's and help raise vital funds for children in foster care. Together, we can support little kids with BIG dreams!

Where: Anywhere you like! Your home, your regional office.

When: Friday 17th July 2020.

Our aim: To support this great cause! Please come to work or get dressed up in your favourite PJ's at home and make a gold coin donation to show your support for children living in foster care.

Donations can either be made in cash on the day or at <https://the-pyjama-foundation.giveeasy.org/campaigns/clo-pyjama-day-2020/>

Prizes: We are also going to run a competition on the day for the best photos in your PJ's from each region! Snap your best photo and send it through to your CSC to be in the draw to win a prize.





FROM OUR ACTING SENIOR MANAGER OF OPERATIONS

SHARON PARTINGTON

Hi everyone,

In this time of COVID-19 responding which has changed how we do so many things, I thought it would be good to bring our focus back to what is important for us to have in place as essential core requirements to provide quality services. The current climate is one where we have had to be flexible to meet the safety of our participants and our staff. This brings risks if we are not maintaining standards of care in all that we do.

What we have in place to assess and monitor quality to ensure standards at CLO:

- Participant plans are up-to-date and clear. Person centred planning is at the centre of everything we do and clear and robust plans in a remote environment to assist teams with structure.
- Quality standards at site level and regular supervision and support from Client Services Coordinators.
- Complaints management system with supporting systems such as: The key to complaints management is timely and responsive action and immediate safeguarding:
 - The 'We listen form' for family and participant feedback
 - The standards questionnaire to collate feedback
 - The choice and control questionnaire
 - The family survey
 - The complaints policy and newly developed "Issues log"
 - Meeting structures – action-oriented and supporting positive team culture



Systems and processes to monitor standards:

- Rapid Global IIH reporting
- Incident Reporting (CMS)
- Reportable Incident
- Complaints
- Performance Development Plans
- Performance management
- Clinical Risk Assessments
- Training and supervision



During July, please discuss at your team meetings how you contribute to ensuring quality standards. We are all working together to ensure that we are assisting participants to live great lives. We all need to have a zero tolerance approach to any situation that affects your personal safety in the workplace or the safe environment and standards of care for our participants. We very much encourage a reporting culture and value your feedback.



UPDATE FROM OUR CLINICAL TEAM

SUE GOODALL
CLINICAL SERVICES MANAGER

Hello everyone,

We recently held our Clinical Strategic Action Plan workshop which gave us a chance to think about our goals moving forward. The Clinical Team, members of the Clinical Focus Group, Senior Managers and CEO took the opportunity to complete a SWOT analysis (Strengths, Weaknesses, Opportunities and Threat); helping us to clarify areas we are doing well in but also areas for continued improvement and innovation. It was a great opportunity to have members outside the Clinical Team provide their opinions and suggestions; their input was highly valued. This is an exciting opportunity for us to clearly identify where to from now and to continue to build our Clinical Team business. So, thank you again to everyone who participated!



HEALTH AND WELLBEING!



JASON WISNIEWSKI
CLIENT SERVICES COORDINATOR AND
QUALIFIED PERSONAL TRAINER

Lower Back Pain

Lower back pain is very common, so common, in fact, that 80% of adults will experience at least one episode of lower back pain during their lifetime, and 15-30% at any given time.

Most lower back pain is not serious and can be resolved with some simple care. The majority of lower back injuries will get better on their own with no intervention within 4-6 weeks. However, if it's a chronic problem, the muscles will begin to atrophy and weaken, making future back injuries more likely to happen. Physical activity is an important part of that care.

Now it may seem backwards, but resistance training and strengthening exercises can actually help reduce back pain. Research shows that exercise is more effective than the usual care provided by a doctor for lower back pain. However, the point of performing resistance training exercises isn't to bulk up the muscles like a body builder – it is to develop strength, especially back strength.

The muscles in your back help keep the spine moving as it should. If a person has a weak back or weak abdominal muscles, they could be more prone to back pain. Strong, healthy back muscles are also important because they're associated with posture and in some cases, back pain is a result of poor posture.

There are no specific exercises to target back pain however exercise is good for lower back pain - but not all exercises are beneficial. Some exercises can aggravate pain, please see a medical professional for guidance. If pain is more than mild during exercise, a person needs to stop performing that exercise immediately.

Flexion movement 'don't do' exercises

- Sit-ups or any abdominal isolation movement
- Spinal rotation movements, like twists and chopping movements
- Leg press
- Standing calf raises and back squats



Flexions movement 'to do' exercises

- Glute bridges
- Body weight, front or goblet squats
- Any type of chin-up, pull-up, or lat pull-down
- Push-up variations



Extension movement 'don't do' exercises

- Back extensions
- Barbell squats
- Overhead pressing



Extension movement 'to do' exercises

- One-foot squat & row
- Dips
- Low cable bent-over row



CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!



Southern Metro Caroline Buchanan

Caroline commenced with CLO in 2013. Caroline started in the Fleurieu region working at numerous sites and is now currently working in the Southern Metro region. Caroline has proven to have great respect for her participants and her co-workers. She always ensures she has communicated all relevant information through handover before leaving her shift to ensure a great level of support to both the person she is supporting and the staff member. Caroline has been successful in building rapport with her participants and their families. Currently Caroline is working at our Piza site and has supported Sarah to engage in fishing trips, organising special food hampers for donation to another CLO participant and has developed some great tools to support with her goals. At present Caroline is supporting Sarah to work towards her goal to gain her first aid certificate. She is always willing to fill in shifts to provide consistency with staff at site. Caroline is a valued member of her team and demonstrates working within CLO values. Well done Caroline, keep up the great work.

Fleurieu Hayley Thorn

Since commencing with CLO in January 2020, Hayley has been proactive in gaining experience supporting different participants whilst actively seeking feedback and further training to build on existing skills. Hayley has built up a great rapport with many participants through truly person centered support. Evidence of this was seen supporting Malcolm to paint his much loved gardening business trailer as well as supporting him to clean out and organize his garage for all his gardening equipment. In addition, in the short time Hayley has been with CLO, there has been positive feedback received from both participants and family members regarding the support Hayley provides. Well done Hayley.

Metro Casey Tarbard

Casey commenced with CLO in February 2020. Casey came to Metro from the Mental Health Project and has worked with Krystal from the start of the transition shifts in February. Casey has been a core and stable staff member. She has worked very well with Krystal and engaged her in many activities. Casey has also compiled a comprehensive list of observations and learnings of her support with Krystal and has gone above and beyond to get to know more about Krystal in order to improve her support. Casey has also assisted other staff, working alongside mentoring peers to best support Krystal. This approach demonstrates Casey's working to improve the participant experience as well as championing CLO values in the acute health setting. Well done Casey and great work in your short time with CLO.

Mental Health Project Robyn Strickland

Robyn commenced working with CLO in January 2020 in the Mental Health Project. Robyn has been a great mentor to her co-workers and was able to quickly build a great rapport with her current participant at the Whitford site. Robyn displays ongoing passion and commitment to those she supports, being naturally passionate and person centred through transitions to full service. Robyn has always displayed and aligned to the CLO values through her honesty and integrity and is always looking at how she can improve on a day to day basis both through self-reflection and initiation. Robyn is now assisting another participant to transition into her new home and brings along her experience thus far. Robyn is an asset to our team and is valued by those around her.

Graham Cowlan-Poyner

Graham commenced with CLO in December 2018 and was one of the first Mental Health Project staff hired. Graham has been a stable Person Centred Support Worker at the Stevenson Martin service and has built a fantastic rapport with Jeffrey. Through the COVID period, Graham had the opportunity to step into the Key Person role and completed higher duties where his leadership and knowledge of his participant and site allowed the team and all to be supported through this period of uncertainty. Graham has assisted Jeffrey to link into safe bike riding lessons, which has been a long term goal and we are seeing outstanding outcomes. Well done Graham,

WHAT IS DEVELOPMENTAL PROGRAMMING?

Developmental Programming is focused on building the capacity of people with disability; with supports aimed at teaching you the things you need to help maintain and develop daily living skills, and improve quality of life and choice and control. The focus is on supporting you to be as happy and independent as possible.

It can be as simple as developing a daily schedule or a reward program or a full program to teach you how to independently travel on public transport.

We work together with you, and your important people, to come up with new ways to do things, to learn new skills and to provide you the help that you may need. We look at what you can do already and any bits that you may need to learn to help you achieve success.

Developmental programming can include:

- Setting goals and working towards meeting them
- Helping you to be able to learn the skills you need in all of the places you may go
- Understanding how things in the local environment may make things harder or easier
- Looking at behaviours that may be making things unsafe for you or for others, and finding other ways for you to express your feelings
- Helping you to be a part of your local community; the way you want to be, when and how
- Talking about your feelings and helping you develop ways to relax or to share with others when you are feeling worried or sad
- Budgeting for special events or activities
- Helping you decide who you want supporting you
- Teaching independence skills

Who can help you with all these things?

Here at CLO, we have a Clinical Team made up of Allied Health Professionals that can help with all the things we have talked about.

We have:

- Positive Behaviour Support (PBS) Practitioners
- Support Coordinator/s
- A Registered Nurse Position, and
- We also have some new roles starting called Therapy Assistants

We work together with the CLO Operations Team; like the Senior Manager of Operations, Regional Managers, Client Services Coordinators and support workers.

All of these people work together as one big team, with you, to find out what you want in life and to help you reach the goals you have set and to develop the programs and supports you require. We are all here to help!



Sam, Sue and Grace from the Clinical Team

TAX TIME- PAYMENT SUMMARY CHANGES

Please be advised that CLO will no longer issue Payment Summaries to our employees in line with the Australian Taxation Office (ATO) changes to the Single Touch Payroll and reporting processes, therefore your income statements will be available to you through ATO online services via myGov. We are required to have these finalised by the 14th July 2020.



Instructions to access your income statement are available on the ATO Website or you can click on the link below for more information.

<https://www.ato.gov.au/Individuals/Working/Working-as-an-employee/Accessing-your-payment-summary/#Howtoaccessyourincomestatement>

MAHENDRA'S EMPLOYMENT JOURNEY



My name is Mahendra Singh Panwar and I am 40 years old. I migrated from India in 2014. I suffered from an ABI (Stroke) due to Miliary Tuberculosis in 2015, after living in Australia for one and a half years.

Before the ABI, I lived with my wife and young daughter and worked as a bus driver on the Northern link.

I moved to CLO Peterson site in May 2017 after being hospitalised for over one year at Flinders Hospital.

I can't recall anything from Flinders Hospital as I spent many months in the intensive care ward.

Initially, I had to get my food and medication via a tube into my stomach. I was fully dependent on staff for daily living activities and I had to use a walking frame for walking for limited distance. Now, after three inpatient Rehab courses and ongoing outpatient therapy sessions with BISA and with the help of BIRCH, CLO Staff and other health professionals I have improved my physical and cognitive abilities and I can do most things with minimal assistance or independently. I can walk with a stick outside in the community and without any mobility aids at home, I can cook my own meals, I can play games on my laptop and I have set up a tennis table in my kitchen where I challenge staff to compete with me. I am very proud of my achievements.

Currently, I am doing a Certificate III in Record Keeping online with Alfie. Maxima helped me to get into this course and they will help me to find jobs after completing this course. After completing this course, I am hoping to apply for a job with Australia Post.

I am also currently in the process of getting my driver's licence back. Being able to drive a car again is one of my biggest dreams as it would give me more independence and maybe open up more job opportunities in the future.

I would like to continue participating in games like 10 pin bowling and table tennis to improve my physical ability, and to encourage my daughter to participate in games, especially in tennis as I would like to see her playing tennis in future.



CLO EMAIL ADDRESSES

A friendly reminder that all support staff are required to activate their CLO email accounts.

Moving forward, your CLO email account will be used to access training and all communications will be sent to this email account.

If you require any help activating your CLO email account, please submit an IT Help Desk request via SharePoint.



PEOPLE & CULTURE UPDATE

REN THARAKAN
ACTING MANAGER PEOPLE & CULTURE

Hello Everyone & Welcome to the People and Culture Update!

This time let's talk about our Complaints and Feedback Process.

We have fantastic processes and mechanisms in place for all our staff to provide feedback and complaints. The systems we have are to ensure that we are responsive to continuous improvement and maintaining high standards.



Who is your first point of contact?

It's your Coordinators and Manager to address any concerns or issues that are emerging on site/in the office.

What if the complaint/feedback was not resolved or actioned?

If you believe that action or remediation provided is not responsive enough at your local or regional level, know that you have other feedback systems available to ensure we maintain those high standards.

The two systems that underpin and support further follow up of issues and concerns are:

1. Rapid Global - the WHS incident, injury and hazard system:

The Rapid Global data is monitored by the senior management team which includes our CEO and the Safety Committee. This system draws attention to any WHS issues that are currently present or emerging on your worksite, and to ensure you have a safe working environment.

We maintain a zero tolerance approach to any situation that affects your personal safety in the workplace or the safe environment and standards of care for our participants.

2. The Complaints Resolution system:

The Complaints Resolution system can also ensure responsive feedback to issues that are not getting resolved. For more information on this process, refer to Complaints Resolution Policy 10, which is on SharePoint under the CLO Policies tile.

We encourage all staff to use these systems to report issues or concerns. As always we very much encourage a reporting culture and value your feedback.

KRYSTAL'S BAKING



Krystal is currently being supported in the Lyell McEwin hospital with support staff. Krystal loves to bake and cook and staff assisted her to make and decorate some cupcakes. Krystal really enjoyed this activity and the cupcakes tasted great. Well done Krystal, they look fabulous!

KEIREN MAKING THE MOST OUT OF SOCIAL ISOLATION!



Keiren has been very active during COVID. The social isolation has been very hard for Keiren because he is so social, he's greatly missed his Karate Classes, Basketball, Music Groups, Surf Life Saving and all his group activities. However, with support, his great attitude and his keen sense of adventure, Kieren has enjoyed nature walks through Kupto Forest, explored Myponga Reservoir and beach walks around Pt Elliot and The Bluff. He's also been snorkeling at Pt Willunga and enjoyed a few of the Pt Elliot Bakery's 'donut-of-the-month' while sitting at nearby Knights Beach.

LUKE'S 29TH BIRTHDAY CELEBRATIONS!

Luke Green recently celebrated his 29th Birthday, he had a great time celebrating with his family and staff. He managed to spread the festivities over a week and enjoyed making some memorable moments with his family. Luke commissioned a Simpson's drawing of his current staff and squeezed in some favorites in the picture as well! A birthday wish from Xzibit, the host from Pimp my Ride, was definitely a highlight. There was also some Beatles cupcakes, donuts in honor of the Simpsons and Luke's Simpson's face on the birthday cake!



'NOT TOO SHABBYFIELD'

A STORY BY PHILP HUMPHRIES

My name is Philip Humphries and I live at Abbeyfield house. What I love doing is menu planning, each week I work out a dinner plan for a Thursday night meal. We are aiming to make delicious meals and our goal is to keep our meals healthy. I have three recipe books which I use to create the menu plan. I love making desserts and blessing others with a lovely meal. All CLO staff are helpful and they want me to succeed.

My favourite memory is when my brother, Toby, came up with the name 'not too Shabbyfield'. I loved it, ever since I go past home, I call out "not too Shabbyfield!". My brother and I enjoy going out for pub meals every Saturday night when I am at 'Shabbyfield'.

One of my other favourite memories at Abbeyfield is when Janet came over and I was in my room playing a soundtrack album of 'The Greatest Showman', when I was playing the song 'Never Enough', Janet came to my room and we sung it really loud together.

I am very loved and very blessed at my home and always positive and thinking of our previous CSC, Daniel and will hopefully see him again soon.

- The End



GROUP PROGRAM: INTIMACY AND RELATIONSHIPS (NEW DATES)

We are excited to announce that we have booked new dates in for the Intimacy and Relationship group program.

This four week program will talk about different types of relationships, keeping yourself safe and making the right choices for you. This group program is FREE to attend.

Where: CLO Edwardstown Office

Time: 10:30am-12:30pm

Dates:

Thursday 16th July 2020

Tuesday 28th July 2020

Monday 3rd August 2020

Wednesday 19th August 2020

Refreshments will be provided! Please RSVP to Emily at e.lawrence@clo.org.au by the 14th July.

Victor Harbor Office sessions to be confirmed. Please keep an eye out for a flyer coming out soon with details.



RECYCLING AT SERINA'S!



Serina and her team have been working towards less landfill.

They started with a recycling box and bin and have now progressed to a 'green waste' bin, a milk bottle for storing plastic lids and bread tags and a jar for foil.

Did you know that small plastic lids and bread tags need to be collected in a plastic container to put in the recycle bin?

Did you also know all foil can be recycled if it is rolled into a ball the size of your fist?

They now have a very small amount in the general waste bin. The local Council provides free green Biobags that they use for the green waste collection and you can even use them to store fruit and vegetables in to save on plastic bag use.

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Contact us:



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