



# Discover A LIFE YOU LOVE YOUR SUPPORT YOUR WAY

GREAT OPPORTUNITIES - GREAT LIFE



## Inside this handbook:

- 2 Welcome
- 3 Supporting you
- 5 What do I want to achieve?
- 6 My journey map
- 8 How CLO can support you
- 9 Our values and mission
- 10 Your questions answered
- 11 Next steps to support at CLO  
Take action today!

# Welcome

Hi,

Welcome to CLO! We are so excited that you're interested in the person-centred supports we provide.

We made this guide to help you navigate the ins and outs of disability support. This guide acts as a quick referral for you to know the processes behind the services we provide.

Of course, you are unique and the opportunities and life you want are unique too, so this guide is also a workbook, designed to support you in achieving your best life.

**- Team CLO**

**Call (08) 7221 9550 to speak to  
our Service Development Coordinator**



# Supporting you what it's all about

Supporting you is all about giving you the opportunity to live the life of your choice that is tailored to you individually.

That can include:

- > daily activities
- > social and community participation
- > improving life choices
- > living independently
- > learning new skills
- > capacity building

We are a **not-for-profit** organisation, and have been operating for over 35 years.

**“(My life) changed a lot. I’ve got a lot more freedom and I’m not so angry anymore. I’ve changed a lot; I’ve grown up! I love life, I enjoy life, I’ve got a lot more freedom and I’m a lot happier.”**

**- Andrew**





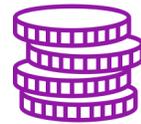
### MY HOME

Manage my house and responsibilities, live on my own or with housemates.



### MY SKILLS

Try new things that I've always wanted to do, set goals for my learning and achieve them.



### MY MONEY

It's my money and funding, so I get to participate and choose how it's spent.



# WHAT DO I WANT TO ACHIEVE?

it's all about me



### MY COMMUNITY

Take part in social events, take up a new hobby, strengthen relationships and make new friends, join in with my community.



### MY INDEPENDENCE

Maintain my independence, learn life skills, make my own decisions.



### MY HEALTH

Be in control of my health and well-being.



## ABOUT ME

My name is...

I like...

## I NEED HELP TO...

- > Cook my meals
- > Visit Mum and Dad

## How to use this path

Use this page to fill out your own journey.

We've added some examples for you to give you some inspiration, but everyone's journey is personal—own yours.



## I ENJOY...

- > Football
- > Ice-cream
- > Sleeping in



## I'M GOOD AT...

- > Knitting
- > Walking my dog

# My journey map

## I WORRY ABOUT...



- > How to budget my money
- > Meeting new people

## MY DREAMS + ASPIRATIONS

- > Holiday in Canada



## THINGS I NEED TO ACHIEVE MY DREAMS



- > Staff to assist
- > Access to transport

## MY ACTION PLAN



# How CLO can support you



## DAY-TO-DAY LIFE

Achieving my daily goals in my home and the community



## DEVELOP SKILLS

Building my skills and learning new ones



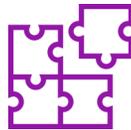
## GOAL-FOCUSED PLAN

Assistance to create a plan about me and my dreams



## JOIN IN

Opportunities for me to join in with my community



## SPECIALIST SUPPORT COORDINATION

Help you to develop links to your community, support services and appropriate housing



## NDIS SUPPORT COORDINATION

Assistance to get the most out of my NDIS plan



## TRAVEL

Support for me to go where I choose, when I choose



## SHIFTING STAGES

Support to change life stages



## ACCESS OTHER SUPPORTS

Access to the therapeutic supports I am interested in

# Our values and mission

**Our vision is that all people experience great opportunities and a great life.**

**Our mission is supporting your dreams, choices and individuality.**

In practice, we place a great value on:

- Rights
- Integrity
- Relationships
- Safety
- Quality
- Innovation

We show respect for all people and we will deliver truly person centred support that acknowledges individual rights, freedom of expression, choice, control and decision making in accordance with our values.

The integrity of our organisation depends upon the collaborative, supportive, open and transparent relationships that we establish and maintain with people with disabilities, their families and supporters, our colleagues and the community.

We treat information confidentially and respect the privacy of all people.

We will provide individualised person centred quality services and supports in a competent and skilled manner demonstrating both care and skill in all that we do.

We place our trust in each other to be professional, honest and to take steps to be responsive to any concerns that impact on the quality and safety of the supports and services we provide.

We act in ways that are safe and lawful.

This is how we fulfill our roles and responsibilities to achieve our Vision and Mission.





# Your questions answered

## **WHO DOES CLO SUPPORT?**

We support people of all ages from across South Australia.

## **WHAT IS THE COST TO ME?**

The **N**ational **D**isability **I**nsurance **S**cheme is a new scheme that is being put in place to provide funding to people who have a permanent and significant disability. If you are eligible, you can apply for funding through this scheme on their website: [ndis.gov.au](http://ndis.gov.au). If you choose, CLO will then work with you to ensure your supports and funding are correct.

If you are not eligible for the NDIS, we can support you too! Simply contact our Service Development Coordinator on (08) 7221 9550 to find out more.

## **WILL I BE ABLE TO CHOOSE MY OWN STAFF AT CLO?**

Yes! You can participate in staff selection to choose who will be a part of your team.

## **HOW DO I TRANSITION BETWEEN SUPPORT PROVIDERS?**

It's your choice to decide on a provider. If you'd like to know more about support at CLO, call our Service Development Coordinator on (08) 7221 9550. They can work with you to make sure your transition to CLO is a smooth one.

## **HOW WILL YOU CONTINUE TO SUPPORT ME AT CLO?**

We will collaborate with you and your team regularly to ensure that we are supporting you to achieve your goals.

# Next steps to support at CLO

Call (08) 7221 9550 to speak to our Service Development Coordinator. They will discuss the following with you:

- > What support you want and when you want that support
- > We will ask you questions about the staff you would like (for example; their age, gender, or interests)
- > Or you can follow the steps on this page to contact us via our website
- > You can also reach us through My Portal (if you are an NDIS participant)

## Take action today

### STEP 1: Visit our website



[clo.org.au/contact](http://clo.org.au/contact)

### STEP 2: Type in your name and details of how you would like to be contacted



First Name

### STEP 3: Tick the box to indicate your interest and click submit

I'd like you to contact me about your disability support services

SUBMIT

**Our Service Development Coordinator will contact you and guide you through the next phase!**



**Community Living Options**  
GREAT OPPORTUNITIES - GREAT LIFE

7221 9550 | [clo.org.au](http://clo.org.au) | [hello@clo.org.au](mailto:hello@clo.org.au)

---

**ADELAIDE**

1020 South Road  
Edwardstown SA  
5039

**FLEURIEU**

13 Newland St  
Victor Harbor SA  
5211