



# CONNECT

Community Living Options Monthly Newsletter

Issue 8, August 2020



## FROM OUR CEO

MEL KUBISA

Hello everyone,

We have some exciting news to share this month! We tendered successfully for the Placement and Support Packages Panel through the Department of Child Protection. This exciting new opportunity to provide support packages for children will be explored and implemented throughout 2020-2022. An exciting adjunct to this is the announcement of the Disability Residential care Provider List, through the department of Child Protection to form an overall framework for children's services within CLO. We are now exploring this tender opportunity. Both provider panels are about innovative strengths based models to support children with disabilities in a therapeutic and culturally safe way, with stable staff and least restrictive frameworks. One of the service principles is for the supports to be delivered in line with the NDIS Practice Standards.

Over July everyone will start seeing our organisational plans that underpin the Strategic Plan appear on SharePoint. I will send out notifications as they are finalised and ready for implementation. The new plans uploaded this week include:

1. The Marketing Plan
2. The IT plan
3. The Business Continuity and Disaster Recovery Plan
4. The Disability Access and Inclusion Plan – here are our key objectives of our plan. This plan is developed from your feedback across the year in our surveys and questionnaires and your 'we listen' feedback. This is a plan that we are very passionate about implementing. This year we have linked the Disability Access and Inclusion Plan to the UN Conventions to continually show that we are dedicated to the Human Rights Framework.

### Disability Access and Inclusion Plan- Key Objectives:

**Objective 1: Human Rights and Safeguarding**

**Objective 2: Inclusion and Access**

**Objective 3: Quality of Life**

**Objective 4: Health and Wellbeing**

**Objective 5: Embracing Culture and Diversity**

I again thank everyone for their hard work and passion that ensures we continue to develop, grow and support our participants to achieve great opportunities and a great life.

## UPCOMING EVENTS

### International Day of the worlds Indigenous Peoples

Celebrate diversity with your CLO friends by joining together for a BBQ. Wear your best bright colours!

Date: 7th August 2020

Where: AA Bailey Recreation Ground, Neville Ave, Clarence Gardens

When: 12:00pm-2:00pm

Questions and RSVP: Sam Warren  
[s.warren@clo.org.au](mailto:s.warren@clo.org.au)

### Hutt Street Centre- Walk a Mile in My Boots!

On Friday the 7th August, CLO will be taking part in the Hutt Street Centre- Walk a Mile in My Boots to raise funds for up to 6,000 South Australians that will experience homelessness this year.

We have created two walks for everyone to participate in, one in Victor Harbor and one in the Adelaide CBD.

Please refer to flyers for more details or contact Brittany on [b.rutherford@clo.org.au](mailto:b.rutherford@clo.org.au) for CBD walk or Bonnie on [b.pullens@clo.org.au](mailto:b.pullens@clo.org.au) for Victor Harbor walk.

**I'M WALKING A  
MILE OR MORE  
this AUGUST 7  
to end homelessness  
YOU CAN TOO!  
Join me!**

# HAVE YOU SEEN OUR COVID SAFE PLAN?



## COVID SAFE PLAN

FOR FURTHER INFORMATION SEE THE [SA HEALTH WEBSITE](#)



### WORK HEALTH & SAFETY

- Cleaning protocols
- Personal protective equipment (PPE)
- Social distancing
- Safety Committee meetings
- Increased hygiene practices
- Work from home procedure and environmental checklists
- Reduced redeployment between sites
- Key person appointed at sites to monitor cleaning/social distancing etc
- Free flu vaccinations
- Germ guards
- Two hourly office cleaning of touch points
- WHS updates from SafeWork SA
- Infection control training refresher

### RESPONDING, CONTAINING AND MANAGING

- CLO COVID-19 Risk Management and Action Plan
- Business Continuity and Disaster Recovery Plan
- Health checklists
- Testing protocols
- COVID-19 App
- Notification procedures in place

### PARTICIPANTS

- Regular communication & updates
- Self isolating procedure
- Risk assessments for accessing community with reduction of restrictions
- Support when/if self isolating (including deliveries to site)
- Easy read information
- Easy read activity packs
- DHS- SA SIL COVID Operational Response Plan
- Department of Health- Management and Operational Plan for People with Disability
- Online Zoom fitness classes for participants

### EMPLOYEES

- Health, wellbeing and resilience updates from HR
- Leave protocols updated
- Email alerts and CLO e-newsletter updates
- 'COVID-19' SharePoint tile for all resources
- Flu vaccination programme
- WFH arrangements (flexible work practices policy)
- Meetings via video conferences (keeping in touch)
- Online Zoom fitness classes for staff

### REMEMBER:



1. Wash your hands



2. Stay home if unwell



3. Know the COVID-19 symptoms and get tested



4. Remember physical distancing

WE ARE COMMITTED TO CONTINUING TO PROVIDE COVID SAFE BUSINESS & SUPPORTS

As we are all aware, restrictions in South Australia have eased but we cannot be complacent. Please remember to wash your hands, stay home if unwell, know the symptoms/get tested and remember physical distancing. Let's not undo all of the good and stop the spread.



## FROM OUR ACTING SENIOR MANAGER OF OPERATIONS

**SHARON PARTINGTON**

Hi everyone,

Over the coming month we are going to focus on site standards and what it means to be living a great life. We want to make sure that we are supporting everyone with maintaining their home to the highest standards at all times. After all, this is part of our core role. This means helping participants keeping their homes and gardens clean and tidy and focusing on capacity building programmes to help build skills.

The Disability Royal Commission focused on Group Homes earlier this year and our project from this for the coming months is what make a group home great (or a home where someone lives by themselves). So think about what makes the service you work at great and start sharing your stories. How do you support participants to keep their homes clean and tidy; how do you support them to access the community and be involved in a variety of events and activities; what programmes do you run to build skills.

Share your stories and photos at your team meetings and we will collate them to showcase what quality supports look like. Together we can achieve amazing things so let's all work together to ensure we are providing quality services by maintaining the highest standards and supporting people to live their best lives.

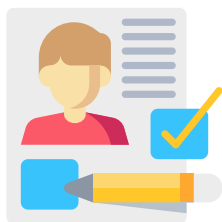
**"Great things are done by a series of small things brought together." - Vincent van Gogh**



## POSITIVE BEHAVIOUR SUPPORT PLANS- UPDATE

**SUE GOODALL**  
CLINICAL SERVICES MANAGER

Recently we asked some CLO support workers to provide us feedback on the behaviour support plans that the Clinical Team develop for participants. We believe it is really important that the plans developed can be followed easily, clearly describe what behaviours are present and how staff are to support their participants in addressing these.



We have taken the feedback on board and there will be a strong focus moving forward on ensuring person centred plans that are workable on the ground. We will be reviewing and redesigning the interim and comprehensive plan templates; including looking at how long they are, how we can ensure we are responsive to changes (particularly at points of crisis or significant changes in behaviour) and any other ways to improve workability.

We will keep you posted!

## CONSUMER FORMS- WE WANT YOUR FEEDBACK!

**We want to hear from you!**

We have listened and we are changing our "Consumer Forums" – starting with the name. This is a group for you, so we want to make sure the name fits. We have recently held three BBQ events where we spoke about what you want the forums to be, what you want to talk about and for everyone to be involved in designing the forums for the future.

If you missed the chance to come along, we still want to hear from you! Please send any feedback to Sam on [s.bartalos@clo.org.au](mailto:s.bartalos@clo.org.au)



## EMPLOYEE REPRESENTATIVE AND ADVISORY COMMITTEE- LOOKING FOR NEW MEMBERS!

The ERAC provides an opportunity for CLO employees to actively participate and be involved in changes and strategic operations within the business and have an advisory voice to the Board.

The ERAC is a great way to become involved with CLO, enhance your career, and improve your workplace well-being. By being actively involved at CLO, you will develop a stronger understanding of business practices and the ways in which CLO operates and communicates with the wider organisation and community.

**Are you interested in becoming a leader at CLO?**

**Are you passionate about representing your colleagues?**

**Would you like to be part of productive committee?**

Are you interested in the following areas of being an employee at CLO:

- Health and Wellbeing
- Organisation Planning and Strategy
- Leadership
- Marketing and Branding
- Organisational Culture
- Ethical Practices

The following positions are currently vacant:

2x Fleurieu PCSW  
2x Mental Health Project PCSW  
1x Southern Metro PCSW  
1x Business Services/Office Staff (eg HR, Rostering, B&F)

**APPLY TODAY!**

Submit your expression of interest to Emily Lawrence via email [e.lawrence@clo.org.au](mailto:e.lawrence@clo.org.au)

**JOIN MEETINGS  
ONLINE OR IN  
PERSON!**



# CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS! ☆

## **Fleurieu**

Michael Overeem

Michael commenced with CLO in June 2017. During this time, Michael has developed and demonstrated outstanding leadership in his role at Saltash. He continues to provide excellent services whilst working from a person centered active support approach. Michael is always willing to provide support to his colleagues and continues to show a desire to learn and grow in his current role. Examples of this involves proactive comprehensive reviews of support plans, risk assessments and providing advocacy for the participants he supports. Michael's prompt follow up on tasks is definitely a contributing factor to him achieving this month's Reward and Recognition. Michael's attitude, willingness to learn and ability to role model active support is infectious within the team and provides a positive work culture. Michael has been able to show high levels of initiative and autonomy in the work that he does which is a reflection of his knowledge he has accrued during his time at CLO. CLO would like to thank you for everything you do and look forward to seeing your ongoing development.

## **Mental Health Project**

Marg Dixon

Marg commenced with CLO in July 2017. Marg has vast experience and knowledge across many sites and regions within the organisation and has been a part of setting up a new site in the Mental Health Project, alongside the CSC. Through the COVID period, Marg had the opportunity to step up into the Key Person role and completed higher duties where her leadership and knowledge contributed to the smooth running of the site's operation. Marg's expertise has assisted in building the staff around her and has helped to establish consistency across her site. Marg has proven her capacity to identify behaviours of concern by implementing positive intervention strategies/developmental tools that have subsequently led to a significant decrease in her participant's behaviours of concern. Along with her strong rapport, Marg displays ongoing passion and commitment to her role as a PCSW through her person-centred active support approach that is centred on the participant's needs, goals and expectations, and has always aligned to CLO values through her honesty and integrity. Marg expresses a driven attitude and a willingness to learn which has led her to commence an Acting CSC coaching plan. Marg is a strong asset to the Mental Health Project and is respected and valued by those around her.

## **Metro**

Fiona Dale and Victoria Williams

Fiona and Victoria both commenced as a PCSW with CLO in June 2019 and have been working with the Ridley service since. They have both always shown leadership within the team by attending to all tasks but especially developmental tasks and opportunities from the beginning. They are the ones to see a problem and work on leading the team to develop a solution to resolve it.

They both show great initiative and plan ahead with tasks that need doing. Their availability to pick up and swap shifts around the participant's needs is super flexible and has made a huge difference to the way the participant has been supported to prevent behavioural escalations.

Fiona's passion for craft and activities has encouraged the whole team to get on board with using these to engage the participant to engage meaningfully and produce some fantastic handmade cards and gifts for family members. She encouraged and organised the team and the participant to produce an artwork for the art exhibition and what resulted was a great experience for both staff and participant. Fiona never sits still and will always find tasks to do in the participant's down time or on active overnights. She recently drafted a support plan for a new CLO participant from some case notes while on an active overnight in order to help out another team in a busy time and it was of excellent standard.

Victoria is a stickler for following plans and creating clear expectations and boundaries, but also has a wonderful knack for modelling and teaching other staff to do the same. She is excellent at redirecting escalating behavioural incidents and this is welcomed by the participant and has reduced her behaviours significantly. She is able to critically analyse behavioural incidents and think about ways to prevent and improve outcomes for these in the future. Victoria is often attending to admin tasks within the team, is proactive and has made useful to-do lists with instructions to make it easier for staff in the team.

## **Southern Metro**

Karmen Power

Karman commenced with CLO in July 2017. During this time she has gained vast knowledge and experience by working not only at our Trowbridge service but having the flexibility to work across sites. She is happy to support CLO by picking shifts up at short notice and getting to know a variety of different participants. Karmen has stepped into a Key Person role and completed duties where her leadership and knowledge contributed to the smooth running of the sites operation during Covid-19.

Karmen has proven her capacity to identify behaviours of concern by implementing positive strategies/developmental tools, which have subsequently led to a significant decrease in behaviours of concern for the person she supports. Karmen's research has led to the upskilling of staff on BPD by sharing the BPD foundation webinars and she also linked in with project air which is an amazing BPD resource and additional training and webinars. These have assisted staff across all of CLO to upskill.

Karmen displays ongoing passion and commitment to her role as a PCSW through her person-centred active support approach that is centred on the participant's needs, goals and expectations, which align to CLO values. Karmen is always looking at ways she can improve on a daily basis both through self-reflection and initiation.



## HEALTH AND WELLBEING!



**JASON WISNIEWSKI**  
SERVICE COORDINATOR AND QUALIFIED  
PERSONAL TRAINER



### Women Lifting Weights

There is a lot of stigma around women lifting weights. Women will often think that running/cardio is for women and weight lifting is for men. Often, concerns about "becoming too bulky" or simply not knowing how to start can put women off from strength training.

#### The facts:

Women generally have 10-30 times less testosterone than most males, they simply will not get overly bulky without the use of performance enhancing drugs. While men might gain weight and size, women would mostly develop muscle definition and strength without necessarily the size aspect of it.

Coming from a male, it's not that easy to gain muscle, it takes a lot of time and discipline with a graduated program. If it really was that easy, there would probably be a lot more muscly people around the place.

#### Benefits:

The benefits of strength training are reduced body fat, muscle definition, decreasing the risk of osteoporosis, reducing risk of injury, burning more calories, improving posture, and enhancing mood. Lifting weights also causes a thermal effect that will force your body to continue to burn calories up to 48 hours later, whereas cardio has almost zero thermal affect.

So the next time you're in the gym don't be afraid to start adding weights into your program. Be sure to get assistance or guidance if you are unsure what to do.

## ZOOM FITNESS CLASSES- UPDATE

We are excited to announce that we have a new Zoom fitness class for team CLO to take part in!



Alex Prokes is joining us to run a core strengthening class on Monday's at 12pm. Alex is a qualified personal trainer and a person centred support worker at CLO.

Please refer to flyer for details on how to join the Zoom fitness classes.

This is a class that CLO offer to Team CLO for FREE as part of our health and wellbeing programme.

If you haven't had the chance to try a class out yet, it's a great opportunity to have a great structured workout in the comfort of your own home!

## IT TOOLBOX TIP



# NOTIFIABLE DATA BREACH

## WHAT YOU NEED TO KNOW

### WHAT IS A NOTIFIABLE DATA BREACH?



A notifiable data breach is defined as unauthorised access, disclosure or loss of an individuals' personal information that is likely to result in "serious harm to any of the individuals effected", under the Privacy Act 1988.

### HOW COULD A DATA BREACH OCCUR?

A notifiable data breach occurs when personal information that CLO could hold, for example, personal information about a participant is lost or subjected to unauthorised access or disclosure.

Examples of this could be:

- A device with a participant's personal information is lost or stolen, or unauthorised access being given.
- A system containing personal information being hacked.
- Personal information is mistakenly given to the wrong person.
- An email being replied to or sent to the incorrect person (internally or externally).



### WHY IS THE NDB SCHEME IMPORTANT?



CLO has an obligation under the NDB scheme to report any notifiable data breach to the Privacy Commissioner and has a responsibility to ensure all data that we hold is safeguarded and managed appropriately.

### WHAT ARE YOUR RESPONSIBILITIES?

It is the responsibility of all CLO employees to be aware of your responsibilities regarding the safeguarding of confidential information that you may access in the course of your duties. Every effort must be made to ensure that information is only shared to the people that the information is required to be shared with, whether this be via email or hard copy documentation.

It is the responsibility of all CLO staff to report any suspected data breach, this should be to your relevant coordinator/manager and the IT department.



### WHAT HAPPENS IF A SUSPECTED BREACH HAPPENS?



If a data breach is suspected an IDEA Investigation report must be completed and recorded in the IT Investigations register. If a data breach is confirmed and not able to be contained, an NDB Investigation report must be completed and submitted to the Privacy Commissioner.

#### POLICIES RELATING TO THE NDB SCHEME:

- IT SECURITY POLICY
- INTERNET AND COMMUNICATION POLICY
- PRIVACY POLICY



## OUR CODE OF CONDUCT

With our new strategic planning phase rolling out as of July, it is a timely reminder to refresh everyone on the CLO Code of Conduct:

- 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.

## THANK YOU, REN!



During the recent COVID pandemic response, Ren's role at CLO as our Service Development Coordinator was substantially impacted from the need to put referrals and new service onboards temporarily on hold.

Ren worked with CLO leaders to remain actively engaged with CLO during this time, providing significant support to the HR team in both Recruitment and People and Culture.

We thank you Ren, for the support you have provided our team through this time, your demonstrated adaptability and continuous positive approach has been greatly appreciated!

## NATIONAL PYJAMA DAY!

On Friday the 17th July, Team CLO jumped into their favourite pair of pyjamas to raise vital funds for children living in foster care. We raised a total of \$764.28, go team!





## JODIE REACHING HER GOALS



Jodie rode horses with RDA when she was younger and lived with her mum. For the last couple of years, Jodie has had a goal to ride a horse. Jodie's staff made enquiries on her behalf with Riding for the Disabled SA but places were limited and Jodie missed out. This year much to her surprise, Jodie was accepted as a rider. COVID-19 stopped RDA for 3 months but Jodie will start again in term 3 on July 27th!

## KELLY VISITING THE ADELAIDE BOTANIC GARDENS



Kelly and staff recently visited the Adelaide Botanical Gardens focusing on the section which grows vegetables and herbs. Staff and Kelly spent time in the Teepee taking in the smells, sights and noises. Kelly said she found this fun, Kelly also used this time to engage safely with others whilst also adhering to social distancing.

## SALLY ENJOYING HER SWIMMING

One of Sally's goals is to go swimming, she enjoys swimming at the Fleurieu Aquatic Centre. Sally's Service Coordinator - Nicole went to visit Sally at her class to see how she was going and shared that she loves it and was having a great time!



## MEET SOME OF THE NEW MEMBERS OF TEAM CLO



### MEET DONNA GREIG!

Donna joined Team CLO in July as our Health, Safety and Wellbeing Partner! Donna joined team CLO with qualifications in WHS, RTW & HR with significant experience within the WHS and RTW sector.

Welcome to Team CLO, Donna!



### MEET ERIN MAHONY!

Erin joined Team CLO in July as one of our Positive Behaviour Practitioners for the Mental Health Project! Erin is a Social Worker who joined team CLO with a multitude of experiences and knowledge including experience working in complex case management, support coordination, developmental care work, employment, disability, homelessness and advocacy.

Welcome to Team CLO, Erin!



### MEET BONNIE MECHAN!

Bonnie joined Team CLO in July as our Recruitment Officer for the Southern Metro and Fleurieu region! Bonnie joined Team CLO with experience and knowledge working in the disability sector and experience working as a NDIS operations consultant and in recruitment and rostering.

Welcome to Team CLO, Bonnie!



### MEET BONNIE KIRK!

Bonnie joined Team CLO in July as our People & Culture Manager! Bonnie joined Team CLO with qualifications in HR & Business Management and experience within the HR and Recruitment industry.

Welcome to Team CLO, Bonnie!

