

CLO CONNECT

Community Living Options Monthly Newsletter

Issue 9, September 2020



FROM OUR CEO

MEL KUBISA

Hi everyone,

I hope you are all staying well and safe as 2020 continues to bring challenges for us all.

An update on our strategic priorities for this first quarter of our new strategic plan, we have now developed and launched our organisational plans underpinning the strategic plan.

These plans include:



Leadership and Workforce Plan



Business Safety Plan



Marketing Plan



Clinical Strategic Action Plan



ICT Plan



Disability Access and Inclusion Plan



NDIS and QSC Change and Quality Improvement Plan

Our strategic priorities for this first quarter are:

- To purchase housing to set up a licenced residential facility for children and start to roll out our framework for working with the Department for Child Protection (DCP).
- Our Operations team continue to focus on quality and standards, rolling out new cleaning charts – focusing on auditing standards at site and person centred planning formats.
- Our Clinical team are focused on a review of the Positive Behaviour Support and Restrictive Practices training for support workers.
- Our HR technology project and roll out plan.
- The roll out of new positions in our new structures: Health, Safety and Wellbeing partner (Welcome Donna), People and Culture Manager (Welcome Bonnie) and the roles we are currently recruiting for: Manager, Quality and Compliance, PBS Team Leader, Senior Manager PBS and Therapy Services.
- Participation in compliance audits with the Quality and Safeguards Commission for activities of daily living supports and restrictive practices. This includes participation in the Commission through an NDS submission with CLO advocating for increased support for risk management and Clinical Governance from the NDIA and Commission which would support better safeguarding.

UPCOMING EVENTS

R U OK? day

September 10th is R U OK? day. 2020 has been a year which has presented a number of challenges to many so it's an important time to talk about support. This year the focus of the day is "there's more to say after R U OK?".

As a team and staff group we can all create a culture where people feel confident asking and answering the important question of R U OK?

To increase your confidence in knowing what to say to someone who is not ok you can gain some great tips from <https://www.ruok.org.au/how-to-ask>

Ask, Listen, Encourage Action, Check in

Trust that gut instinct and act on it. Staying connected to others is more important than ever during 2020.

<https://www.ruok.org.au>



1. Ask



2. Listen



3. Encourage action



4. Check in

OUR QUALITY COMMITTEES

Our quality committees terms of reference have been reviewed and rolled out for 20/21. If you are interested, please get involved in one of our quality committees.

STRATEGIC

Work Health and Safety

Chair: Donna Greig
(Health, Safety and
Wellbeing Partner)
Vice chair:

Business Development and Learning Committee

Chair: Mel Kubisa
(CEO)
Vice chair: Tiff Hodge
(Chief Financial Officer)

Disaster Recovery

Chair: Tiff Hodge
(Chief Financial Officer)
Vice chair: Mel Kubisa
(CEO)

Restrictive Practices Committee

Chair: Mel Kubisa
(CEO)
Vice chair: Sam Warren
(Clinical Team)

Employee Representative and Advisory Committee

Chair: Sarah Johnston
(Senior Manager People &
Culture)
Vice chair: Bonnie Kirk
(Manager, People &
Culture)

OPERATIONAL

Quality and Safeguards Committee

Chair: Sharon Partington
(Acting Senior Manager of
Operations)
Vice chair: Tiff Hodge
(Chief Financial Officer)

Clinical Focus Group

Chair: Grace Wu
(Acting Clinical Services
Manager)
Vice chair: Sam Bartalos
(Clinical Team)

Green Team

Chair: Shannan Raneley
(Administration Coordinator)
Vice chair: Participant
representatives

IT Systems Review

Chair: Tiff Hodge
(Chief Financial Officer)
Vice chair: Jason Pentlow
(IT Manager)

PARTICIPANT COMMITTEES

My Life, My Say

Chair: Sam Bartalos
(Clinical Team)
Vice chair: Lisa Zrim
(Clinical Team)

Human Rights Committee

Chair: Molly Springhall
(Service Coordinator)
Vice chair:

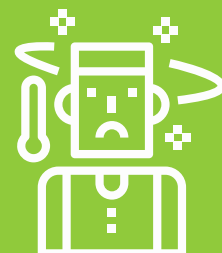
COVID SCREENINGS AT THE CLO OFFICES

A big thank you to everyone for their efforts in complying to our Covid screening processes, and for your feedback.

Some of the feedback indicated a degree of confusion around responsibilities regarding the questionnaire, so we have developed a FAQ sheet which should help clarify this.

It is available on SharePoint and in the offices. It is important to understand this is your declaration of risk – our Reception staff whilst amazing, are not qualified to guide you on what your risk is to others, or what risk you may pose to others.

We would like to thank everyone for their efforts in keeping CLO participants and staff safe.





WHAT WE ASPIRE TO BE

OUR VISION

All people experience great opportunities and a great life.

WHO WE ARE, WHAT WE DO

OUR MISSION

Supporting your dreams, choices and individuality.

2020/2022



WHAT WE LIVE BY

OUR VALUES

RIGHTS



Every person has the right to participate and contribute to society, to be valued and respected within society and to develop self respect and respect for others. The right to choice and control over one's life. We value the things that make each person unique. Everyone should then be supported to be the unique person they are and achieve as much independence as possible at home, at work and in the community.

We expect everyone to be trustworthy, reliable, honest and accountable.



INTEGRITY



RELATIONSHIPS

We acknowledge the strength of families, friends and partners in creating an enriched enjoyable life. We believe in providing great staff to enable a great life for everyone. We believe in creating the best people by supporting value centred leadership practice.

Everyone has the right to feel safe and live free from abuse, neglect and exploitation.



SAFETY

We believe in delivering excellence.



QUALITY



INNOVATION

We believe in new ideas, flexibility, dependability and continuous improvement.



2020/2022

OUR STRATEGIC PRIORITIES

- Delivering excellence to participants and stakeholders
- To lead, serve and inspire
- Driving engagement through People & Culture
- Embracing learning and growth
- Financially informed and sustainable organisation
- Process management, improvement and innovation for delivering excellence

OUR 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.



FROM OUR METRO REGION

LISA FEDER
REGIONAL MANAGER- METRO REGION

The Metro region has seen some great initiatives recently, particularly at Talinga and Nelson sites. Staff have assisted Jered to move to his new home at Talinga and he is really enjoying his new house.

Oliver and Stefan at Nelson have been working with staff to establish new routines including cooking and the use of new sensory equipment in the backyard. This includes a trampoline and additional garden beds with a plan for a sand pit.

It is wonderful to see the creativity of all in engaging with participants to create a meaningful home life filled with positive experiences every day.



POSITIVE BEHAVIOUR SUPPORT AND BEING A STAR IN MY LIFE

NICK KAKOLIRIS
POSITIVE BEHAVIOUR SUPPORT PRACTITIONER

Positive Behaviour Support (PBS) is an evidence-based approach with a primary goal of increasing a person's quality of life and a secondary goal of decreasing the frequency and severity of their behaviours of concern. PBS develops the skills to help them:

- Experience success and personal satisfaction across a variety of settings.
- Develop prosocial ways to communicate their needs.
- Develop skills in daily living that meet potential gaps in being able to engage in meaningful activities.

PBS is to improve a person's quality of life by teaching new skills and implementing antecedent/ environmental based strategies to assist the person to achieve their goals and to ultimately increase positive social and environmental interactions. PBS uses person-centred approach and where appropriate the person receiving support needs to be directly involved with the creation and implementation of a PBS plan. There are various strategies used, ranging from implementing developmental programs, routine planners, recommending community based activities, positive role modelling, task analysis, social stories/ narratives, various assistive technologies and video self-modelling. Please see an example where one of our CLO participants named Dale Lawrence was directly involved with creating a developmental programme.

Dale has recently completed his first music video. He has a passion for creativeness, music and film. This music video incorporated a song written and sung by Katie Perry called "I kissed a girl and I liked it" and one of his original songs where he talks about his emotions and how he wants staff to react when he feels one of his emotions. Dale sung the Katie Perry song and in between each chorus and verse it was paused and that is where he spoke about his emotions and how he wanted staff to react. Dale was involved with the writing, filming and development of the video. He has described the process as him being a star in his own life. Dale will now begin to develop other music videos where he will talk about appropriate interactions with staff and members of the community. Dale, the team at CLO love your enthusiasm and we all agree that you are a star.



CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!

Mental Health Project

Johnny Shrivastava

Johnny commenced with CLO in January 2020 and has shown great leadership qualities during this time. Johnny is a valuable contributor to developmental programming at site; having developed a budgeting program with a participant and leading the roll out of recommendations within a Positive Behaviour Support Plan with other staff at site. Johnny has shown a desire to expand his knowledge, expressing interest in further learning through training and engaging in self-initiated learning. Johnny has been observed to work alongside other staff to build participant ideas around goals and building participant confidence in battling ambulant anxieties. Johnny is enthusiastic in taking a lead role at site and working closely alongside his Service Coordinator to ensure a quality service provision.

Sandy Young

Sandy commenced with CLO in February 2020, and brought with her previous experience and knowledge in management and youth work. Sandy works at the Whitford site and has quickly built a great rapport with the participant. Sandy has successfully managed to complete some very complex and lengthy developmental programming with our participant through ensuring a very person centred approach. Sandy is a great PCSW and is always willing to learn and further develop her skills. Sandy sees the big picture and is always proactive with any required tasks. Sandy has shown high levels of initiative, autonomy and has a proactive/can do attitude of let's get it done - nothing is too hard. Thanks Sandy for your diligence and hard work.

Southern Metro

Angie Athanasakos

Angie is a valued member of our team at Melsetter. Angie's continued contributions have been vital for the participant's growth, working towards goals of becoming more independent which has resulted in the participant successfully living in a tenancy style model. During Angie's time working at Melsetter she has shown great leadership qualities by ensuring an improved standard of support at the site, being a strong contributor to developmental programming ideas and taking the lead with training new staff members to the site. With all of this great work Angie has demonstrated her values in relationships, innovation and integrity. Again thank you Angie for your hard work and ongoing dedication with assisting the participant to achieve her dreams.

Sam Shepherd

Sam came on board with CLO during Covid which was a difficult time for all. He has since become a valued team member at the Kirra Site and has established a great rapport with participants. Sam always provides person centered support. For example, Robert was supported to get a Port Power membership this year and he was very excited about this. Unfortunately most of the games were cancelled due to Covid. Sam actively supported Robert and they managed to attend two recent games together. Sam also recognises the importance of family in Robert's life and supports him regularly to visit or have contact with his children. Sam has also helped Robert with setting up his new tablet so he can practice his speech therapy with some new apps and use video calls to keep in touch with people over this time. Sam is also always willing to pick up extra shifts or be called in/redeployed at short notice. Thank you Sam!

Fleurieu

Sue Slade

Sue joined CLO in October 2018, and brought with her extensive knowledge in Mental Health and person centred support. Sue recently assisted in the planning of a participant's birthday, the participant loves Harry Potter and this added to a very special birthday. Sue is a great mentor to new staff, and advocates strongly for all participants to achieve their goals, in line with CLO's Vision, Mission and Values. During her time at Lamont, Sue has predominantly worked active overnight shifts and uses any down time during this period to implement developmental programs, and research activities that participants can participate in to achieve their goals. Well done Sue!

Metro

Tim Siu

Tim Siu joined CLO in September 2019 and is currently working at Nelson. Tim has shown incredible leadership qualities throughout this time, having recently completed a Bachelors in Social Work. Tim has been a valuable contributor to all facets of supported independent living, from brilliant developmental programming ideas, strong interaction with the participants, and leading the rollout of recommendations PBSP's. Tim has also led the way with training new staff at Nelson site, demonstrating his values in People and Relationships. Tim has volunteered his time to participate in recent Nelson "Working Bees", improving the site standards after recent changes including setting up new sensory equipment for participants. Tim has also taken on the role of Key Person for one of the participants at Nelson site, and is leading the way to ensure a quality service provision is provided. Tim has also worked hard on his communication skills, and is willing to learn from anyone who provides him feedback, encouraging team spirit.

HEALTH AND WELLBEING!



JASON WISNIEWSKI
SERVICE COORDINATOR AND QUALIFIED
PERSONAL TRAINER



Training Methods

To be able to progress and see results in your training, it's important to mix it up and keep your body guessing.

There are many ways to mix up your training.

See below a list of different types of training:

- Straight sets
- Super-sets
- Tri-sets
- Ascending sets
- Descending sets
- Pyramid sets
- Rest-pause training
- Cluster sets
- Drop sets
- Stripping
- Down the rack
- Jump set
- Training to failure
- Negatives
- 2 up 1 down negative
- 21's
- Forced repetitions
- Partial
- Cheating
- Isometric training
- Super slow

Have a quick search on Google to find out the details.

A simple way to mix your training is to increase/decrease reps, weight, or rest periods.

Always remember to go at your own pace.



MENTAL HEALTH- TIPS & TRICKS



BONNIE KIRK
MANAGER- PEOPLE & CULTURE



1. Include some kind of a physical activity in your routine

Choose from the variety of physical activities – e.g. jogging, climbing, cycling and start forming a habit of exercising for at least 30 minutes a day. Not only will you maintain your mental health but you will also get a fit and healthy body!

2. Eat healthily

Try to eat healthy as much as possible. Despite our busy schedules, try to eat a healthy lunch and avoid choosing an unhealthy lunch or dinner option as much as you can. Healthy eating could be the main key to maintaining mental health.

3. Try something new

This is the reason why you should finally take on drawing, cooking exotic recipes or start your own little garden in the yard. Or start doing anything really that you have been wishing to do!

4. Engage with friends

Call that friend that you have forgotten for so long, or call your mum and wish her a good day. Gather your friends or family and cook them a nice dinner or lunch. Call your partner and tell him/her how much you love them more often!

5. Get a Good Night Sleep

In fact, try to go to sleep in the period of 10 to 12pm since that is the period of the day when our body releases somatotropin – a hormone with a very important role in the body that provides the chance for the damaged cells in the body to be replaced with new ones.



WE NEED YOUR FEEDBACK!

Team CLO, Tell us more!

To have your say about working at CLO, please go to the Health and Wellbeing tile on Sharepoint and click on the big "Suggestions" box and you will be taken to the form.

Please note that this is set up so that submissions are anonymous - if you wish to enter your name, you are able to do so - this can help where feedback is required or requested.

We need people who will give us feedback, that's how we improve.



COVID UPDATE



DONNA GREIG
HEALTH, SAFETY AND WELLBEING PARTNER



We are still doing very well here in SA but this does not mean we can be complacent.

One of the biggest areas of concern according to our chief public health officer, Nicole Spurrier is office tearooms and sharing food.

Please remember even in the lunchroom we must:

- Stay 1.5m apart – this includes at the sink and fridge
- Do not share food or utensils
- Wash your hands or use hand sanitiser when entering and leaving lunch room, and regularly throughout the day
- Don't gather around someone's phone or a magazine sharing news/meme/videos

We must not share food this includes:

- No bringing snacks to share for team meetings/training etc
- No bringing in home made goods to share with your colleagues

I realise this is really hard, sharing food is such a wonderful way to socialise, but it poses too much risk at the moment, and if we make these sacrifices now hopefully we will be back to normal sooner rather than later.

Also please remember if you are unwell at all – even mild symptoms please go and get tested, it takes less than 5 minutes and is not painful at all.

Please see lists below of regional walk in clinics and all drive through clinics in SA – you do not need a referral and it is free.

Regional walk in Covid clinics

- Kangaroo island health centre
- Mount Barker district soldiers memorial hospital
- Victor Harbour- southern fleurieu health service

Metropolitan mobile, pop-up and drive-through clinics (no referral or booking required, all ages)

- Adelaide - Victoria Park/Pakapakanthi, access via Wakefield Road (left-hand turn only) (8.00 am to 6.00 pm, 7 days). For cars and motorbikes only (no walk-ins or cyclists).
- Aldinga GP Plus Health Care Centre, Pridham Boulevard (8.00 am to 4.00 pm, 7 days). For cars and motorbikes only (no walk-ins or cyclists).
- Daw Park - Repat Health Precinct, 216 Daws Rd (8.00 am to 4.30 pm, 7 Days). For cars and motorbikes only (no walk-ins or cyclists).
- Northfield - Hampstead Rehabilitation Centre, 207-235 Hampstead Road (8.00 am to 4.30 pm, 7 Days). For cars and motorbikes only (no walk-ins or cyclists).
- Port Adelaide - Harts Mill Car Park, Mundy Street (8.30 am to 4.00 pm, 7 days). SA Pathology mobile testing vans. Capacity is limited.

SUPPORTING LOCAL TALENT



CLO recently purchased a fantastic piece of art from local artist and CLO participant, Jamahl Pollard.

Jamahl is a local artist from Goolwa Beach who started his professional art career in 2009, creating incredible original pieces of art. Jamahl is vision impaired and turned to art as a way of giving people an insight into his world.

In his words "I like to think my work is a way in which to showcase people living with disabilities are capable of creating and achieving great things through effort and pure determination to ensure we are included in the world outside your front door."

CLO purchased Jamahl's original piece 'Planting of the Palms'. A commemorative work depicting the community of the Barossa Valley planting trees of remembrance for those who never made it home after the Great War had ended.

This incredible piece of art has taken pride of place in the reception area of our Edwardstown office. Check out 4Dart.com.au and Hand Crafted Furniture & Picture Frames on Facebook to see more of Jamahl's work!





GO KAREN!

Karen has been presented with a medal for 20 years' service as a volunteer with the Port Elliot CFS. Her community spirit and service has benefited many in the community over the years and she is still going strong. Well done Karen, what an awesome achievement!

CRAIG SUPPORTING HIS FAVOURITE FOOTY TEAM



Craig enjoying his day out at the footy with staff member, Pitamber! Craig had a great day supporting his favourite team, the Adelaide Panthers Football club.

JACOB'S VOLUNTEERING



Jacob has started volunteering for the Edwardstown football club. Jacob spent a lot of time volunteering for the Adelaide Crows last year but unfortunately due to COVID, he was not able to continue with the Crows this season. Jacob went to the Edwardstown football club to have his first night volunteering a few weeks ago and gave a great motivational speech to the players and helped with the training. The club welcomed Jacob with open arms and he feels like part of the team already.

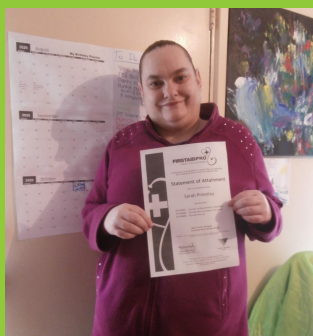
GO PORT POWER!



Robert signed up to be a Port Power member for this first time this year and was super excited as the club is celebrating it's 150th anniversary this year.

Unfortunately most of the games were played without fans this year due to COVID restrictions. Robert was given the choice to have his membership refunded or to keep it and support the club, he chose to keep his membership and support the club. This meant that when the restrictions were lifted he was able to get first priority for game tickets and managed to score tickets to two games! He is very pleased that Port are having a good season and are currently sitting on the top of the ladder!

SARAH SMASHING HER GOALS



Sarah has recently achieved her long term goal of gaining her first aid certificate. Well done Sarah, what an awesome achievement!

MATTHEW AND BIANCA FISHING IN VICTOR HARBOR

