

CLO CONNECT

Community Living Options Monthly Newsletter

Issue 10, October 2020



FROM OUR CEO
MEL KUBISA

Hi everyone,

In September the Royal Commission was focused on restrictive practices, in particular the use of psychotropic medication and the laws that regulate the prescription and use of psychotropic medication as a form of restrictive practice. If any of our families or participants have questions relating to restrictive practices, please attend our Human Rights Committee to discuss your thoughts or concerns. Here at CLO, we are committed to the reduction and elimination of restrictive practices that limit the rights and freedoms of a person, albeit we also recognise the need to safeguard and where restrictive practices have a place. At CLO we have a dedicated restrictive practices committee, reporting, robust policy and training in regards to restrictive practices and regular reviews of any restrictive practices in place.

We are currently tendering to be on the panel of providers for two new services within the Department of Child Protection (DCP):

1. The Supported Independent Living Services Panel
2. The Residential Care: Disability Panel

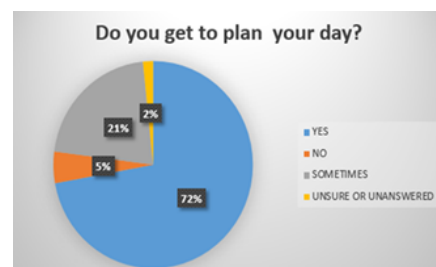
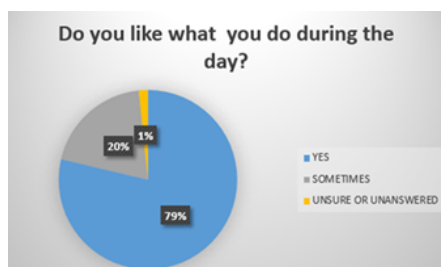
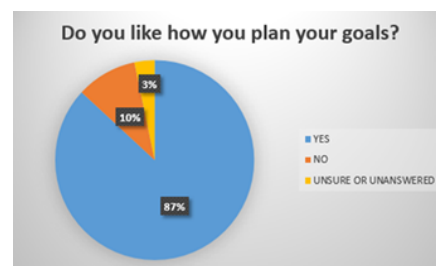
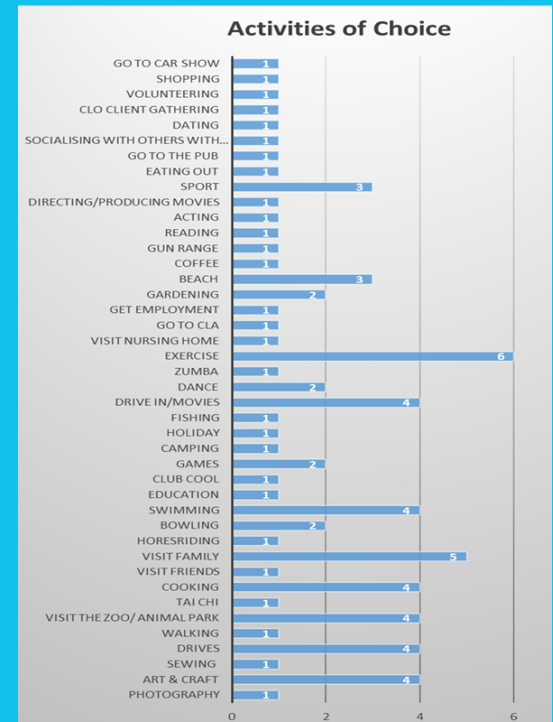
These new and exciting opportunities with the DCP explore home based, therapeutic models that build skills, resilience and capacity for independent living while offering safety and security. We have purchased two new houses to undertake the residential facility licencing process and are now designing a manager of Children's Services role.

We have recently restructured our Clinical Team and I welcome Grace Wu into the Positive Behaviour Support – Team Lead role. Grace is passionate about human rights, person centred positive behaviour support and is an amazing PBS practitioner who will now lead the learning of our new practitioners. Welcome Grace to your new leadership role.

We have a new Manager, Quality and Compliance starting in September who will assist with our Australian Service Excellence Standards accreditation process and the implementation of our new compliance and risk system, welcome Rabecka.

And finally, a quick snapshot of our Choice and Control Questionnaire (2020):

CHOICE AND CONTROL QUESTIONNAIRE SNAPSHOT





AN UPDATE FROM OUR SOUTHERN METRO REGION

KATHY HOLT
REGIONAL MANAGER- SOUTHERN METRO REGION

The Southern Metro region has been busy over the last month. We have had a social club dinner at Fasta Pasta which many people enjoyed and went bowling at Marion Bowland. It has been great to see people getting out and about again whilst still remaining safe with social distancing.

Robert was supported on a holiday to Murray Bridge where he reconnected with some family members he had not seen for many years. He also went on a speed lap around the Bend Motorsport Park, enjoyed a day out at Monarto Zoo where he got up close and personal with the tigers and a day trip on the Captain Proud Paddle boat where he enjoyed some lunch. Robert really enjoyed reconnecting with his cultural heritage.

Sarah achieved her goal of gaining her first aid certificate and another participant has gained her learner driving permit and has started a new part time job.

Our Auricchio site have also been very busy. Luke has been making his own movies and then sharing them with all of his neighbours. Tania had a birthday party where everyone enjoyed shooting some hoops and party food. They have also been getting out to the local park to get some fresh air and exercise, kicking the football around together and they have been coming up with creative ideas to keep busy at home during COVID. One of these ideas was to do some chalk drawing and colouring in on their driveways.

Keep up the great work team!



FROM OUR HUMAN RIGHTS COMMITTEE



MOLLY SPRINGHALL
SERVICE COORDINATOR AND CHAIR OF THE HUMAN
RIGHTS COMMITTEE



The UN Convention Article of this month is Article 5: Being Equal

1. States Parties recognise that all persons are equal before and under the law and are entitled without any discrimination to the equal protection and equal benefit of the law.
2. States Parties shall prohibit all discrimination on the basis of disability and guarantee to persons with disabilities equal and effective legal protection against discrimination on all grounds.

At CLO we uphold this right by having clear guidelines, policies and procedures that we follow. Some of these include;

- Equal Opportunity and Anti-Discrimination #4
- My Legal and Human Rights #20
- Protection of Human Rights and Freedom from Abuse #21

This convention is important for us at CLO because our participants have rights that deserve to be respected at all times and as a provider it is our core role to ensure human rights are valued.

☆ CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!

Fleurieu

Chris Fradley

Chris joined team CLO in April 2015 and has been an invaluable member of the team at Saltash. Chris has always shown a genuine empathetic approach towards the participants he supports. He has organised developmental programs aligned with the passions of the participants including gardening and football matches. Chris has consistently demonstrated choice and control for the participants he supports, enabling them to live the best life possible. Chris is willing to learn, is up to date with all training and will go out his way to help others to achieve their goals. Chris' friendly nature and sense of humour has enabled him to be successful within the team and always brightens the day of his colleagues and participants.

The Fleurieu team would like to recognise Chris for 5 years of commitment to working with CLO and delivering true person centred active support throughout his career. Well done Chris!

Mental Health Project

Rosario (Ross) Forgione

Ross is a hardworking team member at the Brook 1 site. He has always shown that he is willing to extend his knowledge and learn, even admitting when he has made mistakes, requesting feedback and support to ensure these mistakes are not replicated in the future. Ross has shown a high level of critical thinking and person centred support when developing a number of programs for his participant, most notably using photos of the participant within his developed program, demonstrating further role modelling and example to that individual. These were also completed well before due dates, and at an above-expected standard. Ross was also requested to change site at short notice, and he did this without any complaints or concerns, showing his dedication, flexibility and commitment to not only his role, but CLO in general, being able to mould his skills and demonstrate support for a number of unique participants. The way Ross went about this showed a fantastic display of CLO's Value of Innovation.

Stephen Styles

Stephen commenced with CLO in November 2019. From the moment that Stephen arrived at the Union 2 site, it was evident that we were in the presence of an individual that has great respect for his participant and his co-workers. Stephen ensures his punctuality is a priority on site and will not leave until all the information is communicated through handover. He has been successful in building a solid rapport with his participant and their family in a very short time. Although Stephen's participant is known to be sceptical of new staff, this has not limited Stephen's ability to encourage his participant to engage in all ADL's and community inclusion successfully. He is always well spoken and professional and he has shown a willingness to learn, while providing useful input towards developmental programs and towards staff operational issues. Union 2 is honoured to have him and his efforts are appreciated by all.

NEW PEOPLE AND CULTURE SYSTEM- PEOPLESTREME

PeopleStreme HR Software is a complete suite of modular Human Resource Information Systems (HRIS). CLO will be introducing;

- Recruitment – Live Now
- Onboarding – Live in October
- Performance – Live in November

What does this mean?

- New staff will be on boarded via the recruitment/on boarding modules
- As of November, your PDP will be online, via performance

CLO P&C will send further updates to ensure you are all comfortable with what & how to use the system.



REBECCA'S NEW HOUSEMATE

After living on her own for a few months, Rebecca was happy to hear a new housemate may be moving in. Rebecca wanted to meet her potential housemate so organised an afternoon tea. Alana came to the door with a big smile and Rebecca showed Alana and her mum around the house. Rebecca learnt that Alana loved telling jokes, talking and also likes her space and time for herself.

Alana was a little anxious before moving into her new home because she would be leaving home for the first time but was also excited to be moving out of home and making her family proud.

It took Alana a couple of days to get used to her new bedroom, new routines and living with others but she quickly liked the idea of having her own home. After going home for her first weekend stay with family, Alana told her Nanna "I'm ready to go home to my house now" this shocked but also pleased Nanna. Rebecca loves to help Alana with house routines and explaining why things need to be done to help them both. Rebecca has said "We have lived together for a month now and I'm teaching her not to be a lazy bones". Alana has said "I like everything in my house, I get to cook ratatouille".



STACIE'S MICRO ENTERPRISE

Stacie has struggled finding stable employment in her community that is in line with her interests and goals. With exploring different options, Stacie has decided to develop a bath bomb micro enterprise.

Stacie works with her team to build her business that radiates her Aboriginal background, morals and interests. Her bath bombs will include all natural ingredients like essential oils sourced from the Northern Territory, traditional dot painting included in packaging and marketing and relevant information that outlines the benefits of each product. This all promotes Stacie's Aboriginal culture and others wellbeing and self-care.

With support from local businesses, the NDIS and other grants, Stacie will be able use her creativity to give back into the community through making a variety of natural bath bombs for people to purchase off her website and at community events.



This business will begin and continue to develop a range of skills and other personal growth including:

- Social skills
- Financial independence,
- Photography skills by styling website
- Connection to indigenous heritage through sourcing essential oils from the Northern Territory
- Creation of a career and continuous review and development into own business
- Incorporate cooking and tactile skills in the making of the bath bombs
- Increase interpersonal skills, confidence and self esteem
- Potential to expand the offerings in line with Stacie's interests like dream catchers, photography and painting (dot painting)
- Develop a product that promotes wellbeing of self
- Develop ongoing positive routine

Congratulations and well done, Stacie!



CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!

Southern Metro

Auricchio Unit 3

We would like to congratulate and acknowledge the enormous success the team at Auricchio unit 3 have achieved with supporting Tania in creating a happy and safe environment. Having a steady and regular team working towards the same goals has been the magic ingredient. As a team you show Tania respect and always deliver person centered support. You provide and demonstrate quality standard by identifying solutions to any issues. You have supported Tania to maintain her home to a very high standard both inside and outside. Her yard is also an important part of the home and with your support it looks great. She is proud of her home. Tania also has a Rabbit who lives with her and is her best friend. You all provide Tania with all the support she requires to look after her friend (who lives in her home) while ensuring that the standard of cleanliness and hygiene is maintained at a very high level. Thank you for bring your best to work every day!



Metro

Sierra Nevada

The Metro team would like to recognise the ongoing and consistent diligence shown by the Sierra Nevada team in maintaining standards at site. The team strives to create an engaging and personalised home inside and out, ensuring that an excellent standard of living is a key consideration each and every day.

Staff members are quick to ensure that all maintenance is addressed in a timely fashion. The attitude of staff toward the home shows respect and integrity in partnering with Luke and his family, demonstrating care and professionalism towards person centred outcomes. Well done to the team in working together to meet CLO's Vision and Mission.



EMPLOYEE BURNOUT- TIPS & TRICKS



Employee burnout – how to work hard and not burn yourself out!

Who gets burnout?

Anyone who's continually exposed to high levels of stress can experience burnout.

How to prevent burnout?

- Exercise - Not only is exercise good for our physical health, but it can also give us an emotional boost.
- Eat a balanced diet - Eating a healthy diet filled with omega-3 fatty acids can be a natural antidepressant. Adding foods rich in omega-3s like flaxseed oil, walnuts, and fish may help give your mood a boost.
- Practice good sleep habits - Our bodies need time to rest and reset, which is why healthy sleep habits are essential for our well-being.

How can you help someone experiencing burnout?

While you can't take away someone's stress, offering support can help lighten their emotional load.

- Listen - Before jumping into "fixing" mode, offer to listen to your friend or family member's difficulties.
- Validate feelings and concerns - When friends and family members are feeling the effects of burnout, saying it doesn't sound that bad or I'm sure things will get better — while meant to offer reassurance — can feel invalidating if someone is really feeling low and hopeless.
- Offer specific types of help - Individuals who are burnt out are often too tired to think of ways that others can help them. Instead of asking, "How can I help?" offer to drop off a meal, pick up dry cleaning, or do a load of laundry.
- Kind gestures - Sending flowers, a thoughtful text message, or a written card can remind friends and family members that they're not alone.
- Research resources - If friends or family members need additional support, like childcare, a house cleaner, or a psychotherapist, offer to research and crowd source for specific resources to help ease the stress.

Burnout can be avoided by making self-care part of your daily routine. Even if you're working long hours, studying for exams, or taking care of young children, remember to time the time to look yourself. You are the one and only you.

Keep up the amazing work!

LUCY AND ROSEMARY CELEBRATING LIVING TOGETHER FOR TWO YEARS

Lucy and Rosemary recently celebrated the two year anniversary of living in their new home together. Lucy's family came over for a small celebration dinner. Both ladies enjoyed the evening.

Lucy has also recently learnt to knit, and enjoyed showing her family her new skill.



JAIDEN'S NEW TELESCOPE

Jaiden has recently purchased a new telescope and is quite excited about his new instrument, he is enjoying bringing it into the backyard even at midnight to view objects in the sky.

Jaiden expresses his delight each time he sees an object with cheers, claps and smiles. He has been seen at various times calling different planet names, Venus, Mars, Jupiter, which he believed he has spotted while viewing.

The telescope has increased his interest in this field of research as he explores the universe.



THE IMPORTANCE OF DEVELOPMENTAL PROGRAMMING IN POSITIVE BEHAVIOUR SUPPORT PLANS



SAM BARTALOS
CLINICAL TEAM



RENATA SANTOS
SOCIAL WORK
PLACEMENT
STUDENT

The development of a Positive Behaviour Support Plan focuses on ways to improve the participants' quality of life and teach new skills which helps create positive behaviour changes.

Developmental programs are an important part of PBS plan development which can help someone to gain better understanding of something. It can also help someone have valuable tools to enhance their skills and knowledge.

Developmental programming focuses on:

- Upskilling the person and building confidence in using their skills
- Developing new skills and enhance existing skills
- Giving the person more choice and control
- Building the person's independence
- Improving the person's quality of life

Some areas that developmental programming might be used in include:

- Advocacy
- Budgeting
- Communication
- Goal setting
- Health and education management
- Human rights
- Independent living skills
- Mindfulness
- Relationships and sexuality
- Social skills
- Transport training

Some examples of developmental programs that might be used include:

- Task Analysis (breaking tasks down into smaller manageable steps to help the person learn the task)
- Use of different levels of prompting to support the person learning (from least invasive – verbal to most invasive – full physical)
- Social Stories
- Teaching programs
- Visual pictures and charts



GETTING TO KNOW OUR BOARD



KATHY GROAT
BOARD MEMBER

What would people like to know about you?

I was born in Henley Beach and grew up in the western suburbs of Adelaide. After attending local schools, I pursued a career in the Commonwealth Bank for 20 years. Looking for a change of direction, I headed to University to undertake a Bachelor of Commerce and I am currently the Accountant at Mercedes College in Springfield.

I have three adult children, Alicia (26), Alexander (24) and Mitchell (22) who are all working hard to create their futures. I enjoy walks, entertaining, travel and the odd bit of craft.

What are your hopes and dreams?

- To watch my children live their best life
- To live a fulfilling, interesting and healthy life

What is important to you?

- My children's wellbeing
- To keep working towards my goals

What are your favourite things?

- Eating out
- Holidays
- Catching up with friends

Which of the CLO organisation values mean the most to you?

All the values that CLO holds are fundamental to the organisation's make-up and success. However, Integrity and honesty mean the most to me. I believe these values deliver honesty, generosity, courage, and a deep sense of right and wrong that becomes part of our character and guides us through our lives.



MARK REACHING HIS TRUE POTENTIAL

Mark moved from Minda Inc to Victor Harbor a year ago to live in his own Unit supported by CLO. "For a man previously institutionalised his whole life and now at the age of 61 being supported and empowered by staff to cook and clean in his own home is quite astonishing", said his sister recently. It has provided a great sense of achievement, independence, and confidence in doing things Mark believed he couldn't do. To now be knocking out a batch of scones, banana cakes and muffins, lamingtons and zucchini slices (as well as everyday meal preparation) is remarkable" she said, and "a credit to those concerned". "It is also a fine example to everyone about the merits of building capacity in participants to support them reaching their highest potential in the things they want to do. This is how 'working with' not 'working for' participants can bring incredible benefits to them". Mark also accesses his community through the Encounter Centre, attending a men's group, lawn bowls and woodwork sessions each week, and he will soon commence weekly ten-pin bowling games at Noarlunga.

HEALTH AND WELLBEING!



JASON WISNIEWSKI
SERVICE COORDINATOR AND QUALIFIED
PERSONAL TRAINER

How to fix Posterior Pelvic Tilt

A Posterior Pelvic Tilt is where the pelvis is rotated backwards from the ideal neutral position.

Without a natural curve in your lower back, you may be placing your lower back at a higher risk of developing:

- Disc bulges
- Nerve issues
- Muscular strains

People get a pelvic tilt by the following:

- Slouching when standing
- Bending forward
- Sitting for too long

Here are the steps to fixing a pelvic tilt:

- Release tight muscles i.e Massage ball
- Stretches
- Joint Mobility exercises
- Activate muscles
- Strengthening exercises
- Maintain neutral pelvis



Note: The article is in no way medical advice and should not be treated as such, if you are dealing with any medical conditions please refer to advice from a medical professional.

THE NATIONAL DISABILITY STRATEGY CONSUMER FOCUS GROUP

On Tuesday 15th of September 2020, Community Living Options hosted a Participant Focus Group whereby participants; Darren F, Alex H, Stephanie G, Jamie MB, Eddie J, Jacob M, Owen P and David F attended to table and discuss the National Disability Strategy and develop a submission for consideration. The National Disability Strategy is a plan that promotes inclusiveness and accessibility, breaching barriers for people living with a disability, their families and carers, in the community and the purpose is to;

- Establish a high level policy framework to give coherence to, and guide government activity across mainstream and disability-specific areas of public policy.
- Drive improved performance of mainstream services in delivering outcomes for people with disability.
- Give visibility to disability issues and ensure they are included in the development and implementation of all public policy that impacts on people with disability
- Provide national leadership toward greater inclusion of people with disability

The focus group was aimed at discussing ideas and potential solutions on how to make this strategy achievable and how to promote community involvement and participation.

Amazing ideas and suggestions were gathered and a submission will be finalised and submitted to the Department of Social Services, advocating that these be considered and embedded when developing the National Disability Strategy.



UPCOMING EVENTS



Loud Shirt Day

Friday the 23rd October

Time to get LOUD! You're invited to make noise and get loud for kids who are deaf or hard of hearing. It couldn't be easier to show your support, all you need to start is a LOUD shirt.

Wear your loudest shirt to work/at home for the day and donate to help raise funds. To donate please click the link below, there will also be the opportunity to donate at each office on the day.

<https://loud-shirt-day-2020.raisely.com/t/communitylivingoptions>

There will be 1st, 2nd and 3rd prizes for the Loudest shirt for participants – to enter this competition please send your best photos to either Bonnie Pullens or Amy Kidd.

WORK, HEALTH AND SAFETY UPDATE



DONNA GREIG
HEALTH, SAFETY AND WELLBEING PARTNER

A few of our focuses from the 20/21 Business Safety Plan are:

- Ensuring accuracy of our incident reporting data so we can use that information to develop strategies and training that ensures we are targeting our most at risk areas.
- Temperature checking our WHS and injury management organisational culture, how engaged are we in our safety and wellbeing at work.
- Looking at our overall health and wellbeing strategy – with a focus on creating a mentally healthy workplace.

A reminder that it is Safe Work Month next month with the theme this year being:

Work Health and Safety through COVID-19



Your health and safety representative, Susan Morrissey and I have been working together to organise a fun competition for the month, so keep your eye out for further information.

Stay safe everyone!

INTERNAL CAREER OPPORTUNITIES

We currently have multiple opportunities for staff who would like to further their career within CLO!

Some of the vacancies include:

- Clinical Services Team -PBS Practitioner
- Property and Fleet Coordinator
- Fleurieu Service Coordinator
- Manager, Clinical and Therapeutic Services

If you are interested in any of these positions, please visit the 'CLO Job Vacancies' file on SharePoint to find out more!



NEW TEAM MEMBERS & ROLES



MEET TANIA MERCURIO

Tania is our Registered Nurse. She delivers education and training for our frontline staff as well as overseeing participant health care plans to ensure clinical compliance. Tania brings many years of experience working with multidisciplinary teams in hospital settings, where she has led and educated teams. Tania has a vast background in Nursing including paediatrics, mental health, Adult complex care, clinical governance, telehealth, education, chronic disease management, disability, surgical and health management.

Tania is currently studying her post graduate certificate in Nursing Education.

Welcome to Team CLO, Tania!



MEET RABECKA STOKES

Rabecka is our Manager of Quality and Compliance. She leads the organisation's strategic and operational quality management and compliance processes as well as ensuring appropriate planning, coordination and control of continuous improvement processes across the organisation. Rabecka is an astute manager with 22 years of experience in the aged, disability and community services sector. She has a background in nursing, is a quality lead auditor and continuous improvement consultant. She specialises in driving change in service delivery whilst assisting organisations to embed continuous quality improvement processes that support the management and delivery of high quality, person centred supports.

Welcome to Team CLO, Rabecka!



CONGRATULATIONS FIONA

Congratulations Fiona for successfully gaining the Service Coordinator role in the Fleurieu region. After a background in Real Estate administration, Fiona made the decision to change her career path, return to study and joined CLO in June 2011. Since then, Fiona has worked across multiple sites and regions as a PCSW. In addition, Fiona has stepped up as an acting Service Coordinator multiple times in the Fleurieu region. Fiona brings a wealth of knowledge to the role and we look forward to the positive impact she will have on the participants and team in the future.

Congratulations Fiona!

