








Annual Report 2019/2020



Easy English

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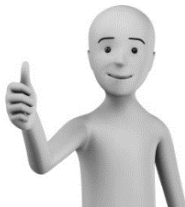
CEO and Chairperson Report



By Mel Kubisa



Thank you for your support



We have achieved some great things



In 2019/2020 we settled into the NDIS



We did a NDIS audit

- We got 100%

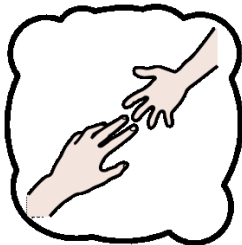


We are now registered for **2** new NDIS groups

- Community Nursing Care
- Early Childhood Supports



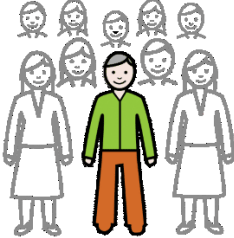
We have **804** staff



We support **145** people



We have **59** supported independent living houses and clusters



We have a 4th region

- The Mental Health Project

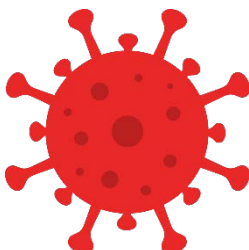


We support the Disability Royal Commission

- We want you to speak up and be heard



The Human Rights Committee support you to take part in the Disability Royal Commission



Staff provided great support through the COVID-19 pandemic

Participants



100% of participants took part in the

My Life, My way goal setting



70 participants have a positive behaviour
support plan



Our clinical team grew



We asked for your feedback through
questionnaires

90%



We got **90%** of the outcomes achieved for our Disability and Inclusion Plan



We are now fully operational under the Quality and Safeguards Commission

- We report any restrictive practices or reportable incidents to them



We have **170** approved restrictive practices



We passed on **66** reportable incidents

Leadership

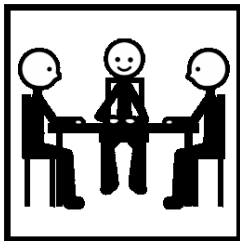


We want to deliver excellence



The board did training on

- The NDIS Practice Standards



We have a new committee called the
Clinical Governance Subcommittee



New staff were hired

- A nurse
- A health, safety and wellbeing manager



- A NDIA administration officer
- A marketing trainee
- A manager of quality and compliance
- A bigger HR team

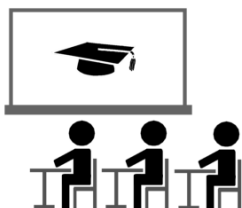


We have a new leadership plan to support staff who would like to further their career at CLO



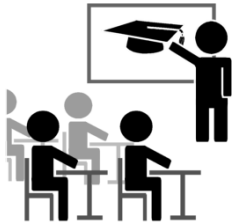
We did a presentation at

- The ASID conference in Adelaide
- The International Association of Positive Behaviour Support



We put together a workforce plan to make sure our staff are trained well

Learning and Growth



We ran over **200** training sessions



Government of South Australia
Department for Child Protection

We were successful in gaining the placement and support packages through the Department of Child Protection

Process management, improvement, and innovation



We achieved **95%** of the things we wanted to do in our Business Safety Plan



We are working on an app for you to use to

- See what staff are supporting you
- Have control over your support

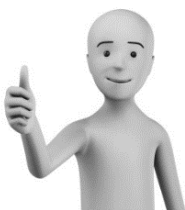


Thank you to the leadership team

- Tiff
- Sarah
- Lisa
- Kathy
- Joumana
- John



Thank you to the board



We are committed to supporting you to have a great life and achieve your dreams

Strategic Plan





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



Our mission is supporting your

- Positive life journey
- Your dreams
- Your choices
- Your individuality

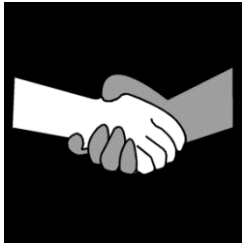


Our values

- Integrity and honesty
- Individuality and independence
- Safety and security
- Dignity and respect
- Rights and inclusion
- People and relationships
- Innovation and quality
- Valuing customer experience and a passion for service



Our code of conduct



- We show respect for all people



- We will deliver supports that suit you and your needs



- We will give you
 - Rights
 - Freedom
 - Choice and control
 - Decision making



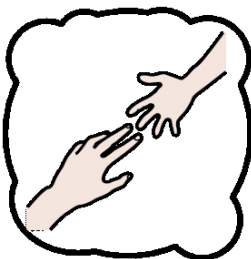
- We want to have strong relationships with
 - You
 - Your family
 - Our staff
 - The community



- We treat information confidentially



- We respect your privacy



- We will provide quality supports



- We expect our staff to be professional and honest



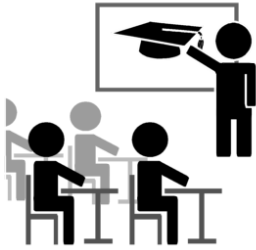
- We act in ways that are safe and lawful

Strategic outcomes highlights



Participants

- **90%** of participants have goals
- **100%** of participants have the My Life, My Way goal setting plans
- **70** participants have positive behaviour support plans
- We did questionnaires to get feedback
- **90%** outcomes met for our Disability Action and Inclusion Plan
- We are now fully operational under the Quality and Safeguards Commission



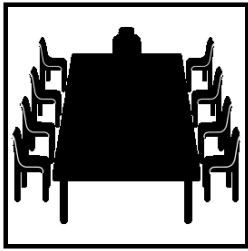
Learning and Growth

- Presented at **2** conferences
- Rolled out a culture masterclass
- **80%** of staff completed the NDIS orientation module
- **65%** of staff have completed the Zero Tolerance: Freedom and Abuse training
- **53%** increase in the workforce
- Student placement plan created
- New staff development coordinator



Internal Business Processes

- Registered for two new NDIS registration groups
 - Community Nursing Care
 - Early Childhood Supports
- Developing app for participants
- **95%** of the Business Safety Plan targets met
- Clinical team grew
- Website was redone
- New program for staff who want to progress in their career
- New HR software being used



Meet the board



Alan Oxenham



Mel Kubisa



Chris Meyer



Mike Bessen



Kathy Groat



Robert Melino

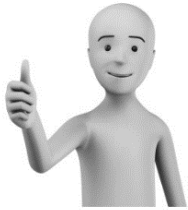


Doug Hicks

Operations Report



By Sharon Partington



It has been another great year



Thank you to staff for supporting participants to
have great opportunities and a great life



We are committed to providing quality person
centred supports



Upholding the rights of people with disability is a
focus



100% of participants have a

- Support plan
- Crisis plan
- Risk assessment



800 developmental programs created



Hosted events for

- Christmas
- Halloween
- Melbourne Cup Day



Social club events

- Picnics
- Swimming
- Art
- Bowling
- Lunch and dinner outings

Human Resources Report



By Sarah Johnston



It was another year of growth for CLO



Our workforce has got bigger



We are now working on putting training online



We have created new roles

- 2 Recruitment Officers
- 2 HR trainees
- 2 Rostering Coordinators
- Support Coordinator
- Registered Nurse
- Manager of Recruitment, Learning and Development

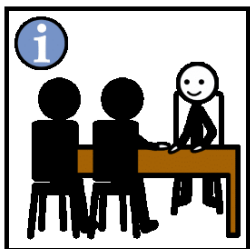


We continued to hire staff who are

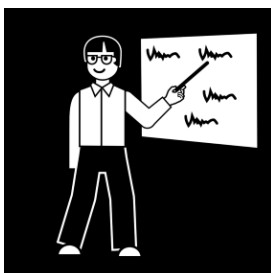
- Person centred
- Match our values



We tried different ways of recruiting staff



We worked on making sure we have a good level
of customer service



We have a new learning and development team



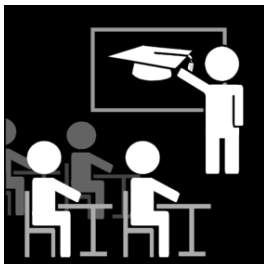
We continued to reward and recognise staff who are doing a good job

10 years +



We had staff that reached 10 years with CLO

- Sharon Partington
- Bronwyn Robinson
- Sam Farrell
- Janet Quintrell
- Cara Furner



We held **290** training sessions

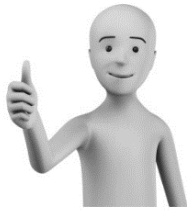


We hired **493** new staff

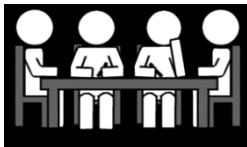
Clinical Services Report



By Grace Wu



It has been a wonderful year

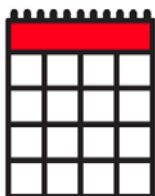


We are working together to make sure all participants

- Achieve their goals
- Improve their quality of life



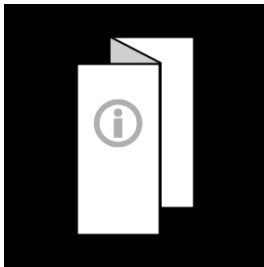
Clinical team grew bigger



Consumer forums held every **3** months



We held our first online consumer forum



We discussed information with participants

- Charter of Rights and Responsibilities
- Update from the Royal Commission
- COVID-19 facts and safety tips
- Coping skills
- How to use NDIS plans
- UN Convention of rights for people with disability



We look for feedback to improve



We want your voice to be heard and support you
in a way you need

What do the Clinical Team do?



- Put together plans to support you best



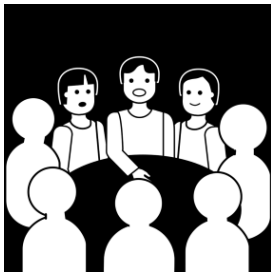
- Do assessments to see what supports you
may need



- Support Coordinators can help you get the
most out of your NDIS plan



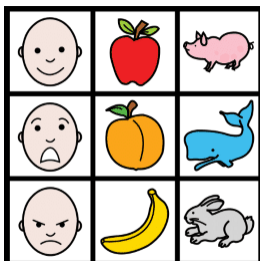
- Make easy English
 - Documents
 - Plans
 - Information



- We help you have your say to the board



- We do questionnaires to get your feedback



- We do developmental programming



- We do training for staff



- We look into restrictive practices to make sure your rights are upheld



What special days did we celebrate?

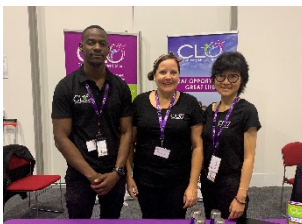
- Borderline Personality Disorder awareness week
- R U OK? Day
- National Mental Health Day
- National Developmental Educators Week



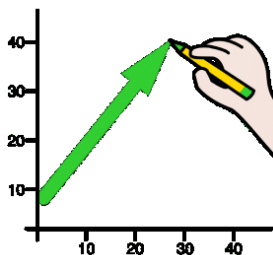
We continue to be leaders in the disability sector



Mel and Sue attended the ASID Conference in
Adelaide



We attended the Big Meet in Adelaide



We want to continue to improve our supports

Financial Report



By Tiff Hodge



Our total **revenue** grew to over **39** million



Surplus at the end of the year was **13%**



Surplus allows us to

- Give you more opportunities
- Put money into accommodation
- Put money into therapy services
- Put money into training staff



Total **expenses** for 2019/2020 was over **34** million



31.4 million was used to pay staff



Pitcher Partners did an **audit** for CLO

- You can have a copy if you would like to see it



Thank you to the Business and Finance team

Definitions



Revenue is money a organisation earns



Surplus is money left over after paying all of the bills and expenses



Expenses is money you need to spend to run an organisation



An **Audit** is a check of financial information

- The check is done by someone that is not in the organisation.

More information



You can call

08 7221 9550



You can visit our website

www.clo.org.au



You can send a email

hello@clo.org.au



You can visit

1020 South Road

Edwardstown, SA 5039

Or

13 Newland Street

Victor Harbor, SA 5211