



CONNECT

Community Living Options Monthly Newsletter

Issue 12, December 2020



FROM OUR CEO

MEL KUBISA
Chief Executive Officer

Hi Everyone,

What a year! I would firstly like to thank all our staff for their fantastic efforts in again mobilising services to provide continuity of supports for our participants. In November, we planned to host our AGM at the Arkaba with a reduction in numbers to ensure we were running a COVID safe event. Due to restrictions put in place on the 18th November, we quickly mobilised our AGM to an online meeting. I would like to say a big thank you to Brittany for the publication of the annual report, Jason and Vivien for their work behind the scenes to make this happen and thank you to everyone who attended online.

Some key highlights from our AGM that I would like to share with everyone:

- We completed our NDIS Standards Audit and demonstrated 100% conformity
- We finished the year with 804 staff, a 53% increase in our workforce over the year
- Our staff provided support for 145 people, living in group homes, clusters and independent tenancies from Kangaroo Island, the Fleurieu, and Southern Metro, Metro regions to Elizabeth
- We were successful in tendering for the Placement and Support Packages (PaSP) Panel through the Department of Child Protection
- Our 2019-2020 year indicated a growth of 45% with a 13% surplus

We would like to acknowledge our partnerships within the sector, for without the collaboration and an interagency approach many of our outcomes are not possible. We continue to work with the Department of Human Services, the Office of the Public Advocate, Community Mental Health, our Community Housing Partners, The National Disability Insurance Scheme (NDIS), the Office of the Chief Psychiatrist and the Quality and Safeguards Commission (QSC). We would like to acknowledge our Disability Royal Commission organisational strategy and our continued support of the Disability Royal Commission to support people to live free from fear, abuse, violence and neglect.

The annual report has been uploaded to the CLO website and printed copies will also be available in the regional offices and placed in site trays. An 'Easy English' version of the report has also been developed and will be placed in all site trays for participants.

I would like to say a big thank you to everyone for their continued support of CLO.

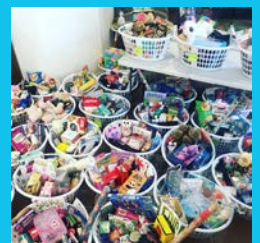
UPCOMING EVENTS

Giving Back this Christmas

This year, we are supporting the Salvation Army by collecting donations for the many families living in the women's & children's crisis support accommodation shelter.



Rabecka Stokes, our Quality and Compliance Manager has been organising Christmas collections for many years to give back to a cause that is close to her heart and has received some fantastic support and donations over the years from local businesses, schools, sporting clubs and community centres. Last year, these donations helped to support 27 families through the festive season.



What are the most wanted items?

- Non-perishable items (such as tins/jars of food, packets of rice, pasta)
- Toiletries
- And of course gifts!

If you would like to make a donation, there is still time!

Please ensure any donations are delivered to the offices by the 7th December.

Drop off points:

Adelaide
1020 South Road,
Edwardstown SA 5039

Fleurieu
13 Newland Street,
Victor Harbor SA 5211

A BIG CONGRATULATIONS TO OUR AGM AWARD WINNERS!

We would like to acknowledge the fantastic contributions our award winners have provided to CLO.

EMPLOYEE OF THE YEAR

Congratulations



Eric Roa

Eric demonstrates passion and commitment in his achievement of the CLO vision, mission and outcomes for the people we support.

Congratulations to our nominees:

- Colleen Hogan
- Julie Stapleton
- Kerrie Tisdale
- Lucy O'Shaughnessy
- Robyn Strickland
- Vanessa Campbell
- Erik Roa
- Dean Simpson

CLO GOLD STAR- PERSON CENTRED SUPPORT WORKER

Congratulations



Marion Dziwak



Dawn O'Brien

Marion and Dawn demonstrated person centred skills in a changing environment, and were able to demonstrate exemplary customer service skills in their work.

Congratulations to our nominees:

- Shane Wilding
- Robert Overeem
- Helena Hyde
- James Kizhakkeveettil
- Vanessa Campbell
- Nisa Mulholland
- Casey Tarbard
- Karen Fitzgerald
- Marion Dziwak
- Alyssa Campbell
- Dawn O'Brien

CLO GOLD STAR- TEAM OF THE YEAR

☆ Congratulations ☆

**Mental Health- Vitana
Fleurieu- Cudmore 1B
South Metro- Tweed
Metro- Hume 14**

These teams have achieved excellent outcomes for the person/people they support and have displayed high levels of problem solving.

Congratulations to our nominees:

- 57 Kirra (South Metro)
- Vitana (Mental Health)
- Cudmore 1B (Fleurieu)
- Rollinson (Metro)
- Tweed (South Metro)
- Hume 14 (Metro)
- Auricchio 7 (South Metro)
- Auricchio 6 (South Metro)

CLO RISING STAR OF THE YEAR- PROFESSIONAL DEVELOPMENT AWARD

Congratulations



Nick Kakoliris

Nick demonstrated initiative and outstanding effort in his professional development.

Congratulations to our nominees:

- Michael Overeem
- Bonnie Pullens
- Robert Overeem
- Steve Lowe
- James Kizhakkeveettil
- Nick Kakoliris
- Karen Farrell

INNOVATION EXCELLENCE AWARD

Congratulations



Sam Farrell

Sam has demonstrated creativity that aligns with the Vision, Mission and Values of CLO.

Congratulations to our nominees:

- Emily Rismond
- Vanessa Campbell
- Sam Farrell
- Jason Wisniewski
- Brittany Rutherford
- Lauren Hawkins
- Colleen Hogan
- Dawn O'Brien

OUTSTANDING ACHIEVEMENT- DELIVERING EXCELLENCE AWARD

Congratulations



Vanessa Campbell

Vanessa is a fantastic advocate for people living with a disability and encourages the wider community to develop more understanding about disability.

Congratulations to our nominees:

- Jay Skeldon
- Joumana El-Merhibi
- Vanessa Campbell
- Katrina Jones
- Sharon White
- Dawn O'Brien

A BIG CONGRATULATIONS TO OUR AGM AWARD WINNERS!

CLO VALUES CHAMPION

Congratulations



Birat Ghimire

Birat has consistently displayed core values in his achievements and demonstrated an impact for the people we support. His team work is exemplary and he is a leader of positive culture.

Congratulations to our nominees:

- Manish Kumar
- Angela Britton
- Sam Bowker
- Birat Ghimire
- Alana Atkinson
- Dawn O'Brien

CLO CUSTOMER EXPERIENCE CHAMPION AWARD

Congratulations



Jason Wisniewski

Jason has demonstrated an impact in customer engagement and leadership of excellence in customer experience.

Congratulations to our nominees:

- Mim Spagnolo
- Angela Britton
- Scott Murphy
- Jason Wisniewski
- Christine Mills
- Sue Slade
- Dawn O'Brien

★ STUDENTS ★

Congratulations on the completion of your placement



Rachel McKenna

Rachel completed her placement as a Social Work student (500 hours) from March to July 2020 under supervision of Grace from the Clinical Team.

Rachel has done an amazing job during her placement at CLO, participating in various tasks under guidance and discussion provided by Clinical Team Members.

Demonstrating effective communication and capacities in building positive rapport with participants, Rachel has provided person-centered support to participants to improve their quality of life and continuous improvement of the CLO Clinical Team.

LEADERSHIP AWARD

Congratulations



Joumana El-Merhibi

Joumana has displayed excellent leadership throughout the year and has positively impacted and has supported development and understanding, enhancing CLO as a whole.

Congratulations to our nominees:

- John Ainsworth
- Joumana El-Merhibi
- Kathy Holt
- Shannan Raneley
- Sharon Partington

Congratulations to our award winners and thank you to all CLO employees for your fantastic contributions everyday!

NEW TEAM MEMBERS & ROLES



Meet Nicole Gent!

Nicole is our new Childrens Services Manager.



Meet Jodie-Anne Bounty!

Jodie is one of our new Service Coordinators.



Meet Jason Wood!

Jason is our new Property and Fleet Coordinator.



Meet Kylie Snowden!

Kylie is one of our new Service Coordinators.



Meet Birgitta Bishop!

Birgitta is one of our new Service Coordinators.



Meet John Blowes!

John is one of our new Support Coordinators.



Meet Sarpreet Singh!

Sarpreet is one of our new Regional Managers.



Meet Shayne Arakiel-Stone!

Shayne is one of our new Service Coordinators.

Welcome to Team CLO!



Congratulations James Magee!

Big congratulations to James for successfully gaining the part-time

Service Coordinator role in the Fleurieu region!

James joined team CLO in 2013 and has worked across multiple sites and has stepped up into Acting SC roles many times across all regions.

James brings a wealth of knowledge, leadership and management skills to the role having previously lead and managed teams within the child and youth sector for over 12 years.

James places a strong emphasis on our person centred active support service delivery model.

We look forward to the contribution James will continue to make in the future!

AN UPDATE FROM OUR FLEURIEU REGION



JOHN AINSWORTH
Regional Manager- Fleurieu Region

Hi Team,

Over the last month the Fleurieu team have been placing an emphasis on getting 'out and about' and enjoying the beautiful spring weather. Both Kathy Powell and Rodney White enjoyed a cruise down at Goolwa. Bianca Schulze has been enjoying some of the great beaches on the south coast. Both Allan Wilton and Herbert Piepkorn have been enjoying their outings in Victor Harbor. Sally Carmichael also enjoyed a great day and lunch with her family at their farm and Jodie Scheer is now a member of her local Library.

The team also held a Halloween social club event for the Fleurieu participants which was well attended and enjoyed by all.



Our great support team have also been getting into spring cleaning mode with our participants. Some of the standards currently in place are providing such a great homely environment for our participants.



Keep up the great work everyone!

ALLAN AND ALEX BAKING UP A STORM



Allan and Alex baking a delicious chocolate cake!

COVID-19 HEALTH & WELLBEING



DONNA GREIG
Health, Safety and Wellbeing Partner

Well what a roller coaster November has been team CLO.

No surprises that COVID is our focus for the WHS space this newsletter.

Although restrictions have eased, please remember to stay vigilant to keep everyone COVID safe.

- If you have even the mildest symptoms – stay home, get tested, advise your supervisor and follow the recommendation from SA health.
- Practice good hygiene – wash hands or use hand sanitiser
- Practice social distancing
- Wear a mask

Remember it is as important to take care of your mental health as it is your physical health!

Some great resources:

Smiling Mind

<https://www.smilingmind.com.au/>

Smiling mind is a free app which has several mindfulness exercises tailored to your needs. They take from 3 to 10 minutes each.



Super Friend

<https://superfriend.com.au/article/wellbeing-check-in-and-action-plan/>

The super friend website is also a good resource – it will help develop a self-care plan which you can print off and keep!



CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!



Metro Justin Reichelt

The Metro team would like to acknowledge Justin Reichelt from the Buffalo team for our November reward and recognition. Justin has been working hard to improve the cleanliness and standard at Buffalo site – taking a lead role in weekly cleaning and active support. The site cleanliness has improved significantly in recent months and although this is a team effort, Justin has led by example in providing active support opportunities. Using the active support strategies of little and often has seen Dale cleaning his house with support and taking more pride in his home.

Justin leads with a positive attitude within his team to assist with growth and change.

Well done Justin!

Fleurieu Lamont Team

The Fleurieu region would like to acknowledge the Lamont team for November's reward and recognition. Our focus on site standards and homely environments has seen some fantastic results over the last two months. The whole team at Lamont have worked together to ensure the home has a great person centred feel for each of the four participants, Kerry, Josie, Sally and Jodie.

In addition to the great site standards, the team have been busy getting out and about with the participants enjoying the spring weather, and when not out they have been providing great support and engaging activities for the participants.

It is a great to see a large team of 15 working together to provide truly great outcomes and such a homely environment for Kerry, Josie, Sally and Jodie.

Well done everyone!

Southern Metro Auricchio U7

The Southern Metro Region we would like to acknowledge Auricchio unit 7 for November's reward and recognition.

During the past couple of months, CLO as an organisation has been focusing on home standards. The Team at Auricchio 7 always work hard to create a safe and homely environment with Sophie. The team acknowledges the amazing artwork that Sophie has complete by supporting her to display it all around her home. The amazing team at Auricchio 7 have supported Sophie with active support whilst always maintaining a person-centered approach and encouraging her to increase her skills to live independently. Sophie loves living independently and is proud of her home.

Thank you for all of your hard work!

ASES ACHIEVEMENT



RABECKA STOKES
Manager, Quality and Compliance



In November this year, CLO underwent an external quality audit against the Australian Service Excellence Standards (ASES). ASES is an internationally recognised accreditation with a set of standards that recognise the unique characteristics of the community services sector and a quality framework aimed to guide and assist organisations to develop their capacity in striving for continuous improvement in quality service delivery.

After completing the online self-assessment and 4 day site audit, I am delighted to announce that CLO have been recommended for Certificate and Award level accreditation under these standards.

Achieving both levels of accreditation is an outstanding achievement for CLO and the many people we support. Whilst the Certificate level accreditation is highly sought and focuses on sound management systems and processes, the Award level accreditation challenges and inspires beyond the essential elements of the Certificate level and through this creates leading, results-based organisations with a commitment to continuous learning and sustainable improvement.

CLO has been commended for its commitment to good governance, teamwork and its provision of flexible, responsive services and has been acknowledged as being a leading organisation within the sector.

The Australian Service Excellence Standards are a well proven guide to assess and continually improve our organisation's success in quality service provision and will continue to be used as our "road map to excellence".

Let's continue to celebrate and showcase the incredible work that you all do every day and the importance that CLO makes to the lives of those we support.

HALLOWEEN CRAFT AT LAMONT



Josie, Kerry and Sally enjoyed getting involved in some Halloween arts and crafts this year!

Q&A WITH THE CLINICAL TEAM



LORRAINE JONES

Clinical Team- PBS Practitioner & Therapy Assistant



Hello from the Clinical Team!

My name is Lorraine Jones, I am new to the Clinical Team working as both a Therapy Assistant and a Positive Behaviour Practitioner. I have worked for CLO for 4 years and in the sector for over 20 years.

This month, I would like to cover some questions that are commonly asked about the Clinical Team at CLO.

What is the Clinical Team?

The Clinical Team is a team of registered Positive Behaviour Practitioners and Therapy Assistants. The team work closely with implementing providers to develop and support the team to implement positive behaviour supports for our participants.

What is the purpose of positive behaviour supports?

It is an ongoing process of using functional assessment; systemic, educational, environmental, and therapeutic strategies which focused on improving quality of life, reducing and preventing the occurrence of behaviours of concern by teaching new skills.

What do the Clinical Team do?

The Clinical Team work with both CLO participants and external participants that require Positive Behaviour Support Plans. The need for this is assessed by the NDIS at participant's plan review or if any restrictive practices are in place for the participants.

Our practitioners work closely with participants, families, guardians, implementing providers, staff teams and other professionals to ensure and agreed and collaborative approach.

The team also run various CLO events including the 'My Life My Say' forum, as well as other relevant events such as Developmental Educators Celebration week, events celebrating cultural diversity and human rights. However, due to the current COVID -19 restrictions, we are following guidance from SA Health, and are delivering non-face to face supports or via Team App and/or phone call where possible.

What's New?

This month, the Clinical Team have run three 'My Life My Say' forums covering different geographical areas, this is the new name of our previous "Consumer forum", the terms of reference have been updated following feedback from participants. All three of these forums have been run in community settings. In our forums we covered a range of areas from reviewing CLO cultural and diversity policy, discussing the Royal commission into violence, abuse, neglect and exploration or people with a disability to planning social club activities. A big thank you to all participants and support teams that attended.

Unfortunately, due to the sudden COVID-19 lock down here in SA we had to change plans to celebrate Developmental Educators week, which ran 23-27 November. Sam Bartalos (CLO PBS Practitioner) and Renata Santos (CLO Placement Student) worked hard to develop packs that were sent out to the participants, instead of running the event in person. The packs included resources about human rights and an activity around creating a painting relating to which human right is most important to you. We are looking forward to see all of the finished results!



Take care and stay safe!

SA HEALTH DIRECTIVE- WEARING OF MASKS

On the 26th November, SA Health issued a directive specifically for those working with NDIS participants.

This is in line with the approach CLO has taken throughout this cluster regarding wearing of masks and we have ensured there are sufficient supplies of masks at all our sites to accommodate this latest government direction.

Please note this is no longer a recommendation it is an official government direction, which must be adhered to.



PEOPLESTREME PROGRESS!



SARAH JOHNSTON

Senior Manager, People and Culture

Most of you will be really familiar with the roll out of our new HR system, PeopleStreme, which is our exciting new integrated HR system being introduced to streamline our workforce management processes and to ultimately make it easier for every employee at CLO to see and manage their employee journey, collaboratively with their leaders.

Where are we at with the roll out?

The last few months have seen us roll out three modules – Recruitment, Onboarding and Learning and Development.

The next module on the list for roll out is Performance.

We are pleased to see that many of you have commenced using the system and are already getting some of the great benefits of being able to easily access your own employee profile online.

So what's next and how do staff access more information?

We want to hear from you!

We want to know more on your experiences using the system so far and what you would like to see happening next, as such a pulse check will be released in December to ask all of our workforce what further information and support they would like in regards to the system.

Post this, the People and Culture team will be focused on rolling out information and training sessions as well as FAQ resources for all employees that is led by the feedback staff provides us.

We look forward to working with all to ensure this system roll out is a success and delivers on our goal to enhance the employee journey at CLO!

DRESSING SAFELY FOR WORK



Draw strings around hooded tops and scarves can be easily grabbed by a participant posing a choking hazard.

A high neck jumper is a much safer alternative and just as warm.



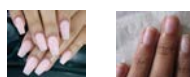
Loose fitting shoes pose a trip/slip hazard when you need to move quickly. Shoes with no grip on the soles also pose a slip/trip hazard. Shoes with no support pose a long-term risk to the health of your feet and joints.

Lace up shoes with good grip and support are the safest option.



Beanie's with a pom pom on the top are also easily grabbed, which may include some of your hair.

A safe alternative for outside wear is a fitted beanie with no pom poms.



Long or artificial nails are a Hazard for both participants and staff. They can be ripped off by participants and participants can be scratched during personal care. They are also a huge infection control risk.

Well-manicured, natural short nails are the safest option.



MOSAIC BIRDBATH ACTIVITY

The Ridley team have been busy creating a mosaic birdbath, ready for summer!

The first step was to buy a birdbath, tiles, glue and grout.

To buy:

- Birdbath
- Tiles
- Glue
- Grout



Next, we glued the tiles to the top of the birdbath in a pattern.

This has been a great example of the active support principle "little and often" and has taken 4 months in total to complete.



We had some gaps in the design so we bought some plates from the local op shop....and had fun smashing them into smaller pieces to fit.

We did this outside safely by putting the tiles in a plastic shopping bag, wearing protective clothing and safety glasses.



When the glue was dry we mixed the grout and started the messy part... filling in the gaps between the tiles with grout.



We wiped the grout off the tiles and left it to dry for a few days. Finally, we cleaned the birdbath, put it in the garden, filled it with water and now we can watch the birds drinking and bathing.



It was a fun and easy craft to learn and we feel proud of our achievement!

The birds are loving it too!

FROM OUR HUMAN RIGHTS COMMITTEE



MOLLY SPINGHALL
Service Coordinator &
Chair of the Human Rights committee

The UN Convention Article of this month is Article 24:
Education



1. States Parties recognise the right of persons with disabilities to education. With a view to realising this right without discrimination and on the basis of equal opportunity, States Parties shall ensure an inclusive education system at all levels and lifelong learning.
2. In realising this right, States Parties shall ensure that:
 - a) Persons with disabilities are not excluded from the general education system on the basis of disability, and that children with disabilities are not excluded from free and compulsory primary education, or from secondary education, on the basis of disability;
 - b) Persons with disabilities can access an inclusive, quality and free primary education and secondary education on an equal basis with others in the communities in which they live;
 - c) Reasonable accommodation of the individual's requirements is provided;
 - d) Persons with disabilities receive the support required, within the general education system, to facilitate their effective education;
 - e) Effective individualized support measures are provided in environments that maximize academic and social development, consistent with the goal of full inclusion.

At CLO we support our participants to set goals and work towards them in all domains of their lives, including education. Our participants have rights and as a provider it is our core role to ensure human rights are valued and respected.

HEALTH & WELLBEING TIP

Flexibility- Why is it important?

Flexibility is important for everyday life, think about any task you do that involves reaching or bending to pick something up. If your muscles aren't used to the pull, tasks like these may seem more complicated. Flexibility is good for aerobic fitness, muscular strength, endurance, releasing any tension and is also good for promoting relaxation.



There are three ways to increase your overall flexibility:

- **Breathwork:** There are many different breathing exercises listed on the internet, here are a few commonly known, Cat-Cow, Forward fold, Chest stretch, Lying twist and seated side to side stretch.
- **Static stretching:** Used on warm muscles-after a warm up. Each exercise should consist of a 15-30 second hold then release.
- **Dynamic stretching:** Is a movement based stretch. Instead of coming up to a position and holding it, dynamic stretches puts the joints through a full range of motion, this is great for a warm up. Some examples of this include arm circles, high knees and leg swings.

Adding strength training can also improve flexibility and mobility!

You should aim for 3 days a week of flexibility training including the 3 types of training listed above. There are numerous benefits to increasing your flexibility, the best part is you are never too old to start.

THE DREW TEAM TAKE ON THE PARNDANA SHOW

Drew participants Phillip, Barb and Elle went to the Parndana Show this month. The weather on Kangaroo Island was beautiful for this annual event, and they all had a wonderful time watching the shearing, riding dodgem cars, looking at all the produce stalls and of course having a snag or two. A fantastic day was had at this community event, funded by the CLO Social Club and supported by members of the dedicated Drew team. Go team!



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