



CONNECT

Community Living Options Monthly Newsletter

Issue 14, February 2021



FROM OUR CEO

MEL KUBISA
CEO



Hi everyone,

Welcome to 2021, let's hope this year brings new hope and possibilities.

A strategic update for our strategic outcomes 2020-2022 second quarter/year 1:

The following second quarter organisational plans have been uploaded to SharePoint. These organisational plans include:

- The CLO Strategic Plan
- The Business Safety plan – that our safety committee continues to monitor and report against.
- The Disability Access and Inclusion Plan – our operations and clinical teams continue to monitor and report. It is important for all employees that you all know about the objectives and goals of this plan. This plan is core to our Human Rights, person centred and active support framework.
- The Leadership and Workforce Plan – our HR and Operations Managers and the new workforce committee continue to lead outcomes.
- The Marketing Plan
- The IT plan
- The Environmental Management plan – continues to be led by our Green Team.
- The Clinical Strategic Action plan – which continues to be led by our Clinical Team with the support of PBS Team Lead, Grace Wu.

Some strategic outcomes from our first six months:

- We were successful for two tenders with the Department of Child Protection.
- We purchased two houses to start our children's services with one opening this week, and the other is currently undergoing works to prepare for licencing. We also secured another Children's Service, and this service opened on the 31st of December.
- We have commenced our Children's Services department, with a dedicated Manager (I hope you all have a chance to meet Nicole when in the office, Nicole is very passionate about delivering person centred children's models). An enormous thanks to the team that supported Nicole to get all this up and running. Including (but not limited to): Sam Farrell, Rabecka Stokes, Mel Rowe and Grace Wu. We have now appointed a team including a Team Leader, Therapy Assistant, PBS Practitioner and a People and Culture Coordinator.
- Our workforce has grown exponentially over the last three years (over 80%) therefore, the new People and Culture structure rolls out to support this growth, with many additional positions and the new 'HR growth and risk plan' to transform our People and Culture Department from January to June. This includes the continued roll out of the PeopleStreme technology to improve efficiencies.
- Our family survey rolled out in December, so please do take the time to participate as we value your feedback immensely.
- Our Board meet in January for a Board planning session to discuss our Governance framework and structure to support our ever-growing organisation. Sharon and Joumana are rolling out the 5th region to support additional infrastructure in our operations area – a huge transformation!
- Our ASES organisational quality audit was successful with 100% compliance.
- Our organisational continuous improvement plan was reviewed in the second quarter and rolled out in January at our Business Learning and Development committee. Therefore, to continue to improve and change, your feedback is essential and very much valued. For this, we have the following mechanisms to gather this feedback and help develop this plan:
 - Our culture survey and pulse checks
 - The online feedback form and suggestion boxes
 - Our complaints resolution policy and processes
 - Our website link
 - Our listen to me forms.

To support our new CLO structure and new positions, we are currently negotiating a new premise in Grenfell St and a new space being built at the back of Edwardstown while maintaining our office in O'Connell St. Therefore, as we welcome new people and space gets harder, please be mindful of sharing our space at the moment.

And of course, February kicks off our corporate social responsibility activity 'The Starlight Super Swim'. I am super excited to be participating in the 32k in 30 days challenge to fundraise for the Starlight Foundation for seriously ill children. The Starlight Super Swim has raised over \$1.1M since 2019 and supported over 28,000 seriously ill children. The swim officially started on the 28th of January, but thanks to your generous donations Team CLO has raised \$705 so far. Thanks for supporting our challenge. Do stay in contact over the month if you are swimming a little bit, a lot, or donating we hope you join in! I'll be swimming somewhere (anywhere really) ocean or pool, I'll keep the updates coming.



Stay safe, Regards Mel.



UPDATE FROM CHILDREN'S SERVICES

NICOLE GENT

Children's Services Manager

Due to an amazing effort from the CLO team, I am excited to say that CLO's first Children's Service started on the 1st of January. Over the next month we plan to open two more residential homes where we will provide 24 hour support which focuses on the young people as individuals and supports their dreams and choices, whilst walking with them to ensure they experience great opportunities and a great life. CLO Children's Services will focus on developing the skills of the young people by ensuring all that we do has purpose and positively impacts their ability to engage successfully with school, community and loved ones.

No doubt that like in the Disability and Mental Health Sector, CLO will lead the way in service delivery and have a positive impact on the delivery of services for young people in Adelaide. If you have considered working with young people, please feel free to contact myself or Fiona Dale, Children's Services Team Leader to discuss.



Meet the team helping to develop Children's Services
Left to Right: Nicole, Sandy, Renata, Fiona and Rabecka



ERGONOMIC WORKSTATION SET UPS

DONNA GREIG

Health, Safety and Wellbeing Partner

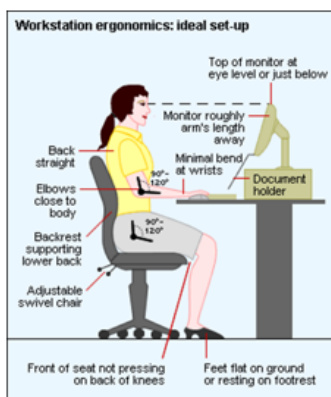
Hi Team CLO,

I hope you all had a great festive season.

This month I would like to focus on good ergonomic workstation set ups. It is often thought of as just an office workers domain, but all of CLO staff need sit at a computer at some stage during their shift, and it is important you take 5 minutes to ensure that you are working on equipment that is in good order and in a manner that is comfortable and safe.

This is a great resource to keep handy, and I encourage everyone to take a minute to set themselves up properly every time they sit down at a computer or to complete paperwork.

If you are sitting for any length of time (and this can include driving) these stretches are a great way to keep your back and neck free from pain and injury.



Stretching



DONATIONS- CHILDREN'S SERVICES

With Children's Services up and running, Fiona Dale our Team Leader of Children's Services is seeking donations of the following to support creativity with the children and young people:

- Magazines – trucks, trains, cars, food and animals
- Craft materials – cardboard, stickers, paintbrushes, paint etc.
- Anything you feel would be useful.

If you have any items that you would like to donate, there will be a plastic tub under Fiona's desk (At Edwardstown- next to the training room and IT) for any donations to be placed in.

Thank you for your support!

THE WORLDS GREATEST SHAVE

On the 12th of March, Sharon Brown (PCSW) is shaving her hair to help raise funds for families battling blood cancer!



Sharon has been growing her hair for a couple of months in preparation for the World's Greatest Shave and on the 12th of March will be shaving it all off! Mark, the participant Sharon supports is shaving her hair as part of the fun.

Mark has had experience with cancer himself, so it is all about raising funds to give back.



Meet Sharon (left) and Mark (right)

Her goal is to raise \$1,000 to help beat blood cancer. If you would like to sponsor Sharon and support this great cause, [CLICK HERE](#).

MEET CLO'S NEW TEAM MEMBERS



Meet Harry Surapaneni

Harry is the new Employee Relations Advisor. Harry brings previous experience and knowledge in HR, including within the community service sector.

Welcome to Team CLO, Harry!



Meet Lauren Cronin

Lauren is our new Team Leader Finance. Lauren brings many years of experience working within finance and leading finance teams. Lauren is a CPA and has a diverse range of finance experience and holds many financial qualifications.

Welcome to Team CLO, Lauren!

GETTING TO KNOW OUR BOARD



CHRIS MEYER
Vice Chair

What would you like people to know about you?

I was born in Switzerland, where I did my schooling and trained as a primary teacher. After a gap year travelling the world, I started working for a global reinsurance company. In 1996 I was sent to their office in Melbourne for a year, where I met my future wife. After a stint back in Switzerland, we moved permanently to Australia. After a year bumming around Melbourne and Cummins, we settled in Mansfield Victoria and ran a café there for four years. I decided to go to University so we moved to Adelaide, where I obtained my Master in Business Administration. At the same time I started working for Elders Insurance. In 2012 Elders Insurance was taken over by QBE and I was made redundant. I then started my career in aged care with Helping Hand. Last year I started my current role with Uniting Communities as Senior Manager Home and Community Aged Care, overseeing all services delivered to older persons in their own homes. I'm married with two adult sons (19 & 22).

What are your hopes and dreams?

I hope to do my roles justice and ensure services are delivered within the Human Rights framework and clients treated with respect. My dream is to one day build a houseboat on the River Murray and travel its length by boat.

What is important to you?

- My family – seeing them happy and fulfil their potential
- My Community – living in a place where people care for each other and look after each other

What are your favourite things?

My Garden, cooking, eating and doing things with my hands – from building a pizza oven and sheds to restoring an old car.

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

They are all equally important, as one without the others is not going to deliver the best outcomes for our clients. It is only when all are present and working in unison that we are achieving the best outcomes.

MESSAGE FROM PEOPLE & CULTURE



LEANNE PHILLIPS
People and Culture
Coordinator



SIMONE WILLIAMS
People and Culture
Coordinator-
Children's Services



MORGAN CUNDY
People and Culture
Coordinator

The People & Culture team have recently welcomed two new People & Culture Coordinators, Morgan Cundy and Simone Williams as well as an Employee Relations Advisor, Harry Surapaneni. Stay tuned as we continue to grow the People & Culture team. An updated introduction to the team will be communicated shortly.

Culture Survey

People and Culture would like to thank everyone for their participation in the recent Culture Survey. Your contribution will provide an understanding of your views on the strengths of CLO and where you think we could improve. This information is invaluable in the planning of important changes and improvements moving forward. We look forward to sharing our insights with you all soon.

EBA

Our EBA has recently been under review and will now be put forward for all Employees to vote for the new Agreement.

Voting will open on 1st February and close on the 10th February 2021. We encourage all employees to participate in the voting process. Please refer to the email communications from Sarah Johnston, as well as the information available on SharePoint on how to vote and review the updated changes.

Confidentiality and Code of Conduct

Thank you to all of you who have already returned your Signed Statement of Confidentiality and Code of Conduct Agreements.

We do appreciate everyone's cooperation and prompt responses. If you are still yet to sign and return these, please do so as soon as possible.

FROM OUR HUMAN RIGHTS COMMITTEE



MOLLY SPINGHALL
Service Coordinator &
Chair of the Human Rights
committee



**United
Nations**

The UN Convention Article of this month is Article 16:
Freedom from exploitation, violence and abuse

1. States Parties shall take all appropriate legislative, administrative, social, educational, and other measures to protect persons with disabilities, both within and outside the home, from all forms of exploitation, violence and abuse.

2. States Parties shall also take all appropriate measures to prevent all forms of exploitation, violence and abuse by:

- ensuring appropriate forms of gender and age sensitive assistance
- support for persons with disabilities and their families and caregivers, including through the provision of information and education on how to avoid,
- recognise and report instances of exploitation, violence and abuse.

3. In order to prevent the occurrence of all forms of exploitation, violence and abuse, States Parties shall ensure that all facilities and programmes designed to serve persons with disabilities are effectively monitored by independent authorities.

GOAL ACHIEVED!

Rodney has recently achieved his goal of getting involved in lawn bowls! With support from his fantastic team, Rodney now plays bowls weekly at his local bowling club and has met some great new friends in the process. Rodney is now looking forward to taking part in the competitions at his local club, way to go Rodney!



WORKING ON KANGAROO ISLAND

This month, we interviewed Jayne Harrison who has temporarily moved to Kangaroo Island to help out the Drew team!

Here is what she had to say:

What was your motivation to temporarily move to Kangaroo Island to help out the Drew team?

The team at Drew are awesome. They really struggle here as there are no staff or agency to call on to cover shifts, so staff do so many hours to make sure the shifts are covered. It's nice to be able to give the team a break. The island life is pretty laid back, no hustle and bustle, no traffic jams, no roundabouts and no traffic lights. I really enjoy my stays here and look forward to coming back each time.



Meet Barb (left) and Jayne (right)

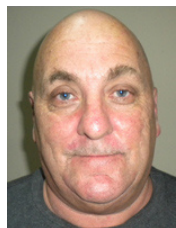
What is your favourite thing about working on KI?

Because I've worked here twice before, it's great catching up with the staff and participants and the friends that I've made. It's always great when you go out into the community with the participants because they are so well known (they were all born here) everyone says hello and or stops for a quick chat. When I'm not at work, I love to drive to different spots on the island to see how the island is recovering from the bushfires, I love the beaches, and going out on my friends fishing boat for a girls day fishing is one of my favourite things to do.

What is one thing you think everyone must see/do when visiting the island?

Only one thing? But there are so many. Ok..I really have to give two things at least. Flinders Chase National Park is a definite must and a "snorkelling with the dolphins tour" from Emu Bay was absolutely amazing.

HAPPY RETIREMENT, DAVID



One of our longest service team members announced his resignation to enter a well-deserved retirement.

David Morris has been with CLO for over 24 years, and was part of the initial expansion from CLO's place of origin in Victor Harbor into metropolitan Adelaide.

There is no doubt David has had a positive impact on the participants he has supported and the colleagues he has worked with. CLO sincerely thank you for your dedication David, and we all wish you a safe and happy retirement.

LOOKING FOR A NEW ROLE IN 2021?

CLO have many opportunities for staff who are wanting to pursue a new role in 2021!

If you are ever interested in a new role within CLO, check out the 'CLO Job Vacancies' file on SharePoint.

- Manager, Clinical and Therapeutic Services

- PCSW (Fleurieu region- PPT positions available)



Current Opportunities

- PCSW (Kangaroo Island)

- HR Admin- Recruitment Administrator

If the current roles are not for you, keep an eye on this tile as it is updated when new opportunities come up.

If you would like to speak to someone about career opportunities within CLO, please contact our Recruitment Team on (08) 7221 9550.

☆ CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!

Southern Metro Tim Lucas

This month the South Metro region would like to recognise Tim Lucas for his ongoing dedication to CLO vision and values. Tim has built a great rapport with Bill and provides person centred support every day. He is consistently supporting Bill to work towards achieving his goals. For the past two years, Tim has supported Bill to research holiday options and provided all the required information to independently go on holiday. He has previously gone to Sydney and on a cruise. Due to COVID, Bill has had to look at holidays closer to home and with Tim's support, he has decided to go to Kangaroo Island. Bill is looking forward to this time away and having new adventures.

Thank you, Tim, for your ongoing support and dedication.

Mental Health Project Weld 1 Team

We would like to recognise the team at Weld 1 who have supported Kirsty with moving to and setting up a new home.

The team have supported Kirsty to reach her goal of moving closer to her family in 2020. Since this move, the team has supported Kirsty to set up a homely environment with lots of photos of family, scented candles, ornaments and relaxation zones. The house is looking fantastic and Kirsty has expressed how comfortable and warm her home feels. The team continue to support Kirsty's choices by encouraging her to have her home set up in the way that she likes; Kirsty even has an exercise area!

The team have a strong focus on implementing PBS strategies and meaningful activities which has helped to support Kirsty's capacity building and stabilisation of mental health. Kirsty has increased her participation in activities of daily living such as gardening, cleaning the floors, maintaining a tidy and hygienic kitchen and doing her washing independently without prompts. Kirsty is also getting out and about in the community more, doing things such as going for drives, going for walks with staff or her mum, and attending her son's graduation.

Congratulations team!

Metro Gilles Team

Over the past couple of months, staff have worked collaboratively with Jess to increase the site standards of her home. Jess has engaged in cleaning alongside staff while they are role modelling active support. Jess has shown increased pride in her home and willingness to try new things as a result of staff support and positivity. Staff are completing a deep clean weekly and encourage Jess to maintain the standard of the home. Jess has complimented staff on the amazing job they have done and how she loves her clean home, including staff picking flowers for around Jess' home.

Well done team in promoting a positive home environment for Jess and demonstrating the values of CLO in experiencing great opportunities and a great life!

Fleurieu Kym Howe

The Fleurieu region would like to congratulate Kym Howe for the excellent example of person centered active support for participant Johnathon with the planning and creation of his garden bed.

Kym supported Johnathon with visits to Bunnings to select new plants, all Johnathon's choice, and then supported Johnathon with weeding and the planting of the new purchases. Johnathon also did his bit to stay COVID safe while making his purchases.

Kym also provided active support to assist Johnathon with mulching the area and pressure washing the cement. The result is fantastic. Johnathon now has a lovely and tidy outdoor area to enjoy.

Thank you Kym, your outstanding support in assisting Johnathon to achieve his goals.



THE 8 DOMAINS OF WELLNESS

LISA ZRIM

CLO Clinical Team PBS Practitioner – Fleurieu Region



When we look closely, it is clear to see that the concept of wellness is a very important one. If one or more areas of your life are not going well, it can put everything off balance. The 8 Domains of Wellness model is useful for both staff and our participants. Looking at the 8 domains and focusing on the ones which are not fulfilled can lead to improved health, more balanced emotions, and better quality of life. Each area is mutually connected to form an overall sense of wellness, and each one requires attention. It is useful to think of it as a wheel that will only turn if all of the components are aligned. Let's have a look at each area:



1. Emotional

The emotional domain is about understanding yourself and others. The better your emotional balance, the more positive and optimistic you will feel. When you feel this way, you are better able to cope with life challenges.

How to improve emotional wellbeing:

Engage in recreational and leisure activities that help keep you calm and make you happy. Know what your triggers are and learn ways to manage your emotions during difficult times.

2. Spiritual

This domain is with or without religious belief and it focuses on finding meaning in your life. It involves knowing your values and beliefs. It helps you understand inner reflection and find peace in your life.

How to improve spiritual wellbeing:

Spend time in the natural environment or go to places you find meaning. It can be anything that helps you gain a perspective on life and understand who you are as a person. When you feel you know what your purpose is in life, you have attained spiritual wellness.

3. Intellectual

The intellectual domain involves learning something new in life and valuing the learning you have gained. It means discovering new knowledge and expanding your personal and professional skills.

How to improve intellectual wellbeing:

Nurture your natural talents and give them your effort and concentration. Reading about topics of interest, or learning new things will help improve your intellectual wellbeing and keep your mind active.

4. Physical

The physical domain is about caring for your body and staying healthy. It means keeping active, eating well and resting when needed. If you are physically well, you are better able to go about your day without feeling tired and lethargic.

How to improve physical wellbeing:

Ensure you get some physical activity everyday to keep your body active. Improved physical activity will also help you sleep better, as well as eating a balanced diet and staying hydrated. If you are not in good health, have a think about what you can change to help you feel better.

5. Environmental

The environmental domain involves being aware of how the environment you are in can effect you. It is about changing what you can in the environment for your own wellbeing. It means having an understanding of how the environment can effect your other domains of wellness.

How to improve environmental wellbeing:

Keep your surroundings clean and tidy, ensuring your home and personal space helps you relax and feel at ease. It might mean clearing the clutter in your home, clearing out the spare room or any other project around the home you have been planning to do.

6. Financial

The financial domain involves knowing your own financial needs and circumstances. It means being able to manage your finances and make informed choices for yourself. It allows you to set goals for your short term and long term needs.

How to improve financial wellbeing:

Spend money on your necessary items and personal leisure, but try to avoid impulse buying. It helps to keep track of your spending and make sure you have enough for emergencies. Keep in mind your future and also have a financial plan for the years ahead.

7. Occupational

The occupational domain means working for your own enrichment and personal satisfaction. It means doing work which is meaningful to you and is also rewarding.

How to improve occupational wellbeing:

Ask yourself if your work supports your talent, values and skills so that you can give it your best. If you feel free after work, and have a work life balance, you are better able to enjoy other activities and balance the other areas of your life.

8. Social

The social domain is about inclusion and belonging. It involves being able to maintain healthy relationships and show respect for others. Being involved in the community is also important in this dimension.

How to improve social wellbeing:

Be yourself and be confident in who you are. Get out in the community and do things you enjoy with friends and family. Be aware of your communication skills and respect others choices and opinions.

Conclusion

Now that we have entered the new year, have a look at where you are at in each of these domains. What areas are going well for you? What areas do you think you need to improve in the new year? Have a think about how you could also use this model with your participants to increase their quality of life.

