

CLO CONNECT

Community Living Options Monthly Newsletter

Issue 15, March 2021



FROM OUR CEO

MEL KUBISA
CEO

2021- A time for hope and opportunity!

Today, I would like to highlight that we have grown exponentially over the last few years, with almost 90% growth in workforce and revenue. I do not get the chance to meet everyone who starts as a person-centred support worker at CLO, but I miss having the opportunity to meet you all, so I hope to meet you when in the Edwardstown or Victor Harbor office at some point. I thought I would take the opportunity to let you know the key questions I'm asked when I do meet someone new.

The question that comes up the most is 'what are three things to do in the first three months to be successful at my job'? My answer is:

1. Know your participant and their goals and aspirations – help them achieve great opportunities and a great life (our vision).
2. Provide person centred active support – know what active support is and how to achieve this in everything everyday.
3. Development opportunities – support your participant to increase their skills, learn new things, do fun things and live independently.

If you do all this you will do well, and we can teach you the systems, processes and admin that underpin all of it.

And what is the most important value at CLO?

The obvious answer is 'all of them'; that's why we chose them to represent who we are! However, I know that is not what you want to hear. For me, it's integrity which is the cornerstone to all our values. If you act with integrity, it means you act honestly in all that you do, it means you uphold our code of conduct and treat people with dignity and respect. It means we trust in each other and it means 'doing the right thing when no-one is watching'. Act with integrity, and we will support all that you do.



LEARNING & DEVELOPMENT

SAM FARRELL
Manager- Learning and Development

Hello from the L&D team!

We are up and running with the PeopleStreme learning module; you now have more opportunity to book yourself into a training day that suits you! Once you have been assigned a training, you can view all the sessions available and book yourself into a time/day that suits your availability, and that does not impact your roster. We are delivering training each month and throughout the year to ensure all staff have an opportunity to attend face to face training events. To see what's coming up, please review the event calendar in PeopleStreme or the Training Calendar available on SharePoint. If there is a training you want to attend but haven't been assigned, please discuss with your Coordinator. Just a quick reminder that if you are booked into training, and you have approved leave, please don't forget to withdraw from that training so someone else can attend.

Please do book yourself into training and come along. We are working hard to make our training more interactive, and we appreciate feedback always look at ways to improve.



UPCOMING EVENTS

International Women's Day

The 8th of March is International Women's Day. This year, CLO are running two events to celebrate the day and the importance of women in our society.

Victor Harbor

4th March 3:30pm-5:00pm
Victor Harbor Office

Edwardstown

12:00pm-1:30pm
Bailey Reserve, Clarence Gardens

Join us!



Share the Dignity Drive

Throughout the month of March, CLO will once again be taking part in the Dignity Drive!

The Dignity Drive is all about donating feminine hygiene products to support people experiencing homelessness, fleeing domestic violence or those living in crisis.

What products do they accept?

- Pads
- Maternity pads
- Incontinence pads
- New reusable pads
- Tampons
- Period-proof underwear
- Menstrual cups

All donations must be brand new, sealed, in the original packaging, and must comply with Australian quality standards.

We will have donation drop off points at our Victor Harbor and Edwardstown Offices.

Thank you for your support!



THE FAMILY SURVEY

What our families have to say, a big thank you to everyone for participating!

Our family survey rolled out in December and January – thank you for participating in our survey, we very much appreciate your thoughts and opinions.

90% of families believe we offer quality and flexible services

100% of respondents believe we offer choice and control

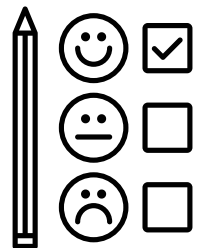
100% of respondents believe we our staff are professional and family focussed.

100% of respondents would recommend CLO

100% of respondents said we responded well to COVID-19 to keep everyone safe with the additional measures put in place.

And the things you said:

- CLO never give up
- Approachable and responsible
- Committed and professional staff
- Thorough in updating plans
- Issues or concerns raised are addressed and followed up
- Well respected in the sector for quality services



The things we can improve:

- Keep involving family in recruitment and decision making
- More social events
- More access to rosters online *This month sees the launch of our new participant portal which will have access to rosters and staff profiles
- Communication about changes in Coordinator and Managers
- Continuity of staff
- Some staff need help learning about cleaning *Over the last couple of months we launched our 'Standards policy' and 'Standards training' which includes cleaning.

What we should invest in:

- More housing



We have purchased 4 houses (2 last year) and will consider this. We know social housing is difficult to access and SDA is complex. We continue our advocacy in the sector for better, affordable housing models.

- Day options and social and recreational activities.

We agree that this is a sector wide issue re inclusivity and opportunities for work and recreation. We continue to advocate in this space too and will do what we can to support goals achievement in this area. We are however not at this stage considering strategically separately funded work or day options programmes, as this requires more work with the NDIA regarding cost viability.

- More staff

We have currently invested in our recruitment team through re-structure and additional positions. Additional to that is a continued high investment in our training team and dedicated trainers to ensure quality staff.



UPDATE FROM CHILDREN'S SERVICES

NICOLE GENT

Children's Services Manager

There is always lots of learning going on in Children's Services. The Young People have been cooking soup and making apple pie (which from all reports was delicious) and during this time we were able to use Maths and Science to explore learning opportunities:

- Maths – addition and subtraction using apples
- Science – heat and rising of pastry, cooling, and deflating of pastry



The best part is that the house ended up smelling amazing due to the cooking and there was an extremely yummy lunch for all to look forward to!

Did you know....Our two current houses Ngadlu (pronounced Nag – du -la) means "All of Us" and Pari (pronounced Par – ee) means "Flowing River". Our next house, Bunji (pronounced Bun-jee) means Friend or Mate.

Children's Services are pleased to be able to incorporate local Indigenous Names into our service in recognition of the Australia's First Nation people.



COVID-19 VACCINE ROLL OUT

DONNA GREIG

Health, Safety and Wellbeing Partner

Hi Team CLO,

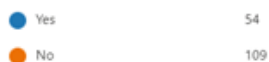
Thank you so much to everyone who participated in the recent pulse check survey regarding COVID-19 vaccinations. Your participation and honesty are very much appreciated.

I will be sending out an email later this week which will focus on providing information to address the most common questions and comments expressed in the survey.

In the mean time please see the results of the 3 questions asked in the survey:

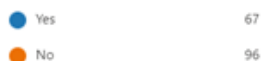
1. Do you agree that Covid 19 Vaccination should be mandatory for all disability support workers working directly with people with a disability

[More Details](#)



2. Do you feel well informed regarding the safety of the Covid 19 Vaccine

[More Details](#)



3. Do you feel well informed regarding the roll out strategy of the Covid 19 Vaccine?

[More Details](#)



JERED SUPPORTED TO HIS FIRST OUTDOOR CINEMA

Jered was supported to his first outdoor cinema on Saturday 13th February. He was a bit nervous at first because it was an oval he is not familiar with, but Jered quickly adapted and enjoyed his time at the oval. Jered headed straight for the ice-cream truck when he made his order for soft serve, and paid with his card. The ice cream vendor was so impressed that he offered Jered a second ice-cream for free, which made him even more excited. Jered spent some time jumping around in excitement, and enjoyed the view and seeing new faces in the crowds. Jered got a little tired from all the jumping, and didn't quite make it to the movie section of the night, but something to aim for next time!



MONSTER TRUCKS AT THE ADELAIDE SHOWGROUNDS

Allan is a big fan of all things car related and on Friday the 12th of February, he got to go see the Monster Trucks at Adelaide Showgrounds. There was a lot of things to do and see there and Allan asked to have his photo taken in front of a tractor, police car and support car.

Staff and Allan got a great spot to sit and watch the show. They had pre-show events like the buggies racing and motor bike stunt riders doing wild jumps from ramp to ramp, they got up really high, but Allan's favourite part was watching the 4 x 4 trucks racing around the track.

When the show started Allan was smiling and was talking to staff about the different Monster Trucks names and how they looked, Allan's favourites were the "Raptor" and "Buddy".

At the end of the night Allan was able to buy a shirt with monster truck "Raptor" on it, this made Allan very happy and he wore it to bed that night.



MICHAEL'S CARAVAN PARK GETAWAY

Last week, Michael achieved one of his long term goals of having a weekend away at a caravan park. After discussions in November last year, Michael worked out a plan with his PT and staff to achieve this goal.

This goal came true for Michael this week – with him staying at the Victor Harbor caravan park in a cabin for the week. This is in close proximity to Victor Harbor so Michael was able to walk to the town shops and grab a coffee in the morning.

Michael also went on the horse tram to granite island – saw the penguins, went fishing, cooked on the BBQ at the park and had a swim in the pool.

Michael stated that he loved the break and found it very relaxing and liked "being independent".



MESSAGE FROM PEOPLE & CULTURE



LEANNE PHILLIPS
People and Culture
Coordinator



SIMONE WILLIAMS
People and Culture
Coordinator-
Children's Services



SARAH JOHNSTON
Manager- People and
Culture

EB Voting

Thank you to all who participated in the vote for the proposed EB, the voting has now closed. The new Enterprise Agreement contains many key benefits for employees; including but not limited to.

- Increased Passive Allowance
- Above Award Hourly Rates
- Increased Casual Loadings
- Increased Sunday Penalties
- Phone Allowance
- Changes to PPT contract hours -Recognising staff's ongoing roster hours
- Family and Domestic Violence Leave
- Increased Allowances.

We look forward to sharing the results with you in the near future.

Pulse Check

In February, we focused on how familiar our employees are with the performance processes (PDP) we have at CLO. In submitting a response to the Pulse Check you will have provided us with valuable insight on your understanding and the effectiveness of our current performance system.

We appreciate your thoughts and feedback, to assist us in making sure our systems and processes support our employees to be the best at whatever role they hold, as well as being a platform for our staff to increase skills and grow together.

People and Culture thank you for your participation and providing some excellent insight. We will be reviewing the feedback so stay tuned as we will communicate the results soon.

FROM OUR HUMAN RIGHTS COMMITTEE



MOLLY SPINGHALL
Service Coordinator &
Chair of the Human Rights
committee



**United
Nations**

On Monday 15/02/2021 we hosted a Human Rights Committee Meeting at the Edwardstown office. During this meeting we learnt about our Human Rights, the UN Conventions and reviewed these participant policies:

- Decision Making and Choice Policy #2
- Disability Service Standards Policy #3
- Meeting Individual Needs Policy #6

Thank you to everyone who attended the meeting!

The UN Convention Article of this month is Article 8:
Community Awareness

1. States Parties adopt immediate, effective and appropriate measures to
 - a. Raise awareness throughout society regarding persons with disabilities, and to foster respect for the rights and dignity of persons with disabilities
 - b. Combat stereotypes, prejudices and harmful practices relating to persons with disabilities, including those based on sex and age, in all areas of life
 - c. Promote awareness of the capabilities and contributions of persons with disabilities

✓ NDIS WORKER SCREENING CHECKS

The new NDIS National worker screening system is in place now across most of Australia.

As of the 1st of February 2021, the screening process for workers within the NDIS has changed.

Anyone working within the NDIS, will now be required to obtain a NDIS Worker Screening Check.

What is an NDIS Worker Screening Check?

A NDIS worker check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk of harm to them. It will determine whether a person is cleared or excluded from working in certain roles with people with disability.

A NDIS worker check is valid for five years, portable across roles, organisations and all states and territories and subject to ongoing national monitoring.

What is an now an acceptable check within South Australia?

Disability services have transferred to the Commonwealth government. They provide disability services through the NDIS (National Disability Insurance Scheme).

From 1 February 2021, all employees working in NDIS services are required to have one of the following in place:

- A clear Department of Human Services Disability Services
- Employment Screening check that is not more than 3 years old

Or

- A current 'NOT PROHIBITED' Department of Human Services
- Child-related Employment Screening check issued before 1 July 2019 and is not more than 3 years old

Or

- A current clear NDIS Worker Screening check

AN UPDATE FROM OUR CLINICAL TEAM



SAM WARREN

Positive Behaviour Support Practitioner

My name is Sam Warren, I am one of the clinical team Positive Behaviour Support Practitioners for the Mental Health Project as part of the Metro North-East team. I have had roles within CLO starting from a PCSW 6 years ago, spending time within the metro team as a (then) client services coordinator, the clinical team, back to a service coordinator in MHP and then back again to the clinical team! It's certainly given me some industry and organisational insights. My tertiary background is criminology and psychology which has certainly helped by more recent roles and is a great interest and passion of mine.

In February 2021, the clinical team has been running the "My Life, My Say" forum (previously the consumer forum) for our participants. There were activities and a BBQ lunch provided and this invitation has also been extended to families. The My Life My Say forum is an opportunity, in a person centred medium, to provide information to and seek feedback from our participants.

Topics will vary from forum to forum and the following will be tabled at ours in February:

- The outcomes from the recent survey and what we can do to improve/get more people to be involved.
- Communication tools – what else we can use to help communicate messages/complete surveys etc.
- How to use the "participant portal".
- Overview of the upcoming group programmes and what else would people like to see (i.e. cooking program to be recommenced)
- International women's day – what is it all about and how our participants would like to celebrate
- Supported decision making and advocacy.



The next forum is a planned presentation from our Support Coordinator team who will explain how this role helps our participants to utilise their NDIS plans, very exciting!

We also have a pretty significant upcoming event in March. The 8th of March is a very special day of the year – it's International Women's Day! This is a day for celebrating the social, economic, cultural and political achievements of women; we focus on equality awareness, gender parity and fundraise for female-focused charities. CLO will be hosting a morning tea on 5th of March in celebration of this being organised by Raffaella, one of our clinical team members! There will be ribbon and origami flower making with Raffy presenting a visual story on the origins and the significance of the Mimosa Blossom. Flyers and information has been sent out.

If your participant is interested in attending either the forum or IWD event, please ensure that they are fully supported to participate!

☆ CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!

Fleurieu Jayne Harrison

This month the Fleurieu region would like to recognise Jayne Harrison. Jayne has worked with CLO since 2013. During this time Jayne has supported many of our participants to achieve their goals and dreams. Jayne's can do attitude and thoughtfulness has helped her built a great rapport with many of the participants she supports. Over the years, Jayne has also worked in the capacity of Acting Service Coordinator with CLO. Currently Jayne is working at our Drew site on Kangaroo Island, helping with shift cover and mentoring staff. This is not the first time Jayne has volunteered to support the team on the island having gone over during the bushfires at the end of 2019 and into 2020. Jayne's knowledge of CLO and our person centred model of service delivery is invaluable and we are most thankful that Jayne volunteered to support the team at Drew for six months.

Thanks Jayne for being so flexible and willing to assist however you can.

Metro Central Rachael Team

The Metro central team would like to acknowledge the Rachael team for this months Reward and Recognition. The Rachael team is supporting Darryl in his new home, transitioning from Hampstead Centre. This new team has come together very quickly to provide high quality support, shown great team work and demonstrated a high standards of support. The team is largely new members to CLO – who have brought enthusiasm and professionalism to their new team.

A special note goes to Tamara Hillyer who has been the longest member of this team working with CLO since September 2020. Tamara was supporting Darryl throughout his transition from Hampstead to his new home – during a pandemic, including the most recent lock down. Tamara has shown excellent values in sharing her knowledge of Darryl's support needs with others to ensure that the Rachael team work together – to best support Darryl in his new home. Thanks Tamara for showing exceptional leadership.

Darryl is enjoying his new independence with the support of his team through small steps – his support team is already implementing new programs. Congratulations to the Rachael team and thank you for all of your efforts.

Southern Metro Tania Molzer and Rachel McKenna

Southern Metro would like to recognise the efforts of staff members Tania Molzer and Rachel McKenna. Tania and Rachel have shown great person-centred values in supporting Trish to achieve her goals and become more independent with her supports. Both Rachel and Tania have assisted Trish with her budgeting and creating a beautiful garden for her to enjoy. They have supported Trish in maintaining contact with her mum and daughter which is one of Trisha's main priorities. During Covid they have been very supportive in helping Trish to redecorate her home and have both been supporting her to get the most out of her NDIS plan. Trish is becoming more independent with managing her own staff and rosters and is now using her own independent staff. This has given her great choice and control with her NDIS Plan and being able to self-manage her staff. Tania and Rachel have also supported Trish to maintain her employment with CLO and assist her to work twice a week.

Well done Rachel and Tania!

