



CONNECT

Community Living Options Monthly Newsletter

Issue 17, May 2021

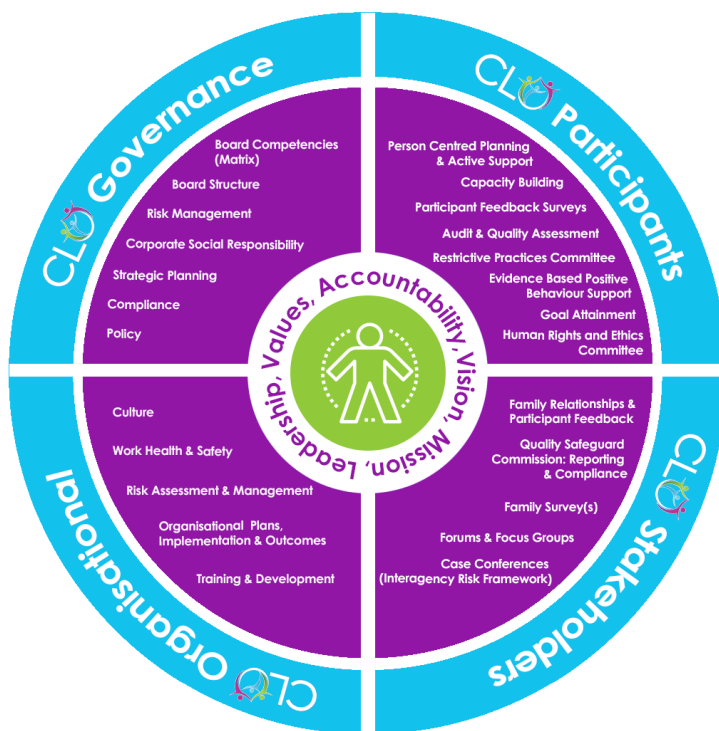


FROM OUR CEO

MEL KUBISA
CEO

As we move into our organisational planning sessions, I will take this opportunity to thank everyone for their collaboration on the clinical governance framework here at CLO. The framework is about our model, our systems and processes and our culture for governing this organisation. Culture is pivotal as we move into the second year of our plan to consolidate quality and growth.

Clinical Governance Framework



Therefore, a big thank you to all employees who participated in our culture survey through Voice Project this year. I believe we remain strong in our vision and values, and that is what makes us great and achieve many outcomes and growth. I am pleased that our employees believe our health and safety is a key strength, especially through 2020 and the pandemic management to keep everyone safe. Another key takeaway is that our learning and development opportunities and career pathway opportunities remain a strength here at CLO, which shows we are committed to quality training and development. As we continue to improve, it is leveraging these strengths that will mean we can deliver excellent services.

Another positive is that our own internal analysis for risk and 'pain points' in our journey very much aligns with what you say through the culture survey. Therefore, our top 3 priority areas from the culture survey are recruitment, systems and processes collaboration and showing we value all that you do to create outcomes for our participants. Our leadership and management teams are committed to driving results based on your feedback and will provide updates on improvements made in these areas by the end of June 2021. This gives us four months to demonstrate we can improve and set targets for 2021-2022 based on your feedback. Continue to bring the values alive each day, commit to person centred active support within a human rights framework and you will not only do well at work, you will excel. Our culture action plan is now on SharePoint for everyone to view.

CLO CONFERENCE 2021 - CALL FOR ABSTRACTS

Are you interested in being part of CLO's first Conference?

We are currently calling for abstracts from our frontline staff, participants, family members and board members! We would love to hear from as many people as possible.

Topic areas we invite you to submit an abstract on:

- 'Your Story' lived experience of disability support
- Quality and Safeguarding
- Improving quality of life - restrictive practices and PBS
- Successful implementation of person centred practice
- Innovative practices in service delivery
- Building teams- person centred teams and delivering outcomes (we want to hear from our frontline staff!)
- Organisational culture and transformation



We want to hear from you Team CLO! Submit your abstracts by the 10th of May and stay tuned for more information about the 2021 CLO Conference.

MINDFULNESS MAY

Did you know that Mental health effects 1 in 5 people?

Practicing mindfulness meditation for ten minutes a day improves concentration and the ability to keep information active in one's mind, a function known as "working memory".

Throughout the month of May, we will be focusing on mindfulness and mediation!

Starting from the 3rd of May, our very own Shannan Kimberley will be hosting short mediation sessions at the Edwardstown office.

Sessions (starting the 3rd of May)
Monday 5:05pm
Friday 8:45am



Join us for a 10 minute mediation session! Space is limited, if you would like to take part, please email s.kimberley@clo.org.au

MEET THE NEW RECRUITMENT TEAM



MORGAN CUNDY
Recruitment Manager



NATASHA DRAUT
Recruitment Coordinator



LUISA HERNANDEZ
Recruitment Coordinator



ANNIKA TEE
Recruitment Administrator

The Recruitment Team has recently expanded and welcomed a new team to deliver quality workforce outcomes for the organisation.

Morgan Cundy has recently been appointed the role of Recruitment Manager, Morgan has greatly contributed to CLO and her skills and knowledge have demonstrated some fantastic outcomes.

Welcome Team!



ARE YOU INTERESTED IN JOINING A CLO COMMITTEE?

CLO have a variety of quality management committees that are open to employees and participants to take part in! It's a great way to share your ideas and knowledge.

Some of the committees that Team CLO are welcomed to join include:

Strategic/Operational

Work Health and Safety

Chair: Rabecka Stokes (Manager Quality and Compliance)

Vice chair: TBC

Employee Representative and Advisory Committee (ERAC)

Chair: Sarah Johnston (Manager People & Culture)

Vice chair: Brittany Rutherford (Marketing & Communication Coordinator)

Green Team

Chair: Shannan Kimberley (Administration Coordinator)

Vice chair: Participant representatives

Consumer Friendly

My Life, My Say

Chair: Sam Bartalos (Clinical Team)

Vice chair: Lisa Zrim (Clinical Team)

Committee members: All CLO employees and participants are welcomed to take part in this committee

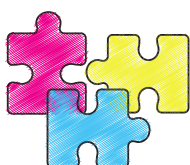
Human Rights Committee

Chair: Molly Springhall (Service Coordinator)

Vice chair: TBC

Committee members: All CLO employees and participants are welcomed to take part in this committee

We encourage all CLO employees and participants to take part in committees of interest. If you are interested in being a member in any of our committees, please contact the chair of each committee to find out more information and how to join.



MAHENDRA'S JOURNEY TO EMPLOYMENT

Written by Mahendra Panwar

My name is Mahendra Singh Panwar and I am from India (Bengaluru) and migrated to Australia in December 2014. Initially, I worked as a kitchen hand at a Thai restaurant for one and a half years; then I started working as a bus driver and a couple of months after, I suffered from an ABI (Stroke) due to Miliary Tuberculosis and was hospitalised for treatment for almost one year. After recovery, I was moved to Supported Accommodation with CLO in May 2017, and since then, CLO has supported me in every aspect of my recovery. I took up various therapies for the improvement of my physical health.

After four years of recovery, I have started a volunteering job with Meals on Wheels where I will be distributing food to people who are disabled or not able to perform the task on their own. I was guided to this job by one of my support workers who works with me. I hope to do a good job here and make other people happy. I am also looking forward to starting working at Bedford in the next few weeks. In the future, I would like to work at Australia Post.



FROM OUR HUMAN RIGHTS COMMITTEE

The UN Convention Article of this month is Article 22: Respect for Privacy



1. No person with disabilities, regardless of place of residence or living arrangements, shall be subjected to arbitrary or unlawful interference with his or her privacy, family, home or correspondence or other types of communication or to unlawful attacks on his or her honour and reputation.

2. States Parties shall protect the privacy of personal, health and rehabilitation information of persons with disabilities on an equal basis with others.

At CLO we uphold this right by having clear guidelines, policies and procedures that we follow.

Some of these include;

- Information Sharing Guidelines (ISG)
- Duty of Care #3
- Privacy # 31
- Privacy, Dignity and Confidentiality as National Standards #8

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.

NEW CLO REWARD + RECOGNITION PROGRAM

One of the key focus areas to come from the results of our CLO Cultural Survey was a need to review our recognition programs at CLO.

Staff identified that we needed to increase the opportunities to celebrate staff achievements and the programs needed to expand to include recognition opportunities for all employees at CLO.

We heard you and as a result are introducing the following to our Reward and Recognition program from April 2021 onwards:

1. Introduction of a Employee Service Milestones Program



2. Introduction of a Reward and Recognition program for the Business Services area



3. Increasing the Promotion of Staff Achievements



We look forward to continuing to recognise the great work CLO employees do!

UPDATE FROM PEOPLE & CULTURE



SARAH JOHNSTON
Manager People and Culture

Over April, People & Culture together with payroll and rostering, have been highly focused on the implementation of the new Enterprise Agreement into our rostering and payroll system.

I would like to acknowledge the patience and consideration demonstrated by our CLO workforce through the recent delays and also take an opportunity to acknowledge the efforts and dedication demonstrated from Srihari, Cassandra, Mim and Michelle as well as their teams, as we have been working to ensure that all the new changes are reflecting accurately.

Thank you to all, the patience and teamwork displayed has been a massive support through this roll out.

So what is coming in May from People & Culture?

Our Health and Wellbeing will welcome Mindfulness May, with our People and Culture department together with Shannan bringing meditation sessions as part of our focus on developing and maintaining mindfulness techniques. Sessions will commence 3rd of May and will run over two weeks on Monday and Fridays. We hope to see you there!

Reward and Recognition updates will see the reveal of our updated reward and recognition page. Our file on SharePoint will display and celebrate the successes of our workforce, sharing the achievements of those staff that have demonstrated excellence. Further communication with a link will be sent out early May!



UPDATE FROM OUR CLINICAL TEAM

KATHERINE BOECK

Positive Behaviour Support Practitioner

Hi Team,

My name is Kat, and I am the newest member of the clinical team. I joined CLO in May 2020 as a Permanent Part-Time Person-Centred Support Worker. I worked at numerous sites between the Metro and South Metro regions. In March-April 2021, I worked as an acting Positive Behaviour Support Practitioner for Metro. I was lucky enough to have the chance to attend the CLO easter egg hunt for the social club where I met many more CLO participants. I am excited to have been offered an extension to this contract and will be continuing to work with the clinical team as a Positive Behaviour Support Practitioner. I have interests in various areas such as body image, eating disorders, personality disorders, mood disorders, acquired brain injury, trauma, intellectual disability, autism, and schizophrenia.

After leaving high school, I entered the Bachelor of Psychology (Honours) Degree which I completed at the end of 2019. My honours thesis was focused on body image in ballet dancers and non-ballet dancers. From my thesis, I have a few tips for everybody to help you stay positive about your body. Staying positive about your body does not mean you have to love the way your body looks all the time because this is an unrealistic expectation. Rather, my top tips for self and body confidence are to make the focus of your body to be about what your body can do for you, instead of what your body looks like. For me, this would be; My body is Strong and Flexible! And this helps me to perform my dances to the best of my ability!



What about your body makes you grateful for what it can do for you?

Feel free to submit your answers to me and we will print your answers anonymously or with your name in the next CLO e-newsletter! k.boeck@clo.org.au

In April, the clinical team will be running a SWOT session with participants. In this session participants can have their say about any area of their support from CLO. Participants can talk about what they think is working well or what we could improve on to support them. For further information, contact Grace Wu (CLO PBS Team Lead) or any of the clinical team members.



UPDATE CHILDREN'S SERVICES

SIMONE WILLIAMS

People and Culture Coordinator

As many of you would already be aware, the Children Services division commenced late last year. I joined the CLO team in January as the People and Culture Coordinator for Children Services, in my role I am responsible for recruitment, compliance, all Children Services people and culture related matters, and ensuring that the Department of Child Protection personnel requirements are being met.

If you have any questions or queries in relations to Children Services or are interested in working in Children Services, please feel free to contact me.

WORK HEALTH & SAFETY UPDATE

A COVID-19 update:

A gentle reminder about how we need to take this pandemic seriously and continue to follow the rules. We are pretty lucky in Australia as we haven't had the massive numbers of infections and deaths that other countries have had e.g the USA has had 31,033,801 infections and 563,206 deaths.

Two main reasons for this – our closed international borders and associated quarantine procedures and following the Government's guidelines and rules. We don't have any influence on the first reason, but we can make a difference by following the rules.

I got off the Tram last weekend when there didn't seem to be anyone respecting the physical distancing or mask wearing rules. Even though we had masks it felt like a Japanese bullet train with people squeezing onto the tram, so a healthy walk to the Adelaide Oval was a much more pleasant and safe option. Unfortunately we fell short against Fremantle and had to listen to their awful song. So let's all continue to:

1. Keep your distance
2. Wash your hands or use the hand sanitiser
3. Log onto the COVID QR Code using your phone
4. Manage your coughs and sneezes
5. If you have symptoms, stay home, get tested and isolate until you get a negative result.
6. Use PPE when necessary
7. Wear a mask if you are in an area where you can't maintain physical distance.



Did you know that I used to be the WHS Coordinator at the Adelaide Zoo? So some animal facts you might not know:

- Pandas don't have particular sleeping spots; they simply fall asleep wherever they happen to be
- Chickens are the closest living relative to a T-Rex
- Platypus swim with their eyes closed
- Emus cannot walk backwards



Have fun, stay safe and look after each other!

PETER COLINS

Health Safety & Wellbeing Partner

JACOB BACK DOING WHAT HE LOVES



Jacob is the Football Services Assistant for the Adelaide Crows.

After a year off volunteering due to COVID-19, Jacob is back doing what he loves and supporting his favourite football team.

Way to go, Jacob!

CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS! ☆

Southern Metro Marion Dziwak

We would like to recognise Marion Dziwak for the great work she has been doing with Luke. Marion has supported Luke for five years and supported him to achieve some amazing outcomes throughout this time. Some of these include engaging Luke in boxing and building his skills, so he had the confidence to engage in busking. Luke busked at Harbour Town and entertained children in a Kindergarten by playing his musical instruments. Marion has encouraged a person centered schedule around Luke's needs. She has encouraged more interaction in the community, while teaching Luke about the importance of safety in and out of his home through multiple developmental learning tools. She has also supported Luke to start volunteering with Ride On Entertainment. Marion has also maintained an excellent ongoing relationship with Luke's family. Marion is very reliable and is always happy to pick up extra shifts to provide consistent staff to Luke.

Well Done Marion!

Metro North West Craig Schoneweiss

We would like to congratulate Craig Schoneweiss for the Metro North West's April Reward and Recognition.

Craig was recently employed in January this year, and came into the Metro North West Region to support the Britton 35 site. Once onboard, Craig quickly began showing his high level of critical thinking and person centred support when developing a number of personalised programs for his participant. Further to this, Craig identified key problems, which he quickly addressed, and established fantastic rapport building skills, by role modelling site standards and promoting the benefits of living in a homely home. Craig continues to maintain open communication between his colleagues, participant, and management; going above and beyond to provide great opportunities and a great life to those around him. Craig has continuously shown ongoing dedication, flexibility and commitment to not only his role as a Person-Centred Support Worker, but also in supporting his colleagues by providing coaching and ongoing support to those who require further help. Many of the other team members at the Britton 35 site have commented that Craig sits as a leader on site, who is very experienced and performs only to the highest of standards. Craig has also demonstrated significant supports in our rostering department, developing a Person-Centred roster for his team using a tool that he built himself. The way Craig presented this capability was a fantastic display of CLO's Value of Innovation, and continues to show why he is such a valuable asset to the Britton 35 team moving forward.

Well done Craig!

Southern Metro Ador Aciek

Ador has been working with a new participant who transitioned from The Department of Child Protection to their new home in January 2021. Ador has built a level of trust and reassurance with the participant and stakeholders, with many reporting how 'professional', 'respectful' and 'committed' Ador is to supporting the participant. Ador supports the participant to achieve small goals, e.g. engagement in tending to aspects of personal hygiene and increasing relationship building. Ador has been flexible with her working hours to ensure support is provided as needed and within participant needs. Thank you, Ador and we look forward to continuing to see great outcomes and achievements, as well as people experiencing great opportunities and a great life.

