



CONNECT

Community Living Options Monthly Newsletter

Issue 18, June 2021



FROM OUR CEO

MEL KUBISA
CEO

Last month we had a strong focus on organisational planning and culture. At our recent leadership culture and team building day, we defined our culture statement as below;

"We are committed to a collaborative, inclusive, supportive and innovative culture, where all people feel valued, safe and respected. We are committed to delivering excellence to ensure we all achieve 'great opportunities and a great life'."

We would like to hear your feedback on our culture statement. Please continue to share your thoughts with us through the feedback mechanisms we have here at CLO.

I would like to express my greetings and goodbyes to two staff members. To start, I would like to say goodbye and good luck to Vivien, who has been our Executive Administrator. The time has come for Vivien to retire after 10 years with CLO. Vivien, I could have not done my job without you and wish you the best of luck in all your future endeavours and thank you for your commitment to CLO over the years.



Mel and Vivien

I would also like to welcome Louise, who is our Senior Manager of Clinical and Therapeutic Services. Louise has extensive experience in the sector, and we are very much looking forward to working with her.

I also welcome Rabecka as the chair of our new Risk Management Committee. Thank you Bec, and I look forward to seeing the proactive outcomes that come from this new committee.



RISK MANAGEMENT AT CLO

RABECKA STOKES
Manager Quality and Compliance

This month we launched our Risk Management Committee and held the first Risk Management Committee meeting.

The purpose of CLO's Risk Management Committee is to evaluate and monitor organizational risks, the effectiveness of CLO's Risk management system and to drive CLO's Risk Management Plan.

The role of the committee is to IDENTIFY organisational risks, to ANALYSE risk ratings against CLO's risk appetite statement, to establish strategies to guard against these risks through agreed CONTROLS and actions, to REVIEW the effectiveness of risk mitigation strategies and to actively communicate and support matters relating to CLO's Risk Management Plan and its defined objectives.

IDENTIFY → ANALYSE → CONTROL → REVIEW



IDAHOBIT

Last month we celebrated the International Day Against Homophobia, Biphobia, Intersexphobia and Transphobia (IDAHOBIT) on May 17th - All staff were encouraged to wear a splash of RAINBOW and CLO was gifted with copies of the incredible Rainbow Project inspired 'Rainbow Calendars' - Thank you to The Rainbow Calendar Project!



The Rainbow Calendar Project started in 2015 as a collaboration between Bfriend (Uniting Communities), G Mitchell creative, and members of the local LGBTQIA+ community. It started with an idea to create a calendar resource by the community, for the community, featuring photography and relevant content.



The aim was and still is to produce a creative photographic exhibition and calendar, showcasing the skills and talents of the LGBTQIA+ community, while sharing our stories with many. We want to beautify walls across Australia with diverse snapshots of our lives and also share information important to the community.

REWARD + RECOGNITION RELAUNCH!

One of the key focus areas we continue to work on is reward and recognition and celebrating staff achievements!

Our Reward and Recognition tile has had an update in May, now displaying the monthly Reward and Recognition achievements as well as the key milestones and AGM awards.

We encourage all staff to take a moment to have a look, [CLICK HERE](#) to check it out.



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

CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS! ☆

Fleurieu Rebekah Hancock

Joining CLO in January this year, Rebekah has shown a high level of person centred active support through the creation of a number of developmental tools with the participant she supports. Rebekah in a short time has built up a high level of rapport with the participant and is constantly working to support them achieve their goals. In addition, Rebekah shows outstanding support to new team members by providing ongoing coaching and support. Rebekah displays CLO's values regularly and continuously works toward CLO's vision and mission.

Well done Rebekah!

Metro North West Donna Brandon-Brown

Donna moved from Metro to Metro North West in January 2021 and on day one Simon (our participant) said "yep, she can stay, our search for staff has finished". Donna formed a strong rapport with Simon and her colleagues and has worked to support Simon to achieve many great things. Donna has supported Simon to attend the gym regularly, go out and about in the community, improve his budgeting skills, and keep a homely environment. Throughout this time, Donna has shown great leadership on site and uses her initiative to support Simon to meet his needs, such as researching food services and supporting Simon to contact various external services. Donna shares all risk with the Service Coordinator and is always willing to be flexible with her hours to support Simon to appointments and activities.

Well done Donna!

Metro Central HMS Buffalo Team

We would like to recognise the Buffalo teams efforts with supporting their participant to achieve a very long term goal of getting their first tattoo. The team at Buffalo have been working closely with the participant and his stakeholders to ensure risk mitigation and planning of the event ran smoothly on the day. It is one of the biggest achievements for this participant. This is a great example of a person-centred active support model used by Buffalo team. The participant is also very excited and happy to have a tattoo. We would like to thank every staff member of the team for their hard work, persistence, patience, and dedication to support the participant with achieving a great and meaningful life.

A big well done to Buffalo team for working together to meet CLO's vision and mission and continuously working towards independence, maintaining safety in the community.

Well done everyone!

Southern Metro Melissa Billingham

We would like to recognise Melissa for the great work and support she has provided to Emily over the past few months. Melissa has worked at one of our tenancy sites and has been able to build a really positive relationship with Emily. She has supported Emily with a long term goal of getting her cats immunized. The next step is getting them desexed which is already in progress. Melissa has been able to support Emily to engage in social outings where she has had her nails manicured and looking great and going out for lunch and coffee. She has supported Emily to connect and maintain family relationships. Melissa is continuing to educate Emily around safety in the community and linking her with organisations who can also provide further support. Melissa ensures a person centred approach and is able to adapt the way she provides support each shift depending on what Emily is telling her.

Well done Melissa, keep up the great work!

UPDATE FROM OUR FLEURIEU REGION



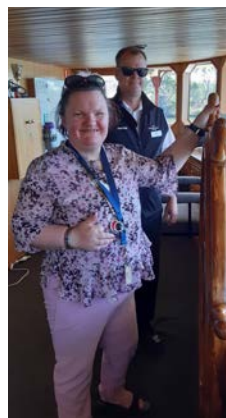
JOHN AINSWORTH
Regional Manager

It's been a busy few months in the Fleurieu with numerous social club events and a number of goals being achieved within the region.

The turnouts at the recent BBQ/games day, Easter event and most recent trip to Urimbirra Wildlife park has been fantastic to see. I would especially like to thank all the staff who supported the events on the day. In addition, it was great to see the participants and team from Drew attend some of these events.

There are too many great outcomes to name them all however, special thanks must go to Michelle Kivikoski who supported Colleen Jolly on her 5-day Murray River cruise and Lucy O'Shaunnesy and Sally Morris who supported Alecia Henderson and Jodie Scheer on their trip to Adelaide. Finally a big congratulations to Bianca Schulze who also started her new job with Orana. This could not have happened without the support of previous and existing team members. These are just some examples of how you as team members make CLO a special organisation for the participants we support.

I look forward to seeing the continued great outcomes in the future!





UPDATE FROM PEOPLE & CULTURE

SARAH JOHNSTON

Manager People and Culture

EA Implementation

Focus on the EA implementation has continued to progress over May with many of the new benefits and rules now in place within our rostering and payroll system. Our team continues to work closely with WFS to get the remaining rules over and active in the system. Amendments (including back payments) will not be able to be calculated and processed until all the updates have been added to the system. We are continuing to update everyone as we progress with the remaining system changes, and when this is completed we will then move to complete any required adjustment as soon as possible.

Health & Wellbeing

Multiple meditation sessions were run throughout May as part of Mindfulness in May. Thank you to all staff that joined in and a big thank you to Shannan for running the sessions! A survey has been sent out to staff to hear your feedback on the initiative, please take a moment to tell us what you thought.



UPDATE FROM CHILDREN'S SERVICES

NICOLE GENT

Children's Services Manager

Marni niina pudni!

Or... Welcome to you! From CLO Children's Services in Kaurua Country.

As always, lots has been happening in CLO's Children's Services. We now have 37 members of the team, we are currently onboarding 8, and we still have a number of vacancies. As I write this we are looking forward to welcoming in the next few weeks our 6th young person, and we will open our next residence, Bunji (which means Mate) in June.

Our young people continue to achieve great things! In the last month we have had a dramatic increase in the young people attending school, an increase in our young people experiencing activities outside of their home, and it has been fantastic to see the young people achieving their goals and aspiring to reach more. At the end of the month the young people at Ngadula are moving to the CLO property at Pasadena for an interim time. Whilst there has been some anxiety about this, the boys are looking forward to it! One young person is excited that it is close to fast trains that he likes to see, and a second suggesting that the house has a 'beautiful tropical garden', and that the wooden path that can be used to ride his bike down. Furthermore, there is a park to explore nearby and how exciting it will be to visit.



Another young person at our Pari House has been planting vegetables in a garden bed that he recently made. We are hoping that soon we will be able to harvest some vegetables and cook them at the house!

HEALTHY LIVING WITH COLIN

Being able to eat healthy food is important for Colin as one of his goals is to have a healthier diet and lifestyle. It is fantastic that Colin has made the space out in his yard where he can grow his own vegetables.

Over summer he grew his own tomatoes for adding to his home-made salads, and last week some of the spinach he planted was ready for harvest. Colin used his homegrown produce and cooked up a delicious recipe of silver beet, adding some salt and pepper for taste and this produced a delicious healthy snack for himself full of healthy nutrients. Colin has also been regularly attending the Gym to work on his strength and fitness levels, this is a holistic approach to healthy living, setting a great example for us all. Great work Colin!



FROM OUR HUMAN RIGHTS COMMITTEE

The UN Convention Article of this month is **Article 19: Living independently and being included in the community**

1. States Parties recognise the equal right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community, including by ensuring that:
 - a. Persons with disabilities have the opportunity to choose their place of residence and where and whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;
 - b. Persons with disabilities have access to a range of in-home, residential and other community support services, including personal assistance necessary to support living and inclusion in the community, and to prevent isolation or segregation from the community;
 - c. Community services and facilities for the general population are available on an equal basis to persons with disabilities and are responsive to their needs.

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.

UPDATE FROM OUR SOUTH METRO REGION



KATHY HOLT
Regional Manager

It's been a busy month for the south metro team. We have seen some great outcomes and many goals achieved for the people we support.

We had a great day out at our social club where we enjoyed fish and chips and ice-cream. The weather was on our side and everyone had a great day catching up and making new friends. We have also invited everyone to come to the Marion pool to join in with some fun swimming during the colder months and get together for lunch after. Our social club is a great way for people to make new friends and we have seen some great friendships develop. This has increased confidence in some people who have not had many connections previously.

Two people we support have gained a volunteering position. One is with meals on wheels and the other is Puddle Jumpers. This is really exciting to see employment and volunteering opportunities opening up for participants.

Our coordinators have been working with families and participants to support with the COVID-19 vaccination roll out. Unfortunately this has not been as smooth a process as we were hoping, but we are getting there and those who do want the vaccine are being supported to achieve this.

Mother's day was celebrated by some participants getting together and making home made cards and gifts. They were excited to see their mum's faces when they received these. It was also great to see Jack enjoying a ride out on his green machine and having a race with staff on his scooter.

It's great to see so many positive outcomes for the people we support!



STRATEGIC PLANNING 21/22

We would like to thank all of those who attended our participants SWOT meetings during April and also those who contributed but were unable to attend a meeting.



We had so many great things said about CLO and many great ideas on how we could improve the supports we provide. Everyone who came also went out as a group for lunch and there was lots of sharing stories and laughter had by all.

The SWOTs played a key role in our strategic planning sessions held in May. Coordinators, Managers and the senior team spent a few days externally forming plans for the next year to lead the organisation and to ensure we are delivering excellence to our participants, staff and stakeholders.



CLINICAL UPDATE



MEET LOUISE!

Louise is the Senior Manager of Clinical and Therapeutic Services and will providing leadership and support to the behaviour support team, support coordination team and allied health services. Louise is a disability focussed professional with over 20 years of diverse sector experience starting as a support worker, moving into leadership roles within operations and practice environments and also in the academic sector and holds a post-graduate qualification specific to disability practice and supports. Louise approaches her work through the lens of social justice and human rights and holds particular professional and research passions in relation to person-directed practices and positive behaviour support.

Louise is the newest member of our expanding clinical team! We have recently launched a new clinical section of our website to introduce the team and promote their individual skill sets. [CLICK HERE](#) to check it out.



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