



CONNECT

Community Living Options Monthly Newsletter

Issue 19, July 2021



FROM OUR CEO

TIFF HODGE
Acting CEO

This month there has been a focus on consolidating the 2020/2021 financial year. The teams are concentrating on finalising the strategic plans outcomes for the year and looking ahead to what can be achieved in 2021/2022.

I would like to say goodbye to two staff members that have finished in June; Stephanie Juhas, who was in the Finance and Administration Manager role. Steph had been with CLO for two years and has been a valuable member of the Business and Finance Team; she is instrumental in leading the team over the last two years and implementing a lot of continuous improvement, not the least by supporting the implementation of the new finance software. Lauren Cronin will continue to act as the Finance and Admin Manager to support the team through the end of year and finalise the installation of the finance software. We also say goodbye to Amy Kidd from our admin team. I know Amy's bubbly personality will be missed in the admin team and around the Edwardstown office. We wish them both well in their new endeavours.

During June, Sharon Partington and I attended public hearings at the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability. These sessions had a profound impact on the people who attended and reiterated the importance of a culture of reporting within organisations and quality of service provision. The public hearing also highlighted the importance of being part of a community to ensure people are living a full life with friends and family around them. The hearings are a great way for every organisation, as well as us at CLO, to think about our own practice and how we can continually improve for all stakeholders. Sharon will be presenting themes from the commission at the upcoming CLO conference.



CHILDREN'S SERVICES

NICOLE GENT
Children's Services Manager

Hello from Children's Services!

Did you know..

- There is negative growth in the number of foster carers throughout Australia
- 46% of Young People in Care have a disability
- All Young People in Care have experienced trauma whether this be from the experience that has brought them to OOHC or whilst in OOHC

CLO Children's Services has been able to provide an alternative service in OOHC to that which has traditionally been provided. Rather than providing a service which is paternalistic, worker centric, and risk adverse to the concept of family, incorporating the CLO values of rights, integrity, innovation, relationships, quality and safety, CLO provides a unique style of therapeutic service for young people in care.

Since January CLO Children's Services has:

- Grown from a team of 1 to 52
- We are actively involved in working groups addressing the needs of young people leaving care and have joined Children and Families South Australia (CAFSA) to encourage industry change
- Key Workers, Team Leaders and Level 3 staff advocate for our young people in school meetings, care team meetings and with their families.

I also would like to welcome our newest (and second) Team Leader, Stacey Klein to Children's Services. A longstanding member of CLO staff, we are excited to have Stacey join our team.

HUTT ST CENTRE- WALK A MILE IN MY BOOTS

We will be taking part in the Hutt St Centre- Walk a Mile in My Boots again this year! The goal is to walk a mile or more to help end homelessness and help reach the collective goal of 60,000 miles – ten miles for every person experiencing homelessness in South Australia.

This year we will have two walks set up – one from Victor Harbor and one from Adelaide CBD.

We would love to see as many people as possible joining the CLO team! If you would like to join, please follow this link <https://www.walkamile.org.au/fundraisers/teamclo>



JOIN US FOR A YARN!

The CLO community is proud to acknowledge the contribution of our Aboriginal and Torres Strait Islander staff. We acknowledge that by listening, and understanding, Bala Iili, Aboriginal and Torres Strait Islander people enrich what we can do as a community.

We invite staff, Aboriginal and Torres Strait Islander community members and participants to join us to explore how we can acknowledge the contribution of Australia's First Nation People and encourage further inclusion within our CLO community.

Please join us on 5th July at 3:30 pm at the Edwardstown Office Training Room.

CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Southern Metro Suzanne O'Flaherty

We would like to recognise Suzanne for her absolute dedication and consistent commitment to participant Nancy and the team at Peterson 7.

Suzanne has supported Nancy on and off over the past three years; and more recently, has returned to support Nancy permanently. Suzanne's attention to detail and high energy that she puts into creating the best living environment for Nancy has been ongoing, leaving no stone unturned when it comes to household and garden maintenance. No situation or task is ever too big or too small for Suzanne, and she works tirelessly to ensure that her peers and the CLO team have concise communication regarding Nancy's physical, mental and emotional well-being.

Suzanne works in line with CLO policies and values; and practices integrity and respect with all relationships. She is innovative and ensures that Nancy's rights and safety are always put first.

Thank you Suzanne, we are proud to have you on our team!

Metro Central Hume Team

The Hume team recently supported their participant on a day trip to Whyalla to see her family, supporting her to achieve one of her goals of a day trip and relationship building with her family. An extra special shout out to team members Mel W and Kasey B, who together supported the participant on the day to ensure the trip was a great success. The trip was filled with lots of singing, laughs, yummy food, bird watching and most importantly, family time. The Hume team have certainly come together to ensure that their participant was able to achieve one of their main goals using innovation and a relationship values based approach.

A big well done to Hume team for working together to meet CLO's vision and mission.

Well done team!

Metro North East Ian Karanja

We would like to formally recognise and show much appreciation to Ian Karanja, who has positively supported Craig since he commenced with CLO in January 2020.

Ian has built a great rapport with Craig and consistently supports social inclusion and provides opportunities for Craig to participate in the community. Ian has supported Craig to attend many outings, including dinner outings to BBQ Inn and various other eateries. They have attended ten pin bowling together and accessed the community to play eight ball (which Craig really enjoys). Recently Ian and Craig attended a local SANFL game to watch Craig's team; the Panthers play against Glenelg. Ian exemplifies the CLO values and has built a great relationship with Craig built on trust and honesty. Craig has expressed on several occasions that he is very happy that Ian is one of his support staff members. Ian has consistently demonstrated himself as a team player, provides regular feedback to the Service Coordinators for continuous improvement, and ensures that Craig receives consistent support with regular staff members through positive role modelling.

Well done and thank you, Ian!



UPDATE FROM OUR METRO NORTH EAST REGION

ASHTON TARBARD
Regional Manager

For the Metro North West June Social Club, we hosted a "party day" at the North Adelaide Office. Despite the rainy and cold weather, our participants, Support Workers and Service Coordinators came together to have some fun and laughs. With plenty of games and activities, everyone was busy and social. Vennesa and Jeffrey both enjoyed singing on the karaoke machine to their favourite songs and they had everyone singing along and clapping at their performances. Vennesa also showed us some new dance moves and had Sonia and Leigh dancing too! Colin enjoyed playing air hockey with his staff, John and Greg. Ritsa enjoyed her lunch and watching the games of connect four and air hockey. Everyone ate pizza and had some laughs!



UPDATE FROM PEOPLE & CULTURE

LEANNE PHILLIPS
People and Culture Coordinator

Compliance Project

The People and Culture team have been working on multiple updates and changes within Emplive during the introduction of the new Enterprise Agreement.

In addition to this, we have also been working on improvements and updates to the way we track and monitor staff compulsory and essential documents and training using Emplive.

Currently, our system has manual processes which require checking and cross-checking multiple areas to ensure staff have all the necessary documents in place to be able to work. These updates will allow us to ensure all our document checks are completed and updated in one location, creating a high level of accuracy in a central location.

We have been working with the software provider to incorporate the changes and updates into the Emplive system. After the successful implementation of this project, People & Culture will be able to provide any necessary training and information on the new processes.



WORK HEALTH & SAFETY

SUSAN MORRISSEY
Health Safety and Wellbeing Partner

Morning Exercise for all CLO staff

1. Get out of bed, stretch and go straight to your closest mirror
2. Look into the mirror and repeat the phrase - the person I see is responsible for looking after me!
The person looking at me is responsible for keeping me safe at work!

Remember, I am that person, and it is my responsibility to act and work safely.



UPDATE FROM LEARNING & DEVELOPMENT

SAM FARRELL

Manager Learning & Development

The L&D team are currently reviewing the training schedule for 2021/2022 where all our pre-planned training will be available via PeopleStreme once finalised; keep an eye out for our short pulse check that is coming up as part of continuous improvement and development, and your feedback and suggestion are always welcome.

Our L&D Staff Development Coordinators have had a name change to Learning & Development Coordinators (LDC) to better align with the role. We would also like to take the opportunity to welcome Matt Mercieca, who has recently joined our team. Matt has experience in several fields, including workplace training and design, people management, customer service, hospitality and information technology. We are pleased to have Matt join our team, and he will be facilitating our inductions and other training packages. Matt will predominantly be based at our Adelaide office.

MEET THE NEW LEARNING & DEVELOPMENT TEAM



SAM FARRELL

Manager
Learning &
Development



ELYSE CALLAGHAN

Learning and
Development
Coordinator



GREG PORTMAN

Learning and
Development
Coordinator



MATT MERCECA

Learning and
Development
Coordinator

GET MORE MOVE INTO YOUR DAY!

Exercise plays a big role in our health and wellbeing.

Getting exercise into your day can be difficult at the best of times but our bodies are designed to move and be active.

Fitting in 30 minutes of physical activity everyday can be beneficial in so many ways including Mental Health, improve/prevent health problems, quality of sleep and energy.

Every movement you make counts, here are a few ideas you can do to get more move into your day:

- Parking your car further away
- Stretching throughout the day
- Try dedicating some time to moving
- If you have a stand-up desk, regularly switch between sitting and standing
- Take a Lunch time walk
- Get some stretches in or go for a quick walk while waiting for the microwave
- Have a stand up or walking meeting



FROM OUR HUMAN RIGHTS COMMITTEE

The UN Convention Article of this month is Article 6: Women with Disabilities

- 1.State Parties recognise that women and girls with disabilities are subject to multiple discrimination, and in this regard shall take measures to ensure the full and equal enjoyment by them of all human rights and fundamental freedoms.
- 2.States Parties shall take all appropriate measures to ensure the full development, advancement and empowerment of women, for the purpose of guaranteeing them the exercise and enjoyment of the human rights and fundamental freedoms set out in the present Convention.

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.

CRAIG OUT AND ABOUT

Craig loves to watch the footy and supports the local SANFL Panthers. Lorraine, Craig's Service Coordinator, was very excited to attend one of the games with Craig and his support staff, Ian. The weather was great, and Craig was able to enjoy the sunshine while watching his team play. The game was played at the Flinders University stadium at Noarlunga and afterwards, everyone went out for a lovely dinner. The food was delicious, and everyone sat, chatting about the game and what a good day it had been. A bonus was while all were having dinner, Craig's favourite AFL team Port Adelaide was playing on the television and in an exciting turn of events, they won the game by 1 point, which almost made up for the Panthers loss. Outings and events like this are great for Craig as it supports one of his goals in relation to increasing his participation in the community being involved with something he truly loves.



STUDENT PLACEMENTS AT CLO

Do you know someone that is studying in the community services field and needs to complete placement hours? The Recruitment Team would love to help!

We have many opportunities for people who have genuine interest in supporting people living with disability and/or mental health. CLO will help students achieve their learning objectives and support them to develop new skills throughout placement.

Please [CLICK HERE](#) for more information.



UPDATE FROM OUR METRO CENTRAL REGION

JOUMANA EL-MERHIBI
Regional Manager

Metro has undergone some management change throughout the last few months; however, the Metro teams have taken this change very positively and embraced positive change management. This is evident throughout the Culture Masterclasses that ran from April to June, with positive feedback being provided.

Metro has embraced various social club events in collaboration with the Metro North East region, i.e. lunch at Fasta Pasta and 10 pin bowling. Participants enjoyed getting to know each other, getting to know staff across regions, and having fun whilst eating lots of yummy food.

A participant was supported to obtain paid employment, delivering pamphlets in their local area, and this has contributed to 2 of their goals i.e. obtaining paid employment as well as increasing physical activities to assist with their physical health and wellbeing. In addition, a participant achieved getting their first tattoo, which was an exciting and fulfilling time for them as they have always wanted one; goal achieved!

Our Coordinators have been working with participants and their families regarding the vaccine rollout for COVID-19; we have some participants who have received their first vaccination and are now awaiting their second vaccination. We have been working closely with Aspen Medical to explore further vaccination dates/ times for remaining participants and staff.

It is amazing to see so many great outcomes for participants that we support and getting excited for further positive outcomes to come.



UPDATE FROM PEOPLE & CULTURE

SRIHARI SURAPANENI
Employee Relations Advisor

CLO Enterprise Agreement 2019 Implementation

Work on implementation of the EA into our systems over the last month has continued and we are very pleased to advise that all rules have been actioned and so from the pay period ending 22.06.2021 pays will reflect the changes from our new EA!

With the updated rules in place, our team is now focusing on the back payments for staff. CLO has contracted an external provider to undertake this task to support getting this completed as soon as practicable; however given that there are seven pay fortnights to recalculate for every employee at CLO, this will still take some time.

At this stage, the estimated time for calculations to be completed for processing is the end of August 2021. We are doing everything we can to ensure these payments are completed as soon as possible.

We will continue to update everyone as we progress and would like to thank everyone for your patience as we progress with these changes.

CLO Email

CLO has various tools to communicate within the organisation and among them, your CLO email as a communication tool is very effective. Please ensure that you use your CLO email and check regularly as this is a key communication tool.

MEET NEW MEMBERS OF THE CLO TEAM



MEET HELEN!

Helen joins the team as Administration Officer and brings over 20 years of experience in office management and finance. Studying a Bachelor of Business Management and working in a vast array of sectors including government, manufacturing and corporate. Helen brings excellent customer service and collaboration to the team and will be working closely with the Administration Coordinator.



MEET SHONA!

Shona joins the team as the new Regional Manager for the Metro region. Shona brings a wealth of knowledge to role with experience in leading teams to deliver high quality services to vulnerable people, operational management and leading quality and continuous improvement initiatives as well as having an in-depth understanding of the NDIS.

We are pleased to have Shona as part of our team and look forward to working with her into the future. Over the next couple of weeks Shona will be visiting sites to meet participants and staff. If you see Shona around the Edwardstown office and haven't yet had the opportunity to introduce yourself please feel free to say hello.

WELCOME AMANDA!

Amanda has commenced as the Executive Admin and will be based out of both the Edwardstown and Victor Harbor offices. Amanda brings over 20 years' experience in a diverse range of businesses and industries, in Australia and overseas. With a strong skill set in office manager duties, staff supervision and mentoring of administration groups as well as the responsibility to implement and manage board processes, Amanda has a strong drive for innovation and continuous improvement with a result focus.

We look forward to working with you Amanda, welcome to Team CLO.

