

CLO CONNECT

Community Living Options Monthly Newsletter
Issue 20, August 2021



FROM OUR CEO

MEL KUBISA
CEO

Hello everyone,

I hope you all stayed safe and well during the recent stay at home orders and COVID-19 outbreak in SA. We here at CLO value your continuity of support for our participants and the efforts of essential frontline workers everywhere in SA. Stay safe; we have a great team managing our COVID-19 management plan to keep you safe.

This month I'd like to highlight the hard work the teams have undertaken to bring you our 2021-2022 Disability Access and Inclusion Plan and our Leadership and Workforce Plan. These plans are developed from our focus groups with stakeholders, consumers, teams, surveys and SWOTs to target what you want to see happen here at CLO. It has been a pleasure to receive all your feedback. These plans are now available on SharePoint.

Our Disability Access and Inclusion Plan focuses on human rights, inclusion and support for you to achieve your dreams and aspirations. Here are our key objectives:

Disability Access and Inclusion Plan

Key Objectives

1: Human Rights and Safeguarding

2: Quality of Life

3: Access to Health Supports

4: Community Engagement and Inclusion

5: Culture and Diversity

Our Leadership and Workforce Plan is underpinned by our culture survey to ensure we act on feedback from our staff. Our focus is culture, leadership, responsive recruitment, training and development. Here are our key objectives:

Leadership and Workforce Plan

Key Objectives

1: To drive a values-based culture

2: To develop excellence in Leadership

3: Right people for the right job

4: Providing learning opportunities

5: Employee development and support

Thanks everyone, stay safe, and we hope to see you at our first conference in October.

NEW OFFICE LOCATION - ADELAIDE

We are very excited to share that we have moved into our new office space in Grenfell Street, Adelaide!

The new office will be home to our Children Services, Learning & Development Team, as well as Brittany in Marketing and Emily as Admin.

This new office space will allow for more training to be ran for our CLO team and provide space for future growth.

The new clinical space at the rear of the Edwardstown office is also due to be open very soon.

We look forward to seeing how this will achieve great opportunities and outcomes for Team CLO.



225 Grenfell Street, Adelaide

HUTT ST CENTRE- WALK A MILE IN MY BOOTS

There is still time if you would like to take part in Walk a Mile In My Boots!

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 the Adelaide CBD.

To be COVID-safe, we recommend wearing your masks if you plan on doing the team walks or doing the walk around your local area instead if you wish.

The team walks will be on Friday the 6th of August, if you would like to join us, please RSVP to Brittany or Nicolle.

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>





MEET THE CLO BOARD

DENICE WHARLDALL
Board Member

What would you like people to know about you?

I was born in England and my parents were ten-pound poms. Until recently retiring, I worked in the disability field for over 45 years holding a range of roles from Registered Nurse, Case Worker, Developmental Educator and CEO.

I have been married to my lovely husband Jeff for almost 30 years and we live at Largs North.

I enjoy walking on the beach, going to the gym, reading and travel. I am an avid supporter and season ticket holder of the Adelaide Crows; this has not been easy in recent times especially being married to a Port supporter.

What are your hopes and dreams?

That we are kinder to each other and on a selfish note, that we can travel again.

What is important to you?

- Family and friends
- I have a strong interest in ensuring the support of individuals with a disability reflects best practice. We owe this to the people we support

What are your favourite things?

- Holidays, I love to travel
- Spending time with family and friends
- Walking on the beach

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

All the CLO values are important and interconnected.

I do however have a special place in my heart for rights and relationships. Many individuals who live with a disability have few people in their lives who are not paid. A major role for the organisation is to foster and support the development and maintenance of relationships.

POP-UP VACCINATION CLINIC

CLO is proud to team up with Aspen Medical Australia to offer CLO staff and participants the COVID-19 vaccination.



The Aspen Medical team set up a pop-up vaccination clinic at both our Edwardstown and Victor Harbor offices to provide all staff and participants wishing to have the COVID-19 vaccination their first dose.



Andrew, a CLO participant who attended the Edwardstown vaccination hub, said he had the vaccine to "keep himself and other people safe" and encourages everyone to have the vaccine so they are safe.

We are proud to provide an accessible vaccination hub for our CLO community.



PEOPLE & CULTURE

SARAH JOHNSTON
Manager People and Culture

We have had significant progress with updating the Enterprise Agreement into our systems in the last month, with a few reviews required over the last few weeks to ensure the effectiveness of the interpretations. As part of the rollout, over the last few weeks, there has been a focus on roster designs as some rosters were not in full alignment with the new EA requirements. Srihari Surapaneni has been working with the operations team to identify any rosters that require review, and the operations leadership team are working with their individual teams to address required changes.

Finding a balanced roster design that works for all can sometimes take a bit of time and requires strong collaboration and teamwork. Consultation on changes is being done with our teams through varied communication channels, including team meetings, emails, and individual meets where required. If any staff have concerns or questions regarding the changes for themselves or their team, please approach your manager in the first instance to discuss, or alternatively, you can speak with People & Culture.

With the update of the rules into the system, CLO has contracted an external provider to undertake the task of calculating the back payments to support getting this completed as soon as it is practicable. Given that there are multiple impacted pay fortnights to recalculate for every employee at CLO, this will still take some time. We are doing everything we can to ensure these payments are completed as soon as possible, and we will continue to keep staff updated as we progress.

Again if staff have any questions or concerns regarding any of the EA roll out or any other workforce matter, please reach out to your Manager in the first instance. Alternatively, you can speak with any of our People and Culture team.

People & Culture would like to extend a warm welcome to two new team members to our department.

Michelle Rogers, who will be our Health, Safety and Wellbeing Partner and Jordana Tagirara, who is joining our team of People and Culture Coordinators.

If you would like to contact someone in the People & Culture department, all of our team members can be found through the 'Who is People & Culture' file on SharePoint.



LEARNING & DEVELOPMENT

SAM FARRELL
Manager Learning & Development

We have officially moved into our new Adelaide office, and what an amazing space it is with three great sized training rooms – we are located East End across the road from Ebenezer Place, and we are looking forward to the 2021-2022 year. Once the office has officially been set up, we will share photos!

We will continue to review and develop our short eLearning packages to keep everyone up to date, particularly during times of COVID restrictions. If you have any feedback and suggestions, please do not hesitate to share your ideas via the feedback form on SharePoint.

We look forward to seeing you at the new office from the L&D team – Sam, Greg, Elyse, Matt and Hayley!

MY BASKETBALL GRAND FINAL!

- Daniel McKenzie



Hi I'm Daniel McKenzie,

On the 28th of June 2021 I played in a basketball grand final for the ABA orange team. We came second in the grand final and I received a silver medal. Lots of CLO office staff attended to support me, watch me play and get presented with the medal. I scored a really good 'free-throw' goal, numerous other goals and intercepts during the game. The CLO staff made me a certificate of excellence for playing in the basketball grand final and made me a poster that said 'GO DANIEL!' on it. It was a really great night for everybody!



I have also been making music videos on my own with staff and with my PBS practitioner Kat. I would like you all to have the link to my YouTube Channel so that you can watch my videos.

<https://www.youtube.com/channel/UCgOWO2Ktq0ohqG9OpslilpA>

HEALTH & WELLBEING THROUGH COVID

COVID has once again brought a few changes to us all over the last month.



Whether we are in lockdown or just living with some restrictions, there are some adjustments that everyone has needed to implement into their lives.

Whilst we progress and adjust to these changes, it is important that we continue to look after our Health and Wellbeing.

For many, the hardest impact from these changes and restrictions has been maintaining social and support networks. There have been many systems and programs set up now to ensure that everyone is able to access support when and where it is needed and below is some links to some of the key support available:

- [Mental health and wellbeing | SA.GOV.AU: COVID-19](https://www.sa.gov.au/health-and-wellbeing/mental-health-and-wellbeing)
- [Self-isolation and quarantine advice | SA Health](https://www.sa.gov.au/health-and-wellbeing/self-isolation-and-quarantine-advice)
- [Supporting you through the Coronavirus pandemic - Beyond Blue](https://www.sa.gov.au/health-and-wellbeing/supporting-you-through-the-coronavirus-pandemic)

[Head to Health](https://www.headtohealth.org.au) can provide support on staying connected, particularly if you are separated from your family, or in isolation or quarantine. There are resources available to support you to continue to attend and participate over the phone or virtually to maintain your access and connection to your community.

If support is required in another language, you can contact TIS National on 131 450 or visit [tisnational.gov.au](https://www.tisnational.gov.au) to get an interpreter.

TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Children Services Yu Fang

On behalf of the Children Services Team, we would like to recognise the hard work and dedication of Yu Fang, a much valued member of the Ngadlu and Children Services Team.

Yu has demonstrated a strong commitment to CLO and the young people that she supports. Always keen to give anything a go, Yu demonstrated the CLO values in all aspects of her work. Yu advocates for the rights of the young people in our care by being an active Keyworker and ensuring that the young peoples best interests are always at the forefront. Yu demonstrates integrity by always being trustworthy, reliable, honest and accountable. Yu values the relationships that we have with young people and this is demonstrated by the time that she takes to build rapport and really know the young people we support. Yu always strives to deliver excellence in all aspects of her work, is always conscious of the safety of our young people and her team members, and is forthright with innovative idea for continuous improvement.

What a great asset you are Yu Fang, to not only our young people but to CLO.

Business Services Heshan Rathnasekara, Jason Pentlow & Isuru Senanayake

CLO's IT team have been tremendously helpful and supportive whenever anyone has needed them. They have always been proactive in identifying any issues encountered and are willing to go above and beyond to seek resolution for all tech issues. Due to the unexpected covid lockdown, they have all been very prompt to assist in accommodating all staff while being adaptable to the changes of setting up office staff to work from home, supporting online inductions, and training.

CLO appreciates your hardworking efforts and would like to say thank you for your helpful support. You have all been a great asset to CLO and have helped contribute to a positive team culture!

South Metro Eilish Scholar

We would like to congratulate Eilish Scholar for South Metros reward and recognition for July.

Eilish has been a great support for Sophie, her team and Sophie's family over the past few months. Eilish has been supporting Sophie for just under a year and in this time she has built a great relationship with her. Not only that, but she has also gone above and beyond to build great rapport with Sophie's family. Eilish pays great attention to detail, especially around Sophie's medication and health needs and is always finding ways to improve Sophie's home and quality of life.

Eilish and Sophie have very fun, activity-filled days, from playing Mario Kart to playing basketball together. Eilish has supported Sophie with doing yoga inside her home, preparing meals, outings to the cafe and to visit her mum, dad and brothers. They are currently working on a project to combine and print out Sophie's favourite photo memories to make a lovely album for Sophie to keep.

She consistently reviews documentation, medical information and goals to make sure that Sophie is receiving the best and accurate support. She has been reviewing Sophie's goals to make sure they are current and being kept alive.

Keep up the great work, Eilish!

CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Metro North West Ravi Sarao

Ravi joined the Morley team in July 2020 and started working with participant Corey when he first moved into his new home in August. Ravi has been a part of the Morley team since the very beginning and has shown significant resilience, determination and flexibility when supporting Corey, always being the first one to put up his hand to help when needed.

Ravi has been regularly involved with supporting Corey within his home, helping out with cleaning, washing, and daily activities, as well as being the assistant chef to some of Corey's favourite recipes. Ravi has also been very successful at providing Corey with ample opportunities to get involved in the community and explore Adelaide (when we aren't in lockdown). The photos below speak 1000 words. For those who know Ravi, would know his smile is contagious, and his mannerism is inspiring.

Ravi actively and regularly demonstrates all of CLO's values and gives purpose to "Great Opportunities, Great Life". Well done Ravi!



Fleurieu Melsetter Team

We would like to recognize the Melsetter Team – Angie, Caroline and Maddie, for their dedication, flexibility and consistency in supporting Dani.

This team have supported Dani to increase her social and communication skills by planning and facilitating trips to Mount Barker to see her friends. In addition, the team have supported Dani to transition to her new mobility scooter, which has provided even greater independence in the community.

Through a person centered approach and teamwork, they have supported Dani to improve her budgeting skills. This has been achieved by supporting and educating Dani around essential and non-essential spending while maintaining Dani's choice and control. Angie, Caroline and Maddie have also actively supported Dani to keep a homely environment and supported Dani to manage her health by making her own appointments, keeping notes and attending all required health-related appointments.

A very big thank you to the Melsetter team – you are making an incredible difference in the life of the participant you support. Well Done!

Metro North East Makoborero Mahuku

Mako lives, breaths and works with CLO's values and mission, particularly the values of empathy, relationships, and rights. Mako has built a strong rapport and professional relationship with our participant, and the participant's family-which is key to successfully supporting our participant. Mako truly understands the strength of families and how important of a role they play in the participants life.

Every day Mako's work shows choice and control and person-centred active supports, ensuring Alex is making his choices and is in control of his life and his daily routines. Mako ensures Alex is continuously involved in his daily planning, using a person-centred active approach. Alex regularly enjoys community outings with Mako, such as attending the gym, shopping, and horse riding, which is one of Alex's favourite therapeutic activities.

Well done to Mako for consistently supporting our participant to live his best life and embrace all great opportunities on a regular basis.



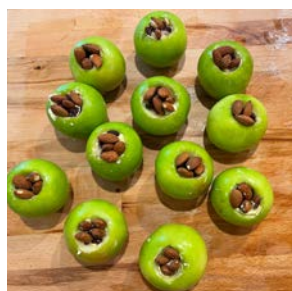
CHILDREN SERVICES

NICOLE GENT

Children Services Manager

Children Services have had the pleasure to move into the new Grenfell office just before lockdown. Whilst we are now working from home to support our frontline teams, our teams are doing a great job walking alongside our young people. Being in lockdown can be hard on everyone, but when you have to do school work...even more so! Staff have supported each young person with their learning activities. The Ngadlu site had lots of apples, and we decided to bake some of them. Whilst happy to assist with the recipe, they were not so keen to eat them; however, staff thought they were delicious!

Despite lockdown, like all services, Children Services keeps moving. In August, we are looking forward to one of our young people transitioning to Metro as an adult, opening a new service AND moving from our Pasadena service. As always, busy and exciting times ahead!



KEEPING BUSY DURING THE SA LOCKDOWN

We have loved seeing photos of what everyone has been up to while SA has been in a 7-day lockdown.

From movie marathons, arts and crafts, essential work, cooking up a storm and picking fresh flowers to brighten up the house, it's so great to see everyone keeping busy with a smile on their face.



NEW TEAM MEMBERS + NEW ROLES!

RECRUITMENT



MEET JAHERUL

Jaherul has been an integral part of the Recruitment Team the past 3 months in his temping role and has demonstrated exceptional commitment to learn, grow and drive outcomes for CLO in his time with us. Jaherul brings to the team outstanding values and drive to deliver for the organisation, he has built strong relationships and an understanding of person-centred recruitment.

Congratulations Jaherul and welcome to Team CLO!



MEET GLENN

We would like to welcome Glenn Manser to the Service Development Coordinator role. Glenn brings a wealth of knowledge and experience with him including project management, customer relations for NDIS participants, volunteer training and support, coordinating a men's parenting project and day options programmes as well as experience writing grant and funding submissions.

Welcome to Team CLO, Glenn!

OPERATIONS



MEET ZOE

Zoe Dalton is nearing the end of her 2-week orientation and comes on board with wealth of experience in the industry and a background in children services team management.

Welcome to Team CLO, Zoe!



MEET MICHELLE

Michelle Egel is also nearing the end of her 2-week orientation and comes on board with wealth of experience in the industry and a background in support coordination and team management.

Welcome to Team CLO, Michelle!

PEOPLE AND CULTURE



MEET MICHELLE

Michelle Rogers has commenced as our Health Safety & Wellbeing Partner and is joining our team with qualifications and significant experience working within Health and Safety and RTW across varied industries including retail, insurance and transport.

Welcome to Team CLO, Michelle!



MEET JORDANA

Jordana Tagirara has commenced as one of our People and Culture Coordinators. Jordana joins us with qualifications in HR and Business together with HR experience within the Community Services/Disability sector.

Welcome to Team CLO, Jordana!

NEW ROLES



CONGRATULATIONS LAUREN

Lauren Cronin has been successful in securing the Finance and Administration Manager role.

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. She has been supporting us in the Acting FAM role for several months so it's with great pleasure that she can continue in the role ongoing.

Congratulations on your new role, Lauren!



CONGRATULATIONS NICOLE

Nicole Gent has recently secured the second Senior Manager of Operations role.

Nicole has been instrumental in establishing our Children Services Department and has achieved some fantastic outcomes since joining the CLO team late last year.

Nicole has an extensive background in Criminal Justice, Family Law, Care and Protection, Out of Home Care and is currently completing her Masters of Social Work and MBA.

Congratulations on your new role, Nicole!



CONGRATULATIONS RATHA

Ratha Sok has risen up through the ranks from Support Worker to Acting Service Coordinator and recently has been successful in securing the role. Ratha brings a person-centred approach and sound attention to detail and a solid understanding of CLO systems and procedures.

Congratulations on your new role, Ratha!



CONGRATULATIONS LORRAINE

Lorraine Lindsay has recently joined the Clinical Team as a Positive Behaviour Support Practitioner. Lorraine commenced at CLO as a Service Coordinator and brings previous experience and knowledge in a range of roles across the community services sector.

Congratulations on your new role, Lorraine!

