

CLO CONNECT

Community Living Options Monthly Newsletter
Issue 21, September 2021



FROM OUR CEO

MEL KUBISA
CEO

Hello everyone,

Culture has been a strong focus at our recent focus groups to develop our Leadership and Workforce Plan. In these focus groups, we developed our culture commitment statements. We need to come to work every day contributing to a positive culture and how we will help advance our purpose and support our people.

Our Culture Statement:

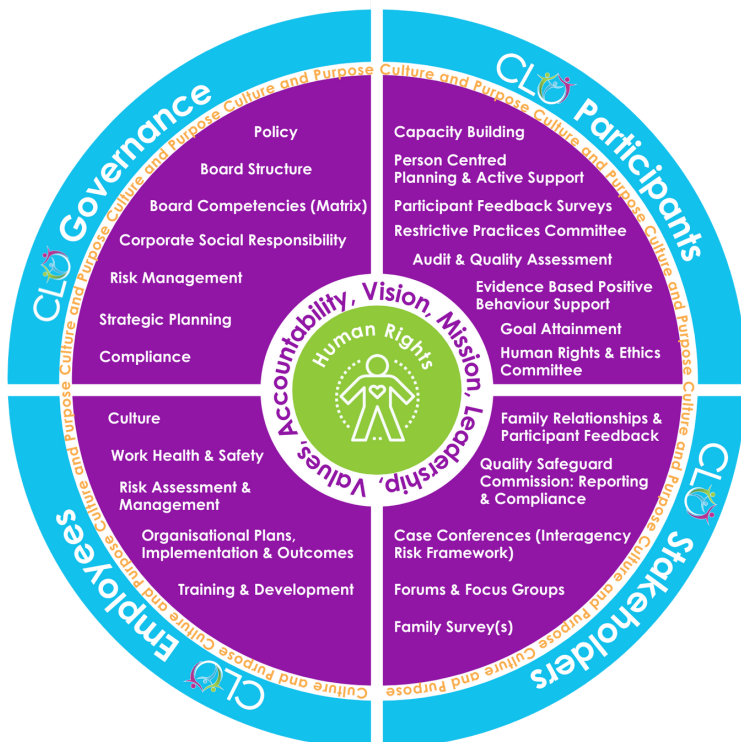
We are committed to a collaborative, inclusive, supportive, and innovative culture, where all people feel valued, safe, and respected. We are committed to delivering excellence to ensure we all achieve 'great opportunities and a great life'.

All CLO organisational plans are now available on SharePoint. These plans include:

- The Leadership and Workforce Plan
- The Business Safety Plan
- The Disability Access and Inclusion Plan
- The Clinical Strategic Action Plan
- The Children Services Strategic Action Plan
- The Marketing Plan
- The IT Plan

Underpinning all our organisational plans are our three big frameworks: Clinical Governance, Risk Management and our new Quality and Compliance (draft framework).

Clinical Governance Framework



WILLIAMS WARDROBE

During the month of August, CLO ran a donation drive for Williams Wardrobe who deliver donated clothing for anyone who is sleeping rough on the city streets.

We would like to say a big thank you to everyone who donated clothing, shoes and blankets. All donations are greatly appreciated and will help keep people in our community warm.

All up, there was a car boot full of donations delivered to Williams Wardrobe.

Thank you, Team CLO!



DEAF CAN:DO SILENT LUNCH

Deaf Can:Do are holding a 'Silent Lunch' as part of our National Week of Deaf People celebrations.

Celebrate the language, culture and history of the Deaf community with a unique voice off experience.

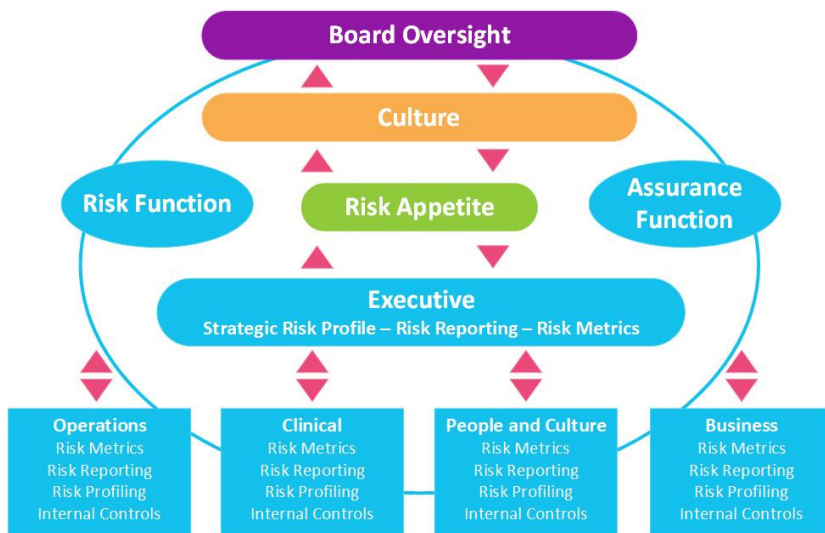
Package includes a two-course luncheon, two hour beverage package including beer, wine and sparkling, fundraising activities and special guest presentations.

Date – Thursday 23 September 2021
Location – William Magarey Room, Level 3, Adelaide Oval
Time – 12.00pm to 2.30pm
Tickets – \$99 per person or a table of 6 for \$594

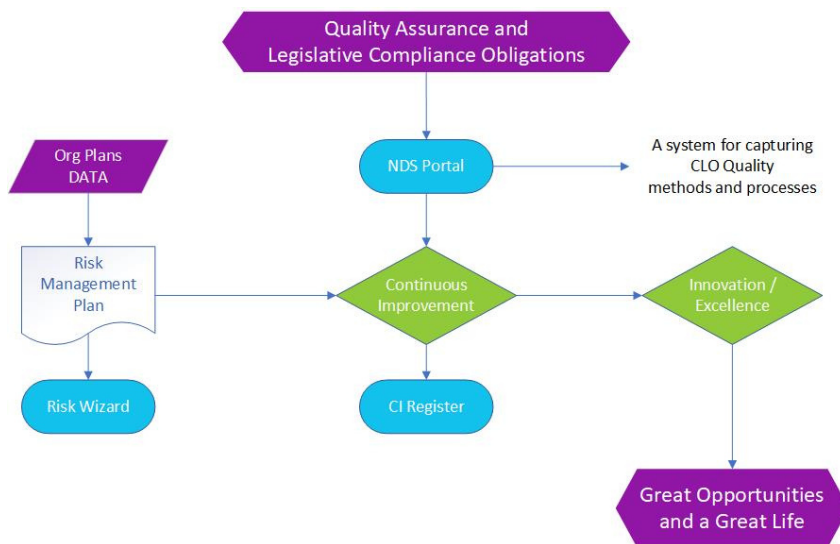
All proceeds raised from this event will support the services provided by Deaf Can:Do.
[Book now](#)



Risk Management Framework



Quality and Compliance Framework



To bring all this alive we are going to run our CLO blue print focus groups to bring our frameworks together under our culture and values framework. Stay tuned!

Rabecka is kicking off this quarter with work groups coming together to define our CLO blue print.

At the end of this we want to have a cultural framework underpinned by our 3 overarching organisational frameworks. Our values based culture is at the core of everything we do every day. Value each other and we will succeed, everyone is working hard to achieve our purpose and we appreciate that each and every day.

ADELAIDE CROWS- 2021 CLUB CHAMPION AWARD CEREMONY

Jacob suited up, ready to attend the Adelaide Football Club 2021 Club Champion award ceremony.

Jacob has worked for the Adelaide Crows for the past 11 years as a Football Services Assistant and has signed a new contract for next year to continue his great work supporting the team!



POP-UP VACCINATION CLINIC

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



Last month, the Aspen Medical team again visited the Edwardstown and Victor Harbor offices to provide all staff and participants wishing to have the COVID-19 vaccination their second dose.

A big thank you to Jodie Harvey, CLO's Registered Nurse for coordinating the vaccination hub in collaboration with Aspen Medical.



CLOCKLIVE PROJECT



SRIHARI SURAPANENI
Employee Relations Advisor

We would like to provide a quick introduction to ClockLive project which will be rolled out in September 2021.

- Clock live is an add on from Emplive where employees can login in using Emplive Mobile App through mobile device by both Android & iOS users and it can also be accessed through work computers.
- ClockLive provides time capture functionality via a web interface.
- A timesheet will be created when employees clock in and clock out every day.
- Provides functionality to verify employee location when they clock in and clock out.
- Employees will be able to review roster, accept/decline offered shifts, add leave & unavailability requests and Clock in/out of their shifts.

Watch this space!

ALLIED HEALTH AND THERAPEUTIC SOLUTIONS

LOUISE MOUNTFORD

Senior Manager Clinical and Therapeutic Services

It's been a busy time for the clinical team. As part of moving into our new building at Edwardstown, the team has also been renamed "Allied Health and Therapeutic Solutions". Under this banner, we will still be providing outstanding behaviour support to internal and external participants alongside the fantastic work the support coordination team provide. The rebranding, however, provides scope for being able to expand the types of services we provide, so watch this space for some exciting announcements over the next year. We will be holding our team building and focus day in early September and look forward to being able to share this with all of you in the next newsletter. In the meantime – please feel free to come over and visit our new space.

A welcome addition to the team is Emily Franzon, who has joined us to fulfil a new role as PBS administration. We are currently recruiting for further behaviour practitioners as well as a truly exciting and newly created role of Practice Innovation Trainer who will be working closely with our team and Operations to provide practice training to the organisation. Currently, the role of PBS team lead is vacant as we are focussing on establishing some strong foundations in regards to our supervision and team meeting structures. Special thanks to Scott Murphy for acting in this role for the last two months.

Sadly this month, we have had two pivotal people within the team choose to progress other career opportunities. We'd like to take the chance to thank Lorraine Jones and Lisa Zrim for their incredible work and dedication and wish them all the best in their new endeavours.

CLO SOCIAL CLUB- BOWLING

Some happy snaps from the recent Fleurieu social club- bowling at Noarlunga! Looks like everyone had an awesome time.



CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Business Services

Matt Mercieca

We would like to congratulate Matt Mercieca, Learning and Development team, for August's business teams reward and recognition.

Matt has been instrumental in supporting the Recruitment Team through his collaboration and communication to ensure the candidate experience is a positive one transitioning from onboarding to induction. Matt is consistently discussing and sharing innovative ways to drive training outcomes and partnering with Recruitment to look for opportunities in the job active provider space. Matt's willingness to support the greater team and organisation is evident through his eagerness to participate in the Culture Masterclass refresh working collaboratively with the Operations and Senior Management team. Matt is solution driven with excellent customer service focus.

Well done, Matt!

Children Services

Sandra Brewer

On behalf of the Children Services Region, we would like to recognise the dedication and hard work of Sandra Brewer. Sandra commenced with CLO in 2017 as a Person-Centered Support Worker within our SIL sites. In 2021 Sandra moved into our Children Services Region as a Children Services Support Worker, providing support to our young people and building rapport with our teams. Due to Sandra's evident attention to detail and task-oriented work ethic, in March 2021, Sandra had the opportunity to act in a rostering role and was more than happy to assist!

Sandra then went on to complete Administrative and Service Development tasks in our offices and assisting with organising our group and 1:1 interviews for our Children Services support staff. Sandra is now one of our L3 staff at our Ngadlu site. Sandra's flexibility, ability to connect with our staff and young people, and willingness to help out within the different departments/roles is very much appreciated and we are all exceptionally happy to have you as part of our team!

Well done Sandra, and thank you for your commitment to CLO!

Fleurieu

Lamont Team

The Lamont team is a dedicated team embracing change and continued developments in assistive technology (AT).

The team are currently supporting one of the Lamont participants, Sally to communicate with her family and support team via the use of eye gaze technology. This AT is now providing new and exciting ways for Sally to communicate her individual choice and feelings while also maintaining relationships. Developmental programs are also forming part of the eye gaze programs. The team are embracing this amazing technology when supporting Sally to follow the programs now available to her.

In addition, the team seized an opportunity to support the use of the eye gaze technology to enhance Sally's birthday recently by communicating with family members for the first time using the technology. In addition, the team facilitated contacting another family member via Zoom to join in the celebrations as they couldn't attend due to COVID restrictions.

The team are now supporting a second participant to choose the correct AT for her communication needs and style in collaboration with the speech pathologist. It has been great to see the way the team are supporting participants to embrace AT to facilitate inclusion, opportunity, connectiveness, and communication.

Great work team!

CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Fleurieu Brett Schild

Brett joined CLO in February 2021 through a student placement program in collaboration with the CLO recruitment team and RTO Alfie.

Since then, Brett has worked at various SIL sites in Victor Harbor before finding a permanent line with one of our tenancy participants, Malcolm.

Malcolm welcomed Brett immediately, and they have struck up a great supportive relationship during the last four months. This has been achieved through some common interests such as lawn mowing, hiking, music and pets. Since then, Brett has displayed a fantastic person-centred approach in line with Malcolm's values and support needs. Some of Brett's qualities observed through active support and guidance include respect, emotional support, communication, and building trust. In addition, Brett has been instrumental in re-introducing the safe neighbour program with Malcolm. This has supported Mal to now re-engage with his neighbours while feeling safe and less anxious.

Brett's proactiveness has facilitated some great goal achievements for Mal over a short period of time.

Well done, Brett!

Metro North West Peta Jones

Peta commenced with CLO in November 2016 and has worked with participant Kirsty since she first transitioned in December 2017. During this time, Peta has formed a fantastic rapport with Kirsty and supported many positive outcomes, such as moving to Mount Barker to be close to her family. Peta regularly supports Kirsty to set up visits with her children and family and engage in activities with them, such as playing mini golf. Peta had a big role in supporting Kirsty to set up a beautiful, homely environment with lots of photos and statues. Peta has also supported Kirsty to purchase and paint ornaments to give as gifts to her family, which the whole family loved! Peta has not only supported Kirsty in working towards her dreams and aspirations but is also a regular team player, actively supporting her teammates when they are in need. Peta is always happy to help when teammates go on annual leave and need a friendly hand. Through moving the whole team from Metro Central to Metro North West, Peta continues to be flexible, and taken on board all changes, whilst simultaneously keeping the team spirit high. Not only is she a fantastic colleague, but you can always count on her to make you laugh until your stomach hurts! Peta continues to grow and refine her skills by continuously improving on her documentation and seeking constructive feedback.

Well done, Peta!

Metro North East Morley 18B Team

The team at Morley 18B has been working diligently since Rachel transitioned into the community in February and has done a tremendous job supporting Rachel to participate in social events, setting up a fantastic weekly routine, improving independence and upskilling Rachel using a person-centred active support model.

Keep up the great work you do team; we are proud to work alongside you and seeing you make positive contributions to Rachel's quality of life through the brilliant implementation of supports.

Congratulations, Morley Team!



CHILDREN SERVICES

STACEY KLEIN

Child Services Team Lead

Hello from Children Services!

Children Services had the pleasure of supporting one of our young people to transition into Metro Supported Independent Living (SIL) due to turning 18 in August! We also had more birthdays to celebrate in August with 2 of our young people turning 15. We have some exciting times ahead for this month with our PaSP house, Bunji opening and our Ngadlu house moving into their long-term setting at Ingle Farm from Pasadena. We also have an amazing opportunity of recruiting for a new Children Services Manager due to Nicole Gent securing the role as Senior Manager of Operations for Children Services and Metro!

The Children Services team have settled in well to the new Grenfell Street office despite the challenges we faced with the statewide lockdown last month – we have some great signage now displayed and our desk spaces filling up fast with having the Metro teams moving in to join us here at the new office. When you get the chance, come in for a cuppa to say hey!

SOUTH AUSTRALIAN CHILD PROTECTION AWARDS

We are pleased to share that we have been named as a finalist for the 'Innovation in Child Protection-Metropolitan' award category in the inaugural South Australian Child Protection Awards!

We expanded into Children Services in early 2021 to support children and young people in a residential care setting. We have a fantastic and passionate team led by Nicole Gent, who played an integral role in developing our Children Services team.

The Children Services team have a strong focus on children and young people as individuals and supports their dreams and choices, whilst focusing on developing skills by ensuring all that we do has purpose and positively impacts their ability to engage successfully with school, community and loved ones.

Go Team!





PEOPLE & CULTURE

SARAH JOHNSTON

Manager People and Culture

Our last ERAC meeting held in August saw the final stage of our ERAC revamp for 2021 with the new name as voted by our employees. The Employee Representative and Advisory Committee (ERAC) will now be known as the Employee Voice Committee. There were 66 votes submitted and the below summarises the outcomes of the voting.

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Employee Voice Committee	37
Employee Engagement Comm...	14



Information regarding the Employee Voice Committee and the representatives for your region can be found on the committee SharePoint file.

The file includes all the latest minutes, meeting dates, information and contact details of your representatives and also an Expression of interest form for any employees to submit their interest for current or future representative vacancies.

Even if you are not wanting to become a representative on the committee or are unsure if you do, meetings are always open for any employee to come along voluntarily, either to raise a concern or an idea or to just be a part of the conversations. If you are not able to attend but have something to raise or that you wish to contribute, please contact one of your region's representatives or alternatively, you can email the Employee voice group email employeevoice@clo.org.au.

UPDATE FROM OUR FLEURIEU REGION

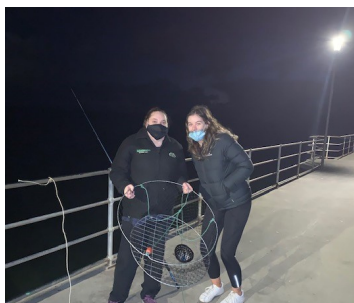
Not even the cold winter of Adelaide can keep Sarah and Bianca away from the water.

Better you than me B, not sure I could snorkel at this time of year!

Sarah braved the elements with staff to go fishing and crabbing. Sarah passed on her knowledge of crabbing to new staff member Rhea and staff member Ghalib letting them know it was the right 'season' for crabbing, and this is one of her favourite hobbies.

They had a great time catching a crab and an unexpected Port Jackson shark (which was thrown back!).

Sarah had a great time chatting to all the other people fishing on the Jetty. Good catch Sarah!



ISAAC'S TRIP TO GOOLWA

Isaac was supported on his first visit to a regional area on Monday, 16th August. Isaac was quite happy and enjoyed the long drive, and listened to his favourite music in the car. Once Isaac and his staff arrived at Goolwa, he spoke to various local community members and asked them about things to do. He was prompted to visit the Boarding Station.



Isaac visited the Boarding Station and enjoyed looking at the boats and the monuments. Isaac spent time looking at the trains and discussed with staff some of his past experiences involving trains, cars and boats.

Isaac then went out for lunch at a local cafe and enjoyed the nice weather.

Once back home, Isaac called his brother and told him about his visit to Goolwa and spoke about some of the things he saw and was extremely excited to share every single little detail. Isaac also told other staff about his trip.

Isaac expressed he was happy to visit Goolwa for the first time and made it clear he would love to visit there again, next time bringing his fishing gear.



LEARNING & DEVELOPMENT

ELYSE CALLAGHAN

Learning & Development Coordinator

Hi from L&D Team!

Along with the Children Service and Metro region, we have all now settled into the office at 225 Grenfell Street, Adelaide. Photos are coming, but in the meantime, don't be afraid to drop in! Training will continue to be delivered across regions, with the majority being delivered in Adelaide, taking advantage of our new modern and spacious training hub. Check out this photo of our Children Services staff undertaking Fire Fighting training. Options for parking and transport will be attached to all PeopleStreme Events for training taking place at Grenfell Street.



Our face to face training calendar for the year has been finalised, and a list of all our eLearning courses is available via the Learning Tile on SharePoint. The training and booking processes are available on SharePoint, please consider your rostered shifts before booking into any training.

We look forward to seeing you soon at our new space!



HEALTH & SAFETY

RABECKA STOKES

Manager Quality and Compliance

CLO's Safety committee has a new name! 2021/2022 welcome's CLO's newly titled Health, Safety & Wellbeing Committee.

Focusing on the below key objectives over 21/22, CLO's Health, Safety and Wellbeing Committee is committed to ensuring the health, safety and wellbeing of all CLO staff and its participants.

Objectives:

- Commitment to a total safety culture at CLO – employees value their safety and the safety of others
- Designated WHS roles appointed
- WHS risk management (overarching risk management plan /risk wizard)
- Legislative compliance: WHS Policy
- WHS quality assurance
- Yearly WHS training calendar
- Risk registers are monitored and reported against
- Demonstrate quality WHS Investigations
- WHS reporting is structured and communication strategy in place.
- RTW and LTI measured and reported
- Psychological safety in teams
- Improving safety through professional culture
- Employee health and wellbeing programme
- Site Inspections and risk assessment
- Site cleanliness and hygiene is evidenced
- Safe working premises are demonstrated
- Fire evacuation planning

We also welcome an additional two HSR's that will support our growing teams and our new HS&W partner.

CLO Health Safety Representatives



Cassandra Dunne

Region: Office



Susan Morrissey

Region: South Metro, Metro North East, Metro North West



Sheryl Martin

Region: Children Services, Metro

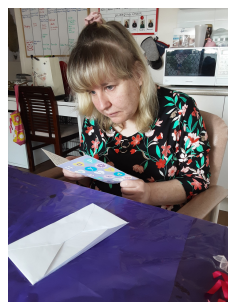
VAN GOGH ALIVE 2021

We have loved seeing so many people checking out the Van Gogh Alive experience in Adelaide! What an incredible experience.



HAPPY BIRTHDAY TANIA!

Tania recently turned 46 and spent her special day with her mum and received lots of presents to celebrate!



ERIN AND WAYNE'S SPONTANEOUS BOWLING TRIP

With a recent power outage at home, neighbours Erin and Wayne decided the best thing to do was go bowling! They both had a great time.

