

Annual Report 2020/2021



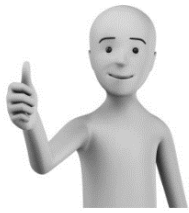
Easy English

Contents	Page
CEO and Chairperson Report.....	4
Strategic Plan.....	7
Meet the Board.....	11
Our Surveys.....	13
Operations Report.....	15
Quality and Compliance Report.....	19
Children Services Report.....	22
People and Culture Report.....	24
Clinical Services Report.....	28
Financial Report.....	31

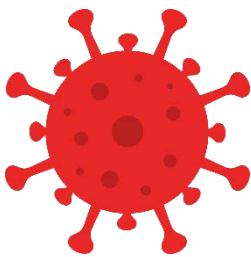
CEO and Chairperson Report



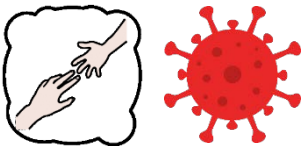
By Mel Kubisa



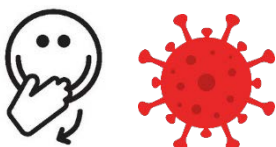
We have achieved some great things



In 2021 we had to make changes to make sure everyone was safe through the COVID-19 outbreak



Staff provided great support through the COVID-19 outbreak



We thank everyone for keeping everyone safe through COVID-19

We now have children services

- The Department of Child Protection



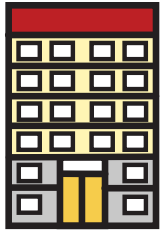
We bought **3** houses for children services



We have **744** staff



We support **165** people



We have **2** new office spaces

- Grenfell Street office
- Allied Health Services office at Edwardstown



The 'My Life, My Say' and Human Rights Forum held every **4** months

- We want you to share your feedback and ideas
- We want you to speak up and be heard



100% of participants took part in the

My Life, My way goal setting



We got **80%** of the goals achieved for our Disability and Inclusion Plan



Thank you to the leadership team

- Tiff
- Sharon
- Rabecka
- Nicole
- Sarah
- Morgan
- Sam
- John
- Ashton
- Vikki
- Kathy
- Joumana



Thank you to the board



We are supporting you to achieve great opportunities and a great life

Strategic Plan



Our **vision** is that all people experience great opportunities and a great life



Our **mission** is supporting your

- Your dreams
- Your choices
- Your individuality



Our **values**

- Rights
- Integrity
- Relationships
- Safety
- Quality
- Innovation

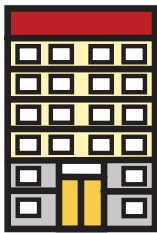
Highlights



- 165 people supported



- 744 staff



- We have 2 new office spaces



- 100% for ASES accreditation and NDIS practice standards



- 181 audits done



- 79 positive behaviour support plans



- 34 support coordination contracts

Meet the board



Alan Oxenham

- Alan is the Chair of the board



Mel Kubisa

- Mel is the CEO



Chris Meyer

- Chris is the Vice Chair



Mike Bessen

- Mike is a board member

Meet the board



Kathy Groat

- Kathy is a board member



Robert Melino

- Robert is a board member



Marc Keegan

- Marc is a board member



Christine Dennis

- Christine is a board member



Ruth Firstbrook

- Ruth is a board member



Surveys

- We asked for your feedback



69% of people say CLO **always** gives you the help you need to go out and do things with other people



19% of people say CLO **mostly** gives you the help you need to go out and do things with other people



44% of people say CLO **always** listens to your goals and encourages you to reach them



34% of people say CLO **mostly** listens to your goals and encourages you to reach them



Family survey

- We asked for your family's feedback



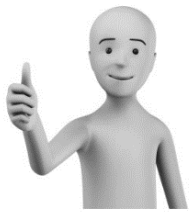
What families would like to see CLO do

- More day options
- More housing options
- More social outings
- Work options

Operations Report



By Sharon Partington



It has been another great year



Thank you to staff for supporting participants to achieve their goals and dreams



We are committed to supporting you to achieve your goals and dreams



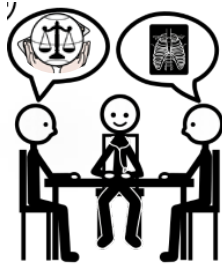
There were **2** camps

- Marion holiday park
- Kangaroo Island



My CLO was created. This was made so you can:

- Look at your service agreement
- Look at your NDIS funds
- Look at your plans
- Look at upcoming events
- Look at a roster of staff that are supporting you
- Look at easy read policies



The Human Rights Committee

- Gave you updates on the UN convention your rights
- Talked about issues that affect your rights
- Did a submission for the NDS strategy for 2020-2021
- Asked for your feedback on policies to help improve them

Quality and Compliance Report



By Rabecka Stokes



We have achieved some great things for

- Quality
- Work health and safety



This year we achieved **2** accreditations for the Australian Service Excellence Standards

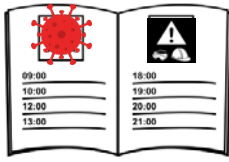


NDIS Quality
and Safeguards
Commission

We received a certificate of registration from the NDIS Quality and Safeguards Commission



We achieved **92%** of our goals for the Business Safety Plan



We created a new COVID-19 Risk Management Plan



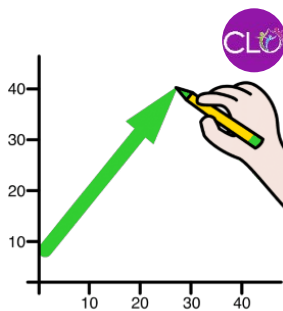
We have a new Risk Management Committee



We did **170** internal audits



We did **11** external audits



We made **87** improvements because of the audits

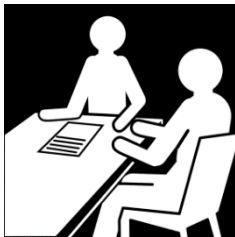
Children Services Report



By Nicole Gent



100% of participants have a support plan and crisis plan



Staff have worked with young people to

- Build cooking skills
- Social skills
- Personal safety
- Building self esteem



CLO purchased 3 houses for childrens services



54 staff in the children services team

People and Culture Report



By Sarah Johnston, Sam Farrell
and Morgan Cundy



We made our people and culture department into **3** departments

- People and Culture
- Learning and Development
- Recruitment



People and culture had a focus on

- Retention
- Culture
- Staff feedback



We created a new reward and recognition program for staff

15 years +



We had **1** staff that reached **15** years with CLO

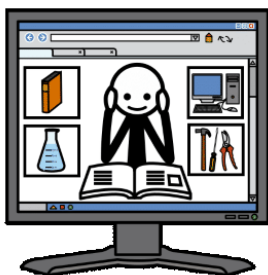
- Brian Wenham

10 years +

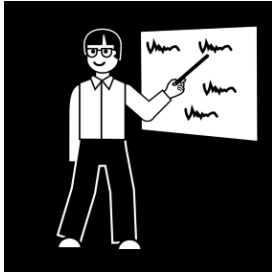


We had staff that reached **10** years with CLO

- Julie Loots
- Greg Portman
- Michelle Kivikoski
- Fiona Howlett
- Desmond Collin
- Shannan Kimberley



We did **849** training sessions with staff



277 new employees went to induction training



Our recruitment team grew

- 4 Recruitment Coordinators
- 1 Recruitment Admin
- 1 Recruitment Manager

Clinical Services Report



By Louise Mountford



Louise is the new Senior Manager Clinical and Therapeutic Services



The clinical team worked together to support people from mental health settings to live in their own home in the community



The clinical team also supports children from the Department of Child Protection



Support Coordinators supported **37** people to achieve their goals with their NDIS plans



The clinical team did training with staff on

- Positive behaviour support
- Restrictive practices
- Borderline personality disorder
- Autism



My Life, My Say form held every **3** months



79 positive behaviour support contracts

Financial Report



By Tiff Hodge



Our total **revenue** grew to over **51** million



Surplus at the end of the year was **13%**



Surplus allows us to

- Give you more opportunities
- Put money into accommodation
- Put money into therapy services
- Put money into training staff



Total **expenses** for 2020/2021 was over **45** million



41.1 million was used to pay staff



Pitcher Partners did an **audit** for CLO

- You can have a copy if you would like to see it



Thank you to the Business and Finance team

Definitions



Revenue is money a business earns



Surplus is money left over after paying all of the bills and expenses



Expenses is money you need to spend to run an organisation



An **Audit** is a check of financial information

- The check is done by someone that is not in the organisation

More information



You can call

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