

CLO CONNECT

Community Living Options Monthly Newsletter
Issue 24, December 2021



FROM OUR CEO

MEL KUBISA
CEO

Hello Team CLO,

I would like to congratulate and thank everyone for their hard work in the last few weeks in rolling out the COVID-19 vaccine directive. This ensures we do our part in reducing the risk of transmission of COVID-19 to vulnerable members of the community by people who provide them with in-home or community based care. It is important we get this right, as failure to comply with this direction is an offence, for individuals and corporations. Thank you for your continued commitment to ensuring we do everything we can to protect each other, and the people and communities we support. The work we are doing here aligns and ensures appropriate preparation with the new emergency and disaster management standards whilst mitigating risk and ensuring continuity of supports.

The leadership team have reviewed our current structure, resources and strategic priorities to ensure we are on target to achieve our purpose and values. We started this with a review of the Constitution which was ratified at our AGM. For those that have not had an opportunity to see our published annual report please check it out, a great way to celebrate our achievements across the year. From there, the new leadership team reviewed the organisational structure and reviewed job titles to better align with our central purpose and culture for person centred active support and practice leadership. The structure was posted to our organisational SharePoint tile on Friday. The CLO executive team will roll out change management plans and communications for their respective areas across December.

Quality and safety continues to be a focus and we were very excited to support World Quality week and the successful outcomes so far this year in delivering a quality and compliance framework and the roll out of our risk wizard (risk management system) to our management group. Our next quality project is to ensure we are delivering quality supports for people with severe dysphagia and meal time guidelines under the new Practice Standards and Quality Indicators. This project is rolling out from our Business Development and Learning committee.

As we move into December and 2021 draws to a close, I would like to thank everyone for their hard work and commitment over the last 12 months. Once again, our CLO team has shown great resilience and flexibility through another unique and challenging year. I look forward to a successful year with you all in 2021 and our continued focus on providing great opportunities and a great life for our Participants. Wishing you a very safe and enjoyable Festive season with your family and friends.

CLO ALERT

Issued 26 November

Emergency Management (In-home and Community Aged Care and Disability Support Workers Vaccination) (COVID-19) Direction 2021

The South Australian Government has implemented an Emergency Management Direction regarding in-home and community disability support workers. This directive applies to any CLO employee who provides in-home care or visits sites.

From 30 November 2021, in-home and community disability support workers **MUST** have received at least one TGA approved or recognised COVID-19 vaccination **AND** have evidence to prove that a second dose has been booked within the appropriate timeframes. Evidence of full vaccination must be provided once two doses have been received.

To be clear, if you are not compliant with the vaccination directive (which means, you have not received any vaccinations or do not intend to be vaccinated, or have had one dose of vaccine and have not provided evidence of a second dose or a booking for a second dose):

- CLO are not legally able to roster you for any shifts and will not do so from 30 November 2021;
- onsite staff are not legally allowed to call on you to pick up emergency shifts on a casual basis and will not do so from 30 November 2021; and
- you must not accept a shift if offered in error.

Responsibilities

Rostering Coordinators are responsible for ensuring that employees who do not meet the vaccination directive requirements are not booked for any shifts in any circumstances.

Regional Managers and Service Coordinators are responsible for ensuring that Rostering Coordinators have up to date information regarding employees who are compliant with the vaccination directive.

Penalties

Failing to adhere to the vaccination directive may result in significant non-compliance consequences for CLO, the employee who books a non-compliant worker and the non-compliant worker to work a shift, including a penalty for individuals of up to \$20,000. There may also be performance management implications for anyone allocating a shift to a non-compliant worker.

Further information

For any additional information or if you have any questions, please contact your direct Manager.

Paul Phillips sharing about his trip to Kangaroo Island

Last week I achieved one of my goals of going on a holiday when I went to KI for 3 days and 2 nights. We travelled by the Sea Link Ferry and stayed in a cabin at the Emu Park Caravan Park. One of my favourite parts was when we visited an animal park where I got to hold an owl on my arm. I also enjoyed the BBQ at the hotel which was pretty good. I had a really great time and met lots of new people.

I would love to do this trip again as it was lots of fun.



Salvation Army Donation Drive

Rabecka Stokes, our Quality and Compliance Manager has been organising Christmas collections for the Salvation Army women's & children's crisis support accommodation shelter for many years and has received some fantastic support and donations in the past from local businesses, schools, sporting clubs and community centres. Last year, these generous donations helped to support 10 families through the festive season.

We will be placing baskets in the kitchens of the Edwardstown, Victor Harbor and Grenfell Street offices for donations to be placed in and we would love to see everyone getting involved.

What are the most wanted items?

- Non-perishable items (such as tins/jars of food, packets of rice, pasta)
- Toiletries
- And of course, gifts! 😊 (please ensure any donated gifts are unwrapped to allow parents to experience the joy of wrapping their child's gift this Christmas)

Giving back is your opportunity to help bring a smile to a child's face this Christmas.



HUMAN RESOURCES



MORGAN CUNDY
Recruitment Manager

The Recruitment Team have been working on many different strategies to better improve the recruitment process and the candidate journey. Over the past three months the candidate onboarding journey has stabilised at 46 days, through improving processes and our communication and preparation from application to offer. We have welcomed 125 people to Team CLO this year and are continuing to forward plan and drive our talent strategy to ensure we have strong candidates that will deliver quality service to our participants. The Recruitment Team are working on developing strong Talent Pools to compete with the workforce demand and the forecasted 30% growth through proactively approaching candidates and building strong relationships to secure them now and in the future.

If you know of someone that is interested in a career at CLO or has a transferable skill set and are a values match with a passion to support people to experience great opportunities and a great life then the Recruitment Team would love to hear from them directly or alternatively please click the expression of interest link below

[Community Living Options eRecruitment System \(.peoplestreme.net\)](https://peoplestreme.net)

A NEW WAY TO SHARE YOUR FEEDBACK

The IT department have recently integrated the feedback function to CMS!

What does this mean?

This means that all employees can use CMS to submit any feedback.

This new function will also be used for as an issue log to submit any formal complaints.

The function is live now in CMS, you can access by finding the 'feedback and issues log' tile on SharePoint.

We strive for excellence and we encourage all employees to share your feedback through the mechanisms available.

External feedback can also be submitted through the feedback function on the [CLO website](#).



CONGRATULATIONS TO OUR REWARD AND RECOGNITION WINNERS!

Business and Finance Jason Wood

We would like to recognise Jason Wood, Property and Fleet Coordinator, as the Business Services' Team Reward and Recognition for November.

Jason has been integral in supporting Children Services with the establishment of the new Ngadlu site. Since the purchase of the property, Jason has been skillfully coordinating trades and ensuring the new house is safe for the young people and staff. Ngadlu has since passed licencing with the DCP, and the young people have successfully moved in. Jason has demonstrated excellent project management skills that are solution driven, while still ensuring excellent customer service and remaining within budget.

Jason has consistently shown great initiative and problem-solving skills, in addition to creating and implementing innovative solutions to identified problems. He exemplifies the CLO values and is an essential member of our team.

Congratulations Jason!

Metro North East-West Sladjana (Ana) Ostojic

It is my privilege to acknowledge Sladjana (Ana) Ostojic for the Reward and Recognition for the month of November.

Ana began working at CLO in November 2019, and has been providing most of her support to Venessa Burlinson over the last 2 years. Ana has been a valuable and experienced staff member within the Whitford team since commencement of the service in 2019. Ana demonstrated ongoing dedication in assisting Venessa to achieve her goals, such as supporting her to access various community activities, creating worksheets to allow Venessa to express her thoughts and feelings, creating a regular routine for household chores, and actively supporting Venessa to manage this independently. Ana is also a team player, a very hard worker, and is a very kind soul, who always puts the interests and desires of others above her own. Ana is also a brilliant problem solver, who always think of new and different ways of approaching an issue; her unique perspective is a tremendous asset to the organisation. Ana consistently demonstrated alignment to CLO's Mission, Vision and Values in her work, particularly the values of relationships, integrity, quality, and rights.

As recently as October 2021, Ana took on a new challenge, and is currently working regular shifts across both the Clark 51a, and the Britton 35 site, providing her unique skillset and extensive skillset to these teams, supporting both Ritsa and Isaac to achieve their goals.

We are so grateful for all of Ana's hard work, reliability, dedication and adaptability within her role. All of the teams she has worked with so far admire what she has done, and we are excited to see this fantastic effort to keep shining through every day.

Good luck and congratulations! 😊



PEOPLE AND CULTURE

LEANNE PHILLIPS

People and Culture Coordinator

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 all the changes from our new EA are reflected in the pays from the pay period ending

With the updated rules in place our team are now putting their focus into the back payments for staff.

CLO have contracted an external provider to undertake this task to support getting this completed as soon as practicable, however given that there are several 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 end of January 2022.

Back payments will be processed separate to your normal pay and we will send a letter outlining the details of back payment.

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.

We would like to thank everyone for your patience and understanding during this process, if you have any further questions regarding this, please contact People & Culture to discuss.

EMPLOYEE ENGAGEMENT SURVEY

What do we do well & what could we do better?

- Survey is Anonymous
- Survey takes 10-15 minutes
- Results will be communicated through Employee Voice Committee



The survey will be open
from 15 November to the
13 December

Access the survey





HUMAN RIGHTS COMMITTEE

MICHELLE EGEL

Chair, Human Rights Committee

The last Human Rights Committee meeting was held on 26/9/21.

We had a pleasant turnout with 8 participants and 14 staff joining us in person or via MS Teams.

Some great topics were discussed. We went through the blueprint and talked about what rights, integrity, relationships, safety, quality, and innovation mean to us.

We looked at the Easy Read Disability Access Inclusion Plan (DAIP) and made a couple of changes to it. Those changes have been made and the updated DAIP has been put up on SharePoint for final comments.

We reviewed the following policies and feedback was provided

- Managing My NDIS Plan – liked the draft easy read version.
- Person Centred Planning Policy - liked the draft easy read version.
- My Legal and Human Rights – like but would like some of the language changed.

We are excited for the next meeting when the following will be discussed/shared:

- Abuse video clips
- Look at the impact of Covid
- Feedback tool to provide feedback to CLO Board.

Watch this space for details of the next meeting.



CLO Giving Tree

Our long-standing tradition continues, with Christmas Trees at all CLO offices for staff to donate a gift to be distributed to our participants to enjoy on Christmas Day. We request that donations are un-wrapped, so we are able to personalise our giving, and request items like:

- Christmas food
- Toiletries
- Games
- Art and Craft Supplies
- Children's toys (predominantly to Grenfell street please)

NEW TEAM MEMBERS + NEW ROLES



MEET LORRAINE

Congratulations on your new role, Lorraine!

I would like to congratulate and welcome Lorraine Lindsay to the CLO Learning and Development team.

Lorraine has commenced this week in the Active Support Trainer position.

Lorraine has been working at CLO since the beginning of 2021 as a service coordinator and in that time has built a strong understanding of CLO operations. Lorraine brings to our team a wealth of knowledge in Disability and Adult Education and will be initially using this strength to focus on our Person Centred Active Support training as well as others such as Human Rights and PBS/RP. We are really pleased to have Lorraine joining our L&D Department to continue our journey of developing and delivering quality learning and development opportunities to the organisation.

Lorraine will be based at our Grenfell office, but will visit the other offices as per training need requirements



HEALTH SAFETY & WELLBEING

MICHELLE Rogers

Health Safety & Wellbeing Partner

What is a hazard?

A hazard is a source or situation in the workplace that has the potential to cause harm in terms of human injury or ill-health, damage to property, damage to the environment or a combination of these. Hazards are present at every workplace and come from a wide number of sources.

Why do we need to report hazards?

1. Helps prevent recurrences. Reporting hazards increases the likelihood that repeating failures will be noticed and corrected before they develop into more serious ones.
2. This means you could prevent an injury to one of your colleagues by reporting a hazard! Provides greater understanding of safety risks
3. If more hazards are reported CLO will gain a better understanding of safety risks and can draw greater insights which can help reduce or eliminate their recurrence. We can also share this data with other sites and other regions.
4. Creates a safety minded culture. Regularly reporting hazards ensures that CLO can continue the journey to improve our safety culture. Staff will see that hazard reports are acted upon by the organisation which creates cultural improvement with two-way communication and staff being part of the process.

How can you report a hazard?

Make sure you know how to access Rapid Global at your site. You will find this through SharePoint. Click on the yellow exclamation mark labelled Report a WHS Incident.



OPERATIONS - METRO

NICOLE GENT

Senior Manager Operations

Hi CLO Team!

I can hardly believe that there is only a month until Christmas! What an exciting, and busy, year it has been. Whilst COVID has taken up much of our time, meeting the needs of our participants and walking with them as they achieve their goals has always been the priority and will continue to do so.

The Metro region, under the guidance of Miriama Harpur and now Sharon Partington have now settled into the Grenfell office, and everyone has been involved in ensuring that we know our services, we know our staff, and we are doing so efficiently to ensure that our participants get great outcomes as well as service. We continue to work to raise the standard of care we provide, the professionalism that we demonstrate, and our contribution to the sector and look forward to continuing to do this in 2022.

Miriama Harpur has now taken on the role of Children Services Manager and is excited to continue the work of CLO within this sector. CLO brings unique opportunities for young people in care, and whilst now our houses are at capacity, CLO Children Services will continue to grow, as sadly the OOHC sector grows. However, CLO provides an alternative model of care and transition which is a welcome breath of fresh air for young people in care.

Looking forward to 2022!
Nicole Gent

From Children Services.....

Excitement is starting to build at Pari, Bunji and Ngdula as Christmas is getting closer! Christmas trees are being put up and wish lists organised. Whilst there are too many sleeps to count until Santa comes, there is much anticipation as in any household.

We would like to put a shout for the following items – some of which you may have at home gathering dust:

- Puzzles (aimed at under 5's)
- Craft items (paint, stickers, glitter, egg cartons etc)
- Duplo and Lego
- Dress ups, tea/kitchen sets (items which encourage imaginative play)
- Toy cars, trucks, educational toys etc

Many Thanks!
Nicole



Niina Marni CLO!
(Hello)

Did you know....

- Archaeological evidence confirms that Australian Aboriginal and Torres Strait Islander people are the oldest continuous civilisation on earth, extending back 65,000 years.
- Aboriginal and Torres Strait Islanders are not one homogenous group. Instead, they are a diverse group of hundreds of nations and clans within those nations. It is estimated that there are 250 languages and 600 dialects which were spoken at the time of colonisation in 1788.

I often get asked "how do I know the right thing to say when communicating with Aboriginal and Torres Strait Islander people". People are concerned that may say something inappropriate or offensive, even when they have the best intention. My best advice, with which you can never go wrong, is to ask the question of the Indigenous person, be curious and take time to listen to the answer which demonstrates respect and acknowledges the importance of their story.

CLO continue to be committed to the Reconciliation Journey we have adopted this year. We are especially interested in hearing from members of staff, families and participants who identify as Indigenous Australians to be involved. Please remember, that if you have not previously identified to CLO that you are Aboriginal or Torres Strait Islander, we still want to hear from you!

Nakutha
(I'll See you later)

