

CLO Connect

Newsletter of Community Living Options

March 2022 | Issue 27

A DAY AT THE BEACH

Accessible beaches in Adelaide are booming - we've checked those out so you can pop there too!



GREAT OPPORTUNITIES - GREAT LIFE





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Front cover image:
Ben Hutton

CLO Connect is
published by
Community Living
Options Inc.
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FROM OUR CEO

Hi Team CLO,

Even though it may seem like the year has just started, we have started to plan for the end of the financial year when we wrap up our results, review our strategic plans and start to set our new targets.

To help support our Board and leadership group develop our Strategic Plan, we use our feedback tools that have run throughout the past year. These include the Employee Voice Committee, our regular surveys and pulse checks and surveys that we complete with our Participants and their families.

One key piece of feedback has been through our employee culture survey which ran over December. Thank you to everyone who took part in the survey. Through your contributions, we are able to take steps to ensure that we remain strong in our vision and values, which allows us to achieve many positive outcomes and growth.

Your feedback has helped us clearly define our strengths and where you think we can improve.

Strengths	Areas included in our action plan for improvement
Our commitment to your Health and Safety	How we recruit and select our team members
Our Learning and Development program	How we all work together as one team
Having the right resources to do your job well	How we consult and discuss decisions and changes

The Leadership Group's next steps are now to develop and implement Organisational, Regional and Department action plans based on your feedback. Your managers will start to share updates on improvements by the end of March 2022. The Employee Engagement Survey is now on SharePoint for viewing. Another important piece of feedback is our Annual Family Survey. This survey is sent to our Participants Family and Guardians to seek feedback on our supports over the past year and where they would like to see CLO head in the next 12 months.

Below is a snapshot of some of the responses. We will continue to work closely with Participants, Families and Guardians to improve our services and supports and are very grateful for their contribution.

- 67% of respondents believe that CLO provides quality and flexible services and supports.
- 60% of respondents believe that we provide enough choice and control.
- 89% of respondents believe that CLO staff provide quality supports to their family members.
- 78% of respondents believe that CLO staff are professional, and family focussed.
- Some suggestions for CLO future opportunities are to go paperless and ensure our senior managers have NDIS knowledge and disability experience.
- 78% of respondents would recommend CLO services to someone seeking a disability service.

Suggestions for CLO's future from families include:

- Recruit quality reliable staff
- More recreational and social events
- CLO to run day options or work opportunities
- Quality managers with strength in the NDIA operating model.
- Therapy assistants

Finally, myself and Nicolle Wait participated in the Starlight Super Swim in February, swimming a total of 38.75km. Thanks to you, Team CLO has raised \$1,125 to help support sick kids. I invite you all to swim with our team next year and join us in this very rewarding 30-day swimming challenge fundraiser.

Mel Kubisa
CHIEF EXECUTIVE OFFICER



Erin attended the Accessible Beach Day in Glenelg and enjoyed it thoroughly.



Darryl had the most exciting day out with our support workers



BEACH, FRIENDS AND FUN

DARRYL'S DAY OUT A story by Ben Hutton

Darryl had his first outing at semaphore beach with Ginny and Nicolette from One Rehabilitation services and myself this month.

He hadn't been near the beach or put his toes in sand for over 2 years, making the outing very memorable. Staff and Darryl's stakeholders supported Darryl to prepare for the outing and explained the outing to Darryl in detail. He appeared to be very excited to go to semaphore beach showing staff a big smile and eagerly waiting to make tracks.

Once we parked the car in the parking lot we offered to support Darryl to walk on the beach, he appeared excited and started to walk towards the beach without hesitation. Nicolette, Ginny and Ben were supporting Darryl to walk over the sand dunes to make it to the harder sand to have a walk on the sand along the beach.

He seemed to thoroughly enjoy standing on the beach and verbalised to us that he wanted to splash his feet in the water. Ginny, Nicolette and Ben Supported Darryl by removing his shoes and socks to get his feet wet for the first time in 2 years at the beach. We were all having a great time and making beautiful memories.

The outing was one of many more to come, along with many more memories to share.

There are some stunning beaches along the coast of South Australia. A number of these are wheelchair accessible, making them a place that anyone can enjoy. We attended the Glenelg Accessible Beach Day last month and had an awesome time!

ACCESSIBLE BEACHES IN SOUTH AUSTRALIA

Here are some of the wheelchair-accessible beaches available to visit in SA. Check with the local councils for bookings and special days, and lets pop to the beach:

- **Seacliff Beach**, Adelaide
- **Normanville Beach**, Fleurieu Peninsula
- **Largs Bay**, Adelaide
- **Semaphore Beach**, Adelaide
- **Semaphore South Beach**, Adelaide
- **Henley Beach**, Adelaide
- **Whyhalla Foreshore**, Port Augusta

Source: accessiblebeaches.com
See the detailed features of those locations at their website or councils.

NAIDOC WEEK

What is NAIDOC Week?

NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support your local Aboriginal and Torres Strait Islander community.

When?

3-10 June, 2022

NAIDOC Week and CLO

Local community celebrations during NAIDOC Week are encouraged and often organised by communities, government agencies, local councils, schools and workplaces. There are a number of things that CLO offices and sites can do for NAIDOC week, some of these may include visiting local Indigenous sites of significance or interest, Aboriginal and Torres Strait Islander arts and crafts, and listening to Indigenous musicians or watching a movie about Aboriginal and Torres Strait Islander history. I am keen to hear your ideas as to how we can all get involved!

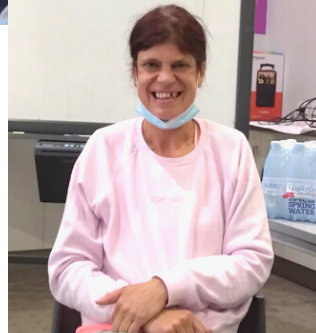
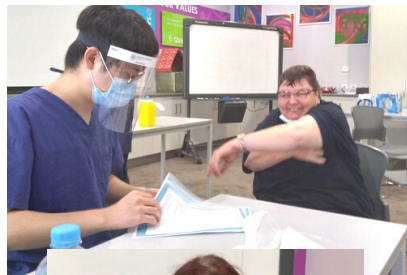


NICOLE GENT

Executive Manager - Disability and Children Services



Emma shows us her negative RAT test



Our people lined up to get their booster shots at Victor Harbor

ROLLING UP OUR SLEEVES

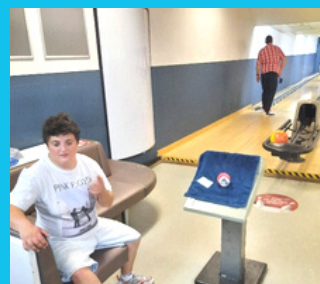
This February, both our staff and participants attended our pop-up clinics to get their COVID-19 booster shots.

The clinic was set up by the Aspen Medical team, thanks to our Registered Nurse Jodie who organised the effort, arranged the bookings and supervised the whole operation. Once again, the whole company got together to support our health and safety duties as disability care providers, and to the benefit of our community.

Thanks to all participants and staff that joined this amazing collective action!

FUN TIMES AT THE SOCIAL BOWLING

With the assistance of person-centred support workers, liaising between two CLO sites - CLO participants Bianca and David arranged to go bowling at Noarlunga Centre. David and Bianca enjoyed this experience and plan to go bowling together again on a regular basis. After bowling David and Bianca enjoyed some Subway for dinner. It is fantastic to see new friendships being formed.



HEALTH AND WELLNESS

MINDFUL LIVING

With our busy lives, we sometimes forget to be present in the moment. We can live mindfully, but being present in the moment and by being aware of our internal thoughts, feelings and sensations.

Tips to include Mindfulness into your routine:



Mindful Eating:
Being present while eating and if eating with other engaging completely



Mindful Walking:
When walking concentrate on the ground and feel the environment around you. Enjoy the moment and nature



Body Scan:
While sitting or standing still, close your eyes and breathe deeply and slowly. Take this time to listen to your body and what it needs - strength or get moving.



Mindful Breathing at Work:
Take a 30 seconds to breathe and realign your thinking. If your at a desk, stand up and go for a walk, if your walking and need to take a break, then sit down.



Days to Celebrate/ Remember:
04/02 - World Cancer Day
05/02 - Wear Red Day
14/02 - National Apology Day
21/02 - International Mother Language Day

Don't forget to share how you're working on your Mindful Living on Yammer



JORDANA TAGIRARA
People and Culture Coordinator

STAFF TRAINING

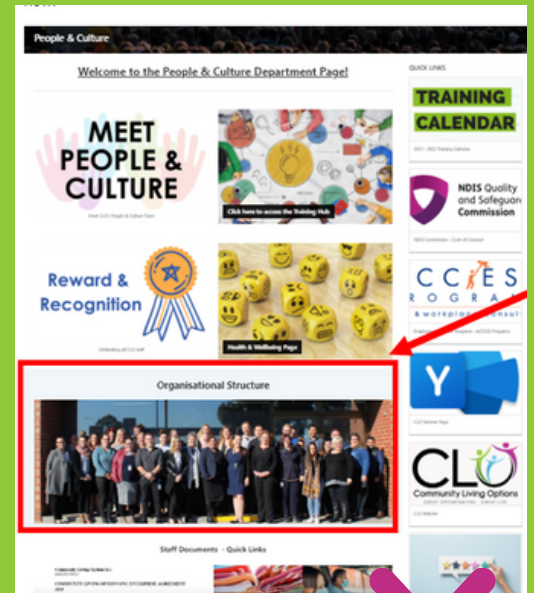
The Performance Module in PeopleStreme is nearing completion! This module will streamline our performance management process and is expected to deliver the following key improvements:

- Performance records in one central location – supervision notes and reviews link to performance plans.
- Increased visibility and accessibility for all staff – it's all online in the module!
- Directly link training, coaching and on the job activities together as part of competency development and ongoing assessment
- Improve documentation management

People & Culture together with Learning & Development have created a suite of learning resources so we can provide opportunities for all staff to understand how the module will work for them and how it will be imbedded within our current and evolving processes. Keep a look out over the coming weeks for training dates and roll out information.

LEARNING AND DEVELOPMENT

NEW RESOURCE ON SHAREPOINT



Hi Team CLO,

We have something very exciting to share this month!

From Monday, February 21st we will be launching an interactive organisational structure on SharePoint. This will allow you to see our business structure in a whole new light and learn more about who is who in the leadership and office teams. This will be accessible via the people and culture tile in SharePoint (Check out the image for reference)

We would like to additionally remind everyone that despite the current covid climate we are still delivering training, with some of it via teams and eLearning, so you don't have to worry about missing out, why not jump on PeopleStreme and see what is available right now!

Look forward to seeing you in an L&D session soon.

Sarah, Matt, Elyse, Greg & Hayley



SARAH JOHNSTON
Manager - Learning and Development

FREE: 2022 CALENDAR

CLO continues to support Uniting Communities Rainbow Calendar Project: this year's calendar is a celebration of the past five years of the project, with a 'best of' collection of images used in the calendar across the life of the project. Hurry and pick up a copy of the 2022 calendar from reception – they won't last long!



H&S COMMITTEE MEMBERS WANTED

HEALTH & SAFETY COMMITTEE VACANCIES

JOIN OUR HEALTH SAFETY & WELLBEING TEAM!

- Do you love talking to people?
- Do you love helping to find solutions?
- Do you love being proactive?
- Would you love to be part of a dynamic and forward-thinking group?



EXPRESSIONS OF INTEREST: m.rogers@clo.org.au

The HSR role explained

If you are elected as a health and safety representative (HSR) you:

- Represent the workers in your work group on health and safety matters and in discussions with managers on hazards and safety issues
 - Monitor that CLO is meeting health and safety standards
 - Promote the health and safety of workers in your workgroup
 - Act as a vital communication link between people at work and CLO.
- You are not expected to be an expert on health and safety, and you would not be responsible for fixing those problems in your workplace.

If you are interested in becoming an HSR please contact Michelle Rogers to make an EOI by 20/03/22.

NEW PEOPLE IN CLO

A WELCOME TO THE NEWCOMERS!

We would like to give our warmest greetings to our February starters:

SURBHI MALHOTRA
KENNEY MADU
REMELL DAVIS
ELLIE YOUNG

BHUWAN DEVKOTA
LIDIYA KURIAN
JOSHUA ANDERSON
ELISHA RICHARDS
PAULINE GROSS

KATERINA JENIKOVA
JESSICA GOULDEN
SAMUEL AIDOO
NGOZI (LOLO) CHIKEL-NDUDILI
THOMAS SHAJI PEEDIKAMALA

REWARDS AND RECOGNITION

SHOUTOUT TO THE CLARK 51 TEAM

CONGRATULATIONS!

I would like to express the sincere admiration for the outstanding efforts of the entire team of Clark 51. We appreciate everything that the team has done since the participant moved to the community. The endless hours the team has spent working there, and the positive changes they have shown in the participant's quality of life have immensely motivated everyone across CLO.

As a result of the hard work of the Clark 51 team, we move forward with our mission of Debbie's recovery from her drastic decline in her physical health, faster than anticipated. Their consistent positive attitude has made a huge transformation in our participant's physical and mental health.

They all have been working so hard towards this, and we've noticed! Congrats on the outstanding work.

We are continually impressed by the results team produce! You play a crucial role in our team.

My words can never be enough to praise the actions of the whole team; the work and skills the team bring to the work place always exceeds my expectations.

It's been a long time working towards accomplishing this, and the team has exceeded our expectations at every step. Thank you for doing your best every day! You are appreciated ☺



ASHTON TARBARD
Regional Manager

SOCIAL RESPONSIBILITY

CLO KEEPS ROCKING AT THE SUPERSWIM FUNDRAISER!

If you didn't take a moment to donate to the children in hospital through The Superswim Fundraiser last month, there is still time! Please support our champions through the links below:

 **Melinda Kubisa**

\$325
Raised so far
65% of \$500 goal

<https://superswim.org.au/melinda-kubisa>

 **Nicolle "fish" Wait**

\$550
Raised so far
110% of \$500 goal

<https://superswim.org.au/nicolle-wait>

CLO thanks all who donated to this wonderful goodwill action!

COMMUNICATIONS & IT BITES

GET THE BEST OUT OF YAMMER

Use our internal social tool better with those quick tips :

- You can **turn off e-mail notifications** for new posts at settings (cog icon at top right) > edit settings > notifications
- In the column 'my communities' at the screen left, you can **create groups** for your region, or join existing ones. In those communities, you are able to message only other staff closed related to you
- Chat to other staff on the go downloading the **mobile app** in the Google Play store
- There are several **board message formats** beyond flat posts: polls, questions, praises and announcements. Select which one suits you best below the 'start a discussion' text box
- More than a tool for top-down announcements, yammer is meant as a social platform: **Feel free to share** your bits of daily routine and thoughts!



CALENDAR & EVENTS

MARCH: DATES TO LOOK FOR

- Cerebral Palsy Awareness Month: **March**
- Developmental Disabilities Awareness Month: **March**
- International Woman's Day: **March 8**
- World Down Syndrome day: **March 21**
- Purple day for Epilepsy: **March 26**
- Adelaide Fringe Festival: **Feb/Mar**
- WOMAdelaide Music Festival: **March 11-14**
- Adelaide Theater Festival: **March 4 -20**
- Adelaide Cup Day (SA Holiday): **March 14**

SOCIAL RESPONSIBILITY

BASKETS OF LOVE

What a wonderful way to start 2022 - Thank you to everyone who donated to the Salvation Army and helped to support the many women and children living in crisis accommodation through the 2021 Christmas period. Your generosity is overwhelming and helped to put a smile on the faces of many Children during the festive season.



RABECKA STOKES
Manager Quality
and Compliance

Rabecka Stokes' son Harlem helped putting the Christmas donation baskets together



CLO SUPPORTS

'Drive for Dignity' Campaign

DONATE HERE

**PADS
TAMPONS
MATERNITY PADS
PERIOD UNDIES
MENSTRUAL CUPS
INCONTINENCE
PRODUCTS**



**WE'RE COLLECTING PERIOD PRODUCTS TO
HELP END PERIOD POVERTY THIS MARCH.**

Donate to our #DignityDrive collection point. Find out more at sharethedignity.org.au or follow us @sharethedignityaustralia.

Contribute to the effort dropping your
donation to the collection boxes at our offices



CLO

Community Living Options

We believe that you deserve to live the life of your choice, the way that you choose.

We believe that choosing who walks through your door makes all the difference. That support workers are to respect, listen, care for and empower you to achieve your goals.

We believe that your choices, personality and passions are uniquely yours, and we're determined to let you shine.

LET'S CONNECT

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