

# CLO Connect

Newsletter of Community Living Options

April 2022 | Issue 28



## OUT IN THE NATURE

We're going out and about in the bush!  
South Australian Parks have more options  
than ever for disability-friendly leisure and  
great views

GREAT OPPORTUNITIES - GREAT LIFE







## CONTENTS

02 From our CEO

03 Out In The Nature

04 Four-wheeled Marvels

Fringe Outing

A Friendly Lunch Reward

05 Health and Wellness

People and Culture

Why do we do a welcome to country?

06 Growing Together

Know your H&S reps

New people in CLO

07 Rewards and Recognition

Communications & IT Bites

April Calendar and Dates

08 Message from Hesta

Social Responsibility

Connect with CLO

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Kuldeep Bhangu

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# FROM OUR CEO

This month, I wish to thank everyone for their collaboration and consultation in preparing our strategic direction for 2022-2024. Over 50 teams participated in the SWOT exercise, along with input from a Participant SWOT Forum. We also included data from our Standards Survey which provided feedback on the services that we provide to our Participants.

Our Vision, Mission and Values Pulse Check demonstrated a truly strong connection to CLO's Vision and Values. Thank you to everyone who submitted their views.

Person Centred Active Support shines as a strength across all Departments and Services. To embed this strength further at CLO, we engaged Christine Bigby and Dr Lincoln Humphries to undertake the PCAS Group Home Culture Scale and Measures of Quality of Life. This project will commence in August 2022, forming the foundation of our strategic plan 'to deliver excellence' to our participants. Our Learning and Development department are reviewing our suite of resources and training structures for active support and providing the every moment has potential 'practice leadership' training leading up to this project roll out.

We are seeing continuing challenging times with COVID cases on the rise. I thank everyone again for their hard work and commitment to keeping all our people safe. It is through your hard work that we have been able to support our Participants in achieving some really great outcomes. I am very happy to be able to share some of them with you now:

- Attending Fringe Events
- Joining a basketball team
- Attending birthday parties with family
- An onsite Bake Off
- Regular social event of Ten Pin Bowling
- Day trip to Hahndorf
- Moving to a new house

Warm Regards,

**Mel Kubisa**  
**CHIEF EXECUTIVE OFFICER**





Wayne went exploring some accessible trails in Cleland Conservation Park with Kuldeep Bhangu, and had a jolly day of adventure and beautiful views



Source: Canva

# OUT IN THE NATURE

There are few things as good as being outdoors and experiencing nature in its entirety. Simply going out for a couple of minutes in a local park is proven to boost your mood, increase energy levels and enhance creativity! The Greater Adelaide Area is very rich in scenic outdoor locations, allowing for a multitude of ways to experience nature. Even better yet, most of these sites are fully disability-friendly! This means everyone can explore and enjoy the beautiful nature reserves, play spaces, botanical gardens, parks and trails. People can discover wildlife, flora and fauna in flat pathways for easy walking and wheelchairs, accessible playgrounds full of sensory stations, and special equipment designed to improve the fun and safety for people of all ages and abilities.

From the Hills to Victor Harbor, you can find a park near you with free and affordable entry tickets. All you need is to start planning your next outing to the bush!

## INCREDIBLE AND ACCESSIBLE PARKS IN THE GREATER ADELAIDE

Here are some of the wheelchair-accessible parks available to visit in SA. Check with the local councils for bookings and opening days, and let's dive into the bush!

- Adelaide Road Linear Park, Murray Bridge
- Nangawooka Flora Reserve, Victor Harbor
- Quentin Keningham Inclusive Playspace @ Rymill Park, Adelaide
- Onkaparinga National Park, Southern Adelaide
- Botanical Trail @ Marino Conservation Park, Southern Adelaide
- Cleland Wildlife Park, Adelaide Hills

See the full list of parks and their accessibility features:

[www.parks.sa.gov.au/know-before-you-go/accessibility](http://www.parks.sa.gov.au/know-before-you-go/accessibility)





LORUM IPSUM FANCY CARS



## FOUR-WHEELED MARVELS

Our participants, Robert and Jamie, just had this day tour worthy of making every automobile fan's heart pumping faster! They visited the National Motor Museum in Birdwood and discovered vintage, luxury, and military vehicles through their incredible collection of Australian road transport history. The National Motor Museum is located less than an hour from the centre of Adelaide, in the scenic Adelaide Hills. Featuring over 300 vehicles spanning over 100 years, its diverse collection includes motorcycles, cars, and commercial vehicles for all tastes.



## A FRIENDLY LUNCH WITH THE TEAM

Our participant Daniel McKenzie went to lunch with his support workers (Michael Paul & Bikash Panta), Team Leader (Tahni Bickley) & PBSP (Sam Warren). Daniel is a very social man and loves to access the community as much as possible.



## FRINGE OUTING

By Susan Morrissey

Robert and Jamie went to the Red Poles at McLaren Vale, explored their art exhibition Ngarendjerri Ruwe, meaning my Ngarendjeri country, land river and sea. Afterwards, they enjoyed lunch on its restaurant's veranda.



The Red Poles in McLaren Vale is a must-see hub of Art, food and wine



## HEALTH AND WELLNESS

# HARMONY WEEK

Harmony Week was a great time to celebrate the different cultures and people we interact with on a daily basis. That was an awesome opportunity to improve our Environmental Wellness as well: As we've taken the time to appreciate and engage differently with each other and learn new things, we embraced creating a positive and inclusive environment.



March 26th was Purple Day, we wore purple to help bring awareness to those with Epilepsy. March 26th was also the day we had Earth Hour, at 8.30pm.



**JORDANA TAGIRARA**  
People and Culture Coordinator

## LEARNING AND DEVELOPMENT

# PERFORMANCE MODULE NOW ON PEOPLESTREME

Hi Team CLO,  
So it's here... Welcome to PeopleStreme Performance Module! The PeopleStreme Performance Module is designed to be a performance management platform where employees and supervisors can plan, interact and track all performance matters. It will centralise the following existing tools:

- Paper/uploaded PDs
- 12-week learning modules
- Supervision logs
- Probation assessments
- Paper PDPs

As a way of introduction to our latest PeopleStreme module, we have released an online learning module that all staff can access from their PeopleStreme learning tile. The course is set up in sections so that you can complete it as time permits whilst you are at work.

An online demonstration and Q&A sessions will also be held through teams across April. These sessions are not a requirement and are available on a voluntary basis to any staff who is interested to attend.

Additionally, we have set up a performance and development hub where you will be able to find information and resources about the module, supporting tools and the performance processes. Please note the hub is a work in progress, with some resources currently available and more being added over the coming weeks. The hub can be accessed through SharePoint, inside the HR& Training tile as 'Performance & Development Hub'.

If you need support or have any questions about the above please contact your supervisor or email [landd@clo.org.au](mailto:landd@clo.org.au).

- Sarah, Greg, Matt and Hayley



**SARAH JOHNSTON**  
Manager - Learning and Development

## WHY DO WE DO A WELCOME TO COUNTRY?

Protocols for welcoming visitors to Country have always been a part of Aboriginal and Torres Strait Islander cultures. Boundaries were clear, and crossing into another group's Country required a request for permission to enter. When permission was granted the hosting group would welcome the visitors, offering them safe passage and protection of their spiritual being during the journey. Visitors had to respect the protocols and rules of the landowner group while in their Country. Today, while these protocols have been adapted to contemporary circumstances, the essential elements remain: welcoming visitors and respect for Country. Welcome to Country is delivered by Traditional Owners, or Aboriginal and Torres Strait Islander peoples who have



**Community Living Options**  
GREAT OPPORTUNITIES - GREAT LIFE

Community Living Options Inc. acknowledges the Australian Aboriginal and Torres Strait Islander peoples and elders as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and work.



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been given permission from Traditional Owners, to welcome visitors to their Country. An Acknowledgement of Country is an opportunity for anyone to show respect for Traditional Owners and the continuing connection of Aboriginal and Torres Strait Islander peoples to Country. CLO acknowledges the traditional owners of the lands on which we meet. We pay our respects to elders past, present and emerging. CLO acknowledges that we live and serve on the lands of the Kurna and Ramindjeri people.



# GROWING TOGETHER

The young people we care for in Children Services are thriving and so is the programme! We currently have growth in the service with two new properties coming online soon and also our staffing pool moving towards more permanency. This ensures our young people continue to have consistency of care as well as connection with our staff.

On any given day the homes are filled with laughter, activities, noise and fun!

This month we celebrate toilet training with our little guys, school attendance on the increase, one of our young men starring in a

music festival and lots of meaningful ways to cope with big feelings.

We commend our staffing teams who continue to raise our young people to have meaningful relationships, a sense of self and most importantly they will take their place in their communities as amazing young men.

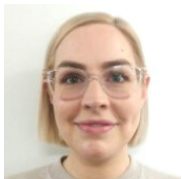


**MIRIAMA HARPUR**  
Children Services Manager



## KNOW YOUR NEW H&S REPS

Meet CLO's Health and Safety Representatives: Linda, Sheryl, Angeleen and Susan. Their amazing qualifications speak for themselves, and they will represent you on health & safety through ongoing consultation and cooperation. A safe workplace is easily achieved when everyone talks openly about work health and safety. They will be your point of contact and support for all WHS matters in your region, and very glad to help you out! Learn more about your representative below and get in touch:



### **Linda Dally - Office**

She commenced with CLO as a Recruitment Administrator and soon afterwards progressed to her current role as Recruitment Coordinator. Linda has over 5 years of experience in the disability sector as an Enrolled Nurse and 6 years of experience in the Personal Injury Management space within workers' compensation. With a keen interest in Health Safety and Wellbeing, she looks forward to acting as the voice of her fellow CLO colleagues across the office-based teams and ensuring safety standards are met within the organisation.



### **Sheryl Martin - Children's Services and Metro**

Sheryl has worked for CLO in Metro, Mental Health and Children Services and has been with CLO for 4yrs and 3mths. Prior to CLO, Sheryl has worked in Manufacturing as a machinist, supervisor, production assistant, order processor, assistant purchasing officer and HR. During that time she was a social club committee member, union member and organiser in our business, WHS Coordinator, Return to Work Coordinator and attended to the safety system including audits. She has a keen interest in working smarter not harder and implementing procedures that are user friendly. Sheryl is oping to create a culture where we create a system of work that minimises the risk of injury.



### **Angeleen Ralph - Metro North**

Angeleen has worked with CLO for 5 years now, having enjoyed her time in the organisation and grown in her skills and knowledge. She has been a PCSW Level 3 and an acting team leader, which she considers a good learning experience. Angeleen was interested in the role of HSR to improve our worksites and be a voice for the teams.



### **Susan Morrissey - Southern Metro and Fleurieu**

Susan has worked for CLO for 8 years and joined the Safety Committee after 8 months, being nominated for HSR roughly 12 months after that. With an HSR experience of more than 6 years, Susan has completed training through the Trade Union WHS training 5 times. She has worked in OHS in her first office position back in 1988 and completed a certificate in Occupational Safety then and studied to gain a higher qualification, so WHS has been an interest of hers for many years. During Covid, Susan was able to complete a Certificate IV in WHS.



### **NEW PEOPLE IN CLO**

## **HELLO TO OUR MARCH NEWCOMERS!**

**Ngozi (Lolo) Chikel-Ndudili • Samuel Aidoo • Lidiya Kurian • Surbhi Malhotra  
Kennedy Madu • Remell Davis • Thomas Shaji Peedikamala**





## REWARDS AND RECOGNITION



### EYERUSALEM WOLDEMARIAM

Eyerusalem has continued to deliver excellence with her team at our Bennett service, ensuring person-centred active supports are at the centre of everything they do with participants. This involves community inclusion activities as well as involvement in all tasks of daily living within the home. Eyerusalem has also recently stepped into the practice leader role with her team and has been showcasing how she is supporting the team to best support participants.

Consistently showing great initiative and problem-solving skills, Eyerusalem supports her team to make sure that Lucy and Rosemary are achieving their goals and living their best lives.

### GREG HAMBLEY

Greg has displayed dedication beyond his role to the wellbeing of Colin and amazing leadership amongst the Redward A team.

Greg has developed a great rapport with the family and both internal and external stakeholders which he has used to improve support for Colin. Greg has been leading the development of new and innovative ideas to increase Colin's community inclusion and access which is one of Colin's main goals, organising assessments and ensuring the participant's individual dietary needs.

Greg is an extremely reliable and flexible support worker, and is willing to always pick up an extra shift to help ensure constancy with staffing at Redward A.

Well done Greg!

### JAHERUL ISLAM

Business Services would like to recognise Jaherul Islam for his dedication and commitment to the Recruitment Coordinator Role. Jaherul has consistently delivered exceptional customer service and representation of the organisation to his candidates throughout the recruitment process, his candidate experience survey results have been outstanding delivering 5/5 for 17 of the 18 surveys completed in his region.

His consistent approach and the partnership himself and the Metro North Team have is commendable for achieving these outcomes.

Congratulations and Thank you!



**MORGAN CUNDY**  
Recruitment Manager

## COMMUNICATIONS & IT BITES

### HOW TO CHANGE YOUR COMPUTER'S LOGIN PASSWORD

To change your password, you need to press Ctrl+Alt+Delete and bring up this menu.

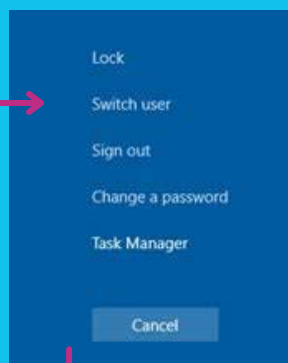
You will then need to enter your current password into the box that says "Old password"

Next enter a new password into the "New password" box, and then enter it again into the "Confirm password box. Once the boxes are filled click the arrow at the end of the confirm password box and your password should now be changed.

A password will need to contain the following:

- At least 8 characters
- Both uppercase and lowercase letters
- At least one number
- At least one "special character" (e.g. !@#\$%^&\*()\_+~-=\{}[]';<>?.,/)

Always be mindful of the strength of passwords that are used in the CLO Management System.



## CALENDAR & EVENTS

### APRIL: DATES TO LOOK FOR

- **Apr 2** - World Autism Awareness Day (UN)
- **Apr 4th to Jun 5th** - 2022 Adelaide Biennial of Australian Art
- **Apr 7** - World Health Day (UN)
- **Apr 15 April** - Good Friday
- **Apr 16 April** - Easter Saturday
- **Apr 18** - Easter Monday
- **Apr 25** - Anzac Day
- **Apr 22-29** World Primary Immunodeficiency (PI) week
- **Apr 29** - World Wish Day
- **Apr 29 to May 8th** - Tasting Australia





## A MESSAGE FROM HESTA

# INVESTMENTS BASICS EXPLAINED

FROM OUR SUPER PROVIDER'S BLOG  
([HESTA.COM.AU](https://hesta.com.au))

Let's face it, investments can be confusing. But learning the lingo and understanding the basics can help you make informed financial decisions (and take more control of your money). To get you started, we've simplified some investment terms for you.

### INVESTMENT

An investment is something you purchase with the goal that it will increase in value over time. People invest in all sorts of things, from property to companies, and even art. As a HESTA member, you're invested in a diverse range of things through your chosen investment option.

### INVESTMENT RETURN

An investment return is a fancy way of saying how much money your investment has made over time. You can see how your super is performing anytime in your online account.

### ASSET

An asset is something you own that's worth money. If you own a house, a car or have money in super, these are considered your assets. HESTA invests in all sorts of assets on behalf of our members, including commercial property, large infrastructure projects, technology companies, and government bonds, just to name a few. You can see what we invest in on your behalf by viewing our Super investment options page.

### SHARES

A share is when you own part of a company. As a part-owner, you can get a portion of the profits earned by the company. Shares will go up and down in value depending on the demand to purchase the shares. Demand is created by how successful people think a company will be going forward. Another word you may come across for shares is equities. Shares are part of many of the HESTA investment options.

### VOLATILITY

Volatility is used to describe how much an investment's value changes. All investments experience volatility, just like how the stock market moves every day. An investment with high volatility is expected to move in value significantly. In contrast, an investment with low volatility is expected to have a more stable price.

### RISK VS RETURN

You may have heard the phrase "no risk, no reward". Essentially, this means that to receive a positive financial outcome, i.e. "a reward", you need to take on some "risk". An investment with lots of risk has a wide range of outcomes: both good and bad. For example, investing in a new technology company might provide a high investment return, but it could also go down in value. Alternatively, an investment with low risk has a small range of outcomes. For example, keeping cash in a savings account will provide you with a small investment return, but it won't go down in value. Each person will have their own preference for how much risk they are prepared to take. And your risk preference may change over time, as your circumstances change.

### INVESTMENT RISK PROFILE

An investment risk profile is a measurement of how comfortable you are to be exposed to investment risk. It can be determined by completing a questionnaire about your current financial circumstances and your preferences. Try the HESTA Risk Profiler. Having an understanding of your risk profile is a great thing because it helps you make informed financial decisions and choose investments that are suitable for you.



## SOCIAL RESPONSIBILITY

### DRIVE FOR DIGNITY

If you went to our offices in the past few weeks, you have seen our collection boxes for Drive For Dignity campaign. Thanks to all who contributed! To the ones who didn't do it yet, you have until 4th April to join us and help reducing menstrual poverty in Australia!

#### 'Drive for Dignity' Campaign

**DONATE  
HERE**

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

HERE WE COLLECT PERIOD PRODUCTS TO  
HELP END PERIOD POVERTY THIS MARCH.  
Donate to our #EndPeriodPoverty campaign and see more at  
[www.endperiodpoverty.org.au](https://www.endperiodpoverty.org.au) or follow us @endperiodpoverty

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



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

### CONTACT US

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