

# CLO Connect

Newsletter of Community Living Options

June 2022 | Issue 30



## CHERISH THE ONES YOU LOVE

How often do you remember to celebrate the people you love? Our participants show how the smallest daily gestures can strengthen bonds and spread happiness around you!

GREAT OPPORTUNITIES - GREAT LIFE





# FROM OUR ACTING CEO

Hello Team CLO,

During the past weeks, I have had the pleasure of acting as CEO on behalf of Mel during her annual leave.

With our financial year now coming to an end, I am glad to report whilst we have had some budgetary pressures, we have maintained a small surplus whilst focusing on service excellence and the organisation's resilience.

This month also brought to a close our strategic and business planning cycle for 2022-24, and we are now ready to look back on what we achieved regarding our Strategic Outcomes in 2021/2022. Once again, we took great care in reviewing our goals and improving the points that are critical to driving the achievement of CLO outcomes, reflecting our practice thoroughly so we can continually improve for all our participants. To achieve this intent, targets, vision, and values were reviewed to best serve participants and keep working in tune with our workforce as we continue expanding, we will be communicating our strategic plan to all of you towards the end of June.

Right now, I can anticipate CLO is well-positioned to move forward with confidence and a renewed belief in our purpose to support participants in great opportunities and a great life.

Before we start gearing up to enter the next financial year, I would like to express my gratitude to everyone that kept excellence in service and building a positive team culture through leadership across the organisation, especially at our frontline and operations. May we all keep ensuring quality services are delivered using our service delivery model and contributing to the strategic direction of the organisation, and the continuous improvement in quality care for our participants.

On behalf of Mel and myself, I would like to thank you all for your ongoing support. We take pride to serve our staff and our participants in all we do.

**Tiff Hodge**  
CFO / Acting CEO

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Andrew tried scented cards to pick the best perfume for his mom (left); Jamie made pizza from scratch to share, and it tasted great (centre); Jonathan W. bought his mother a plant for mothers day (right) - he is very close from her and was so happy to give her a present this year.



# CHERISH THE ONES YOU LOVE

Showing appreciation to our friends and family is every bit as important as receiving affection when we want to live a happy and fulfilling life. Our participants are masters of the art, and we have lots to learn from them! When it comes to all forms of love, expressing it is key: There are multiple ways to show someone you care, like sharing small gifts or celebrating achievements and special occasions together. No matter which one is your style, make sure to save some time nurturing your relationship with your special people: the best day to demonstrate your care, dedication and love is every day.

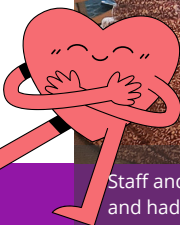


Staff and family joined Jamie to celebrate his birthday with a lunch out at Christie's Beach Hotel, and had an awesome time! Jamie made a speech thanking all who came and what it meant to him.

## HOW TO PAMPER YOUR BESTIES AND FAMILY EVERYDAY

Here are some simple ideas to show appreciation to your loved ones. Spoiler alert: as the best things in life, most of those are free!

- Leave them a special note
- Send a sweet text
- Send surprise flowers
- Cook their favourite meal
- Pay them a compliment
- Give them a hug
- Write a list of all the reasons you love them
- Give them a hand with something
- Say thank you
- Bake a homemade dessert they love
- Bring home their favourite snack
- Remember their birthday and special dates
- Celebrate their little and big achievements
- Participate in their favourite hobby with them
- Post something sweet about them on social media
- Craft them a DIY token of appreciation such as a hand-drawn card, a home decoration item, or a personal accessory.







From left to right: Robert got a visit from Nala (pup) for some pets and fetch. Gabrielle had fun playing on the swings and going down the slides at the playground; Andrew focused on perfecting his golf swing while Jamie tested the waters of his new drawing book by sketching a dog.

## THE SIMPLE THINGS IN LIFE

Adding some entertainment to our daily lives is often less complicated than we might think, but it is still a habit that requires nurturing. What do you really enjoy doing and would like to do more often?

No matter if you're pursuing a hobby, enjoying a leisurely walk or some quality time with friends, there is plenty of joy to experience through the most ordinary, yet rewarding activities.

Get inspired by our participants, and remember to take a moment to enjoy life as they do! What kind of fun will you have today?

## A MUCH-LOVED GARDEN

Here's Andrew in his garden this afternoon looking at the newly planted roses and lemon tree. He often talks about the roses his Mum used to grow when he lived with his parents; He has favourites like Peace and Blue Moon. This afternoon, Andrew sat on his chair looking out of the lounge room window while I weeded and turned over the soil. I then discussed with Andrew where each different coloured rose should be placed and dug the appropriate hole. Andrew appeared happy and relaxed singing and laughing. He is very happy with the results and plans to buy some mulch and a watering can to regularly water them. Hopefully, he will have some beautiful flowers to pick in a few weeks.

**CHERYL HUBBARD**  
Disability Support Worker



## OUT AT VICTOR

MP checked out some of the awesome scenic walks that Victor Harbor has to offer. See some snaps we took while out and about!





# OUR NEW COUNSELLING PROVIDER



EAPASSIST.COM.AU – MENTAL HEALTH COUNSELLING & WELLBEING SUPPORT

EAP ASSIST - PROMOTING WELLNESS

## EMPLOYEE ASSISTANCE PROGRAM

EAP Assist supports employees wellbeing with confidential phone counselling throughout Australia & overseas. We recognize that one of the most important aspects of effective counselling is for it to be provided as quickly as possible.

The aim of counselling is to help resolve both workplace & personal issues before they adversely impact an employee's mental health & workplace performance.

Common issues include workplace conflict, bullying, stress, trauma, critical incidents, termination as well as personal issues such as depression, anxiety, alcohol & substance abuse, gambling, relationships & domestic violence.

These issues can cause work based difficulties such as absenteeism, poor productivity, high staff turnover, reduced performance & low job satisfaction & may subsequently affect the employee's health & well-being

including their ability to cope with the demands of everyday life.

EAP Assist counsellors are all highly experienced & will initially ask your name as well as that of your employer in order to confirm eligibility for services. Information obtained during counselling is confidential & will not generally be released to a third party without prior consent.

To request up to three hours of counselling from 9am – 9pm M-F please use our Booking Form at: [eapassist.com.au/booking-form/](http://eapassist.com.au/booking-form/) using your company's allocated Helpline Number: 0407086000 to access your Booking Form page.

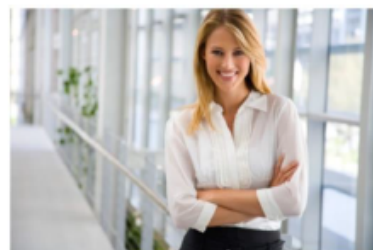
The EAP Assist website also contains an extensive range of self-help resources which all employees are encouraged to access at: [eapassist.com.au](http://eapassist.com.au)

(Services Valid to 20-05-23)



To book a confidential phone counselling appointment go to:

[eapassist.com.au/booking-form/](http://eapassist.com.au/booking-form/)



Helpline Number: 0407086000

[support@eapassist.com.au](mailto:support@eapassist.com.au)

## LEARNING AND DEVELOPMENT MANUAL HANDLING

A big part of staying safe and free from injury at work is to keep all your Work Healthy and Safety (WHS) training up-to-date, including your Manual Handling training.

Every day we all do manual handling, whether it be pushing a wheelchair, using a lifter, or reaching for that phone. Anytime we lift, lower, pull, carry, move, hold or restrain something we are using manual handling. Manual handling also includes how we hold our bodies (posture) i.e. when seated. To help avoid manual handling injuries it is important to refresh our knowledge and skills regularly.



Learning and Development have scheduled "Manual Handling" training sessions throughout the month of June, with a particular focus on Level 2 manual handling. If you are assigned this training please login into PeopleStreme and book into an available session asap. Keep yourself and others safe at work by practicing safe manual handling.



**GREG PORTMAN**  
Learning  
and Development



# OUR BIGGEST MORNING TEA

Once again, we joined the effort of fighting cancer with our Biggest Morning Tea fundraiser event. We could taste some delicious and homemade treats brought by our teams at Victor Harbour, Edwardstown and Grenfell. We are glad to announce we surpassed our \$500 donation goal - well done everyone!



## CELEBRATE OUR NURSES



May 12 was the day the globe celebrates our healthcare system's heroes - Our Nurses! The date is marked by the birth anniversary of the modern nursing initiator Florence Nightingale. We all at some point must have come across nurses looking after you or your loved ones, and we all can take a moment to appreciate the work of our frontline workers. Let's celebrate and acknowledge the difficult and crucial role that our nurses play in our community all year long.

I would like to take this opportunity to thank and pay my gratitude to the entire members of the Nursing profession all over the world for their incredible efforts, sacrifices and their remarkable resilience, passion and dedication, especially in this pandemic era, where the nurses have gone above and beyond in caring for the sick, wounded and dying. Thank you for being a caregiver, companion, helper, healer, teacher, friend, lifesaver, trailblazer, warrior and many more. Thank you for being a true fighter, a true Hero! I take pride in being a Nurse and I am happy with the contributions I made as a Ward nurse during the most difficult situation in nursing field.



*"The best nurses have the essential qualifications before they go to school." - Florence Nightingale*

**MERIYA POUDEL**  
Registered Nurse

## GETTING AROUND

Our people went out in the last few weeks to network and support our community! In the pictures below: Molly, Alex and Tahni talked to participants and support coordinators at the Adelaide Disability Expo (top photo); our IT guys Heshan, Isuru, Trevor, and Jason had a volunteering day at Foodbank (bottom).



### NEW PEOPLE IN CLO

## LET'S WELCOME OUR NEW WORKMATES!

**Dechen Yeshe • Lisa Williams • Sudip Adhikari • Justeene Dillan • Amanda Ogorman**





## REWARDS AND RECOGNITION



### DREW TEAM

The Fleurieu team would like to recognise the Drew team for their fantastic work.

The Drew team are dedicated to providing quality support and ensuring our participants live a great life. For those of you who are unaware, the Drew team is located at Kangaroo Island, being so remote can make sourcing staff very difficult. However, throughout the year, specifically during April, the whole Drew team have stepped up to support each other with their flexibility and willingness to work as a team to ensure shifts are being filled, quality support are being delivered and participants are reaching their goals.

We cannot thank you enough for your amazing teamwork.

### TARIRO MAKUNDE

Thanks Tariro for the incredibly positive attitude she has brought to her role as a person-centred Support Worker every day. The Metro North Management team, as well as the entire support team at Clark, have noticed her positivity, can-do personality, amazing work ethics and compassionate mannerism to always makes a huge difference in both boosting team morale and actively engaging in all the work she does for her participants.

There are so many aspects of Tariro's work that can be highlighted, including; always being eager to explore new ideas, prompt with following instructions, completing delegated tasks in a timely manner and supporting her participants to achieve goals. Tariro is also always flexible, and readily available to pick up work, is positive with orientating new staff to her service, actively engaging in training/meetings and when all else fails, simply gives the biggest smile. These might seem like small things, but they truly make all the difference within CLO to create a wonderful work environment and provide a person-centred approach to our participants.

Thank you for being such a valuable member of the team at Clark and we are looking forward to working together for many years to come.

Congratulations and thanks again.

### ASHERI BUKURU

Asheri has been consistent in the above-average level of support he provides to the participants, being extremely hard working, approachable and committed to his work. Asheri has consistently utilised his knowledge and skills to support other staff members and has never run away from a challenge. He is an incredible team player, always being determined to serve the needs of his colleagues and participants alike. The participant at the Tenya 13b service commented that he always has a good time when Asheri is on shift, being witnessed to carry his guitar to work and encouraging the participant to engage in his deep love for music and play the instrument together. Asheri had also supported the same participant in seeking employment opportunities, as well as attending events of interest, and visiting the various wonders of Adelaide.

Asheri is always positive and is very thankful for others to support him in getting to the place he is today and deserves all the credit he receives for his mannerism. Asheri is a perfect example of how to truly embrace CLO's values and we look forward to seeing him grow in this area in the future.

Well done!

## COMMUNICATIONS & IT BITES

### RESTART YOUR LAPTOP

When it comes to modern-day Windows computers, there is a huge difference between "Shutdown" and "Restart".

#### What Shutdown Does (technical stuff):

Shutdown takes a quick snapshot of your preferences and settings. On the next boot, it will load them exactly as they were before.

Any problems that you were having will still be there when you switch it back on.

#### What Restart Does (technical stuff):

Restart does a lot more than Shutdown. A restart will clear the memory, it'll refresh the Kernel, it'll reset the cache, and it'll complete pending updates. It will fix 1001 problems, whereas Shutdown simply copies them to a piece of memory so that your problems load quickly the next time you switch on.

#### Why You Should Restart Your Computer At Least Once a Week

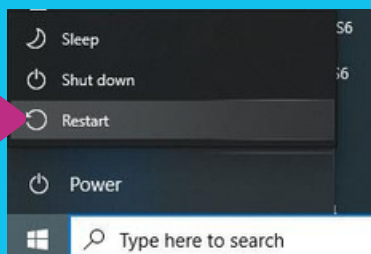
The following problems can be resolved with a quick restart:

1. Slowness or lockups 2. Application Errors or odd behaviours 3. Internet Connectivity 4. Performance Issues 5. Updates will be installed which can further fix issues

#### Conclusion In Non-Technical Terms

Shutdown: Ignore any problems and continue to experience them tomorrow.

Restart: Allow Windows to attempt to fix the problem for you. Windows 10 is incredibly good at fixing itself, but it needs a Restart to complete most of these processes.



## CALENDAR & EVENTS

### JUNE/JULY: DATES TO LOOK FOR

- **June:** LGBTQIA+ Pride Month
- **Jun 10-25:** Adelaide Cabaret Festival 2022
- **Jun 17-23:** Learning Disability Week
- **Jun 18:** Autistic Pride Day
- **Jun 18-24:** World Refugee Week
- **Jun 21:** Global Day of Recognition of ALS/MND
- **Jun 25:** World Vitiligo Awareness Day
- **July 1-31:** Illuminate Adelaide
- **July 9-24:** Adelaide Guitar Festival



## A MESSAGE FROM HESTA

# MARKET VOLATILITY

FROM OUR SUPER PROVIDER'S BLOG  
(HESTA.COM.AU)



We are navigating difficult market conditions in 2022. But at HESTA, we start from a position of strength. Ongoing investment success is underpinned by our strong investment research culture. We know that long-term and profound change will generate value for our members.

Our investment team and managers are experienced at managing investments through major market events. While it can be uncomfortable to view the news headlines and watch the market volatility, it's important to remember that super is a long-term investment.

Making sudden changes to your strategy could affect the long-term outcomes of your investments. While markets can fluctuate over the short term, it's the returns generated over the long-term that really matter. Even after periods of extreme market volatility, like the Global Financial Crisis (GFC), or more recently in the COVID pandemic, long-term investment returns recovered well.

Reacting to short-term market movements can negatively impact the long-term performance of your super. It risks locking in a temporary fall in the value of your investments and missing an eventual rebound.

For our members in an income stream option, the default strategy is a combination of balanced and conservative investment assets and has been designed to be lower risk than our Balanced Growth option.

Before switching your investment options, it's important to consider your investment timeframe and the potential impact of switching investments based on short-term market movements. We strongly encourage you to seek financial advice before making any change to your investment strategy.

Switching investment options during a short-term market downturn can have a significant effect on your super balance over the long term. It may mean locking in losses and missing out on potential higher returns generated when the market recovers.

## SOCIAL RESPONSIBILITY

### FOODBANK FOOD DRIVE

This June, we are again participating in the Food Drive for Foodbank.

We are running the Food Drive from 01 to 30 June 2022, with donations drop-off points at our main offices.

We encourage all to get involved and donations can be dropped at the Victor Harbor, Grenfell and Edwardstown offices until the end of June. You can learn more about this initiative and also donate money directly online at [www.foodbanksa.org.au](http://www.foodbanksa.org.au)



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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