



Annual Report 2021/2022

Contents	Page
Chief Executive Officer's Report	3
Strategic Plan	8
Meet the Board	13
Disability Services Report	16
Clinical Services Report	19
Children and Youth Services Report	22
People and Culture Report	25
Quality and Compliance Report	28
Quality and Safeguarding Committee	30
Financial Report	32

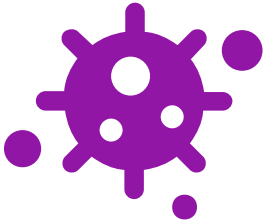
Chief Executive Officer's Report



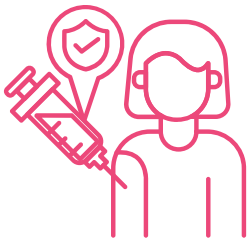
By Mel Kubisa



We had another good year at CLO



Covid 19 was a challenge again



We helped staff and participants to get their Covid 19 vaccine



We helped staff to have Rapid Antigen Tests and proper PPE



We thank our staff and leaders for their good work during Covid



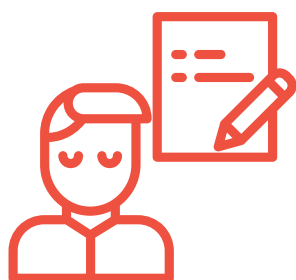
In Disability Services we supported 115 adult participants



In Children and Youth Services we supported 9 young people in 4 houses



Clinical services now have more staff in their team



They made over 80 new Positive Behaviour Support plans and provided support coordination to 40 participants



CLO has 591 support workers and 115 office staff



Some of the highlights from 2021-2022 are:



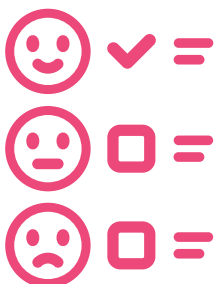
We advocated for our participants to get the right funding from the NDIS



The “My Life, My Say” and Human Rights Committees ran for participants to have their say



We achieved our goals from the Disability Access and Inclusion Plan



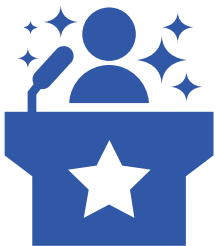
Our participants and families filled in the National Disability Standards Yearly survey



We had our first CLO Conference



We were able to connect, share and learn from each other



There were some inspiring presentations from participants and speakers



Thank you to the Executive and Management Team and The Board



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

Strategic Plan

CLO's Direction, Vision and Purpose



These values and purpose are what makes up the culture of CLO. Our staff live them and believe in them



Vision - Great Opportunities, Great Life



Purpose - Supporting dreams, choices, and individuality



Strategic Direction – Delivering Excellence

CLO's Values



Rights- We value the right of all people to contribute to society, have choice and control, and live free from abuse and neglect



Integrity- We value reliability, honesty, and accountability



Relationships- We value the strength of families, friends, and partners in creating an enjoyable life



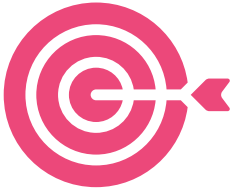
Quality- Delivering excellence



Innovation- New ideas and creativity

CLO's Strategic Priorities

The 2022-2024 strategic plan is about service excellence that delivers on purpose. We will have:



Leaders that are accountable for your safety



Staff that are well supervised

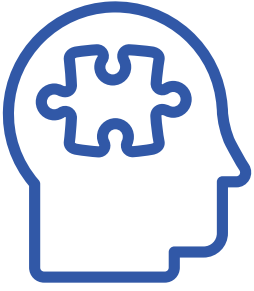


Staff that are always learning new things



Stable teams





Good records for Positive Behaviour Support



Person Centred Care for our Children and Young People



Become leaders in Active Support



Look after money and resources with care



Support your dreams and goals while being independent

Meet our Board



Alan Oxenham

Alan is the Chair of the Board



Mel Kubisa

Mel is the Chief Executive Officer of CLO



Chris Meyer

Chris is the Vice Chair of the Board



Mike Bessen

Mike is a Board Director



Kathy Groat

Kathy is a Board Director



Robert Melino
Robert is Board Director



Marc Keegan
Marc is a Board Director



Christine Dennis
Christine is a Board Director



Ruth Firstbrook
Ruth is a Board Director



Denice Wharldall
Denice is a Board Director

Disability Services Report



By Brett Rankine and Wendy Pettifer



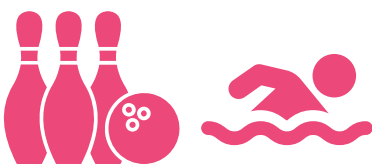
2021/2022 has been positive, even though there has been Covid19



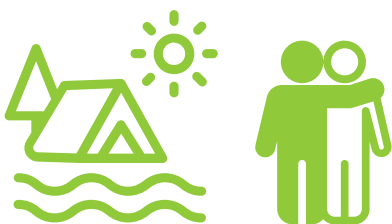
We are very proud of our participants who have achieved a lot. Some achievements are:



- Holidays
- Cooking
- Gardening
- Arts and Crafts



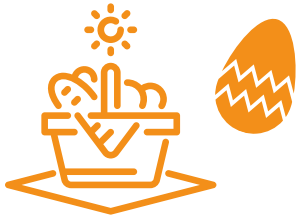
- Bowling
- Going to Church
- Managing finances
- Swimming



- Building Relationships
- Camping
- Community outings
- Budgeting and shopping



The CLO participant Social Club was more active this year



We went bowling, played mini-golf, had picnics, Halloween parties, and Easter Events



We held ten “My Life My Way” forums to hear what our participants have to say



We had 100% of participants fill in a Choice and Control Survey



Thank you to staff who help our participants to achieve these things

Clinical Services Report



By Wendy Pettifer



The 2021/2022 year had great outcomes for our Clinical Participants



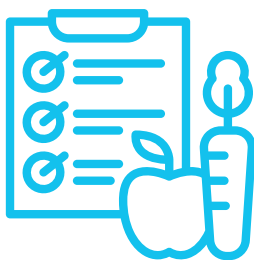
Our Positive Behaviour Support team helped participants improve their quality of life



Some of the successes from our clinical participants are:



- Set and achieve SMART Goals
- Increased Personal Care
- Increased participation



- Engagement at School
- Reduced Behaviours of Concern
- Better Diet



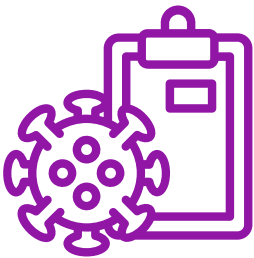
Our Support Coordinators continued to help participants with services and funding.



We have a registered Nurse



They run medication and other health training for CLO



They also helped CLO with our response to Covid19



Thank you to the team it has been a pleasure to work with you this year

Children and Youth Services Report



By Miriama Harpur



Child and Youth Services has grown this year



We now have 5 houses



We can support up to 13 young people



They can be with CLO for a short time or a long time



All of the Young People have busy lives



They go to school, engage with family, and participate in the community



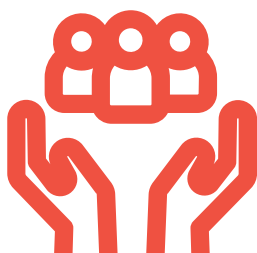
They are learning skills to help them with their future; like shopping and cooking



Two of the young people also go to work



The focus of our staff is that children and young people have a voice and make decisions

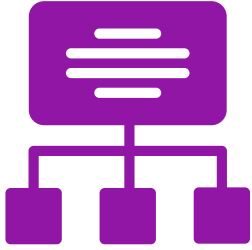


The Department of Child Protection says well done to CLO for providing safety and support for our young people

People and Culture Report



By Brett Rankine



The People and Culture department also has Recruitment, Learning and Development, and Health and Safety



The People and Culture team changed some of their systems this year



They also made sure all our staff were up to date with their paperwork



The recruitment team have employed 238 new staff



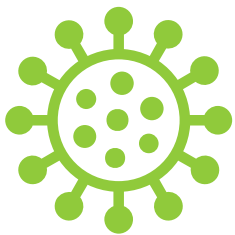
They ran person-centred interviews and did panel interviews for new leadership staff



The learning and development team run training for new and current staff



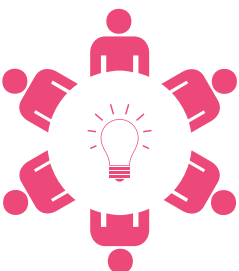
This year they ran 649 trainings



The Health and Safety person did important work keeping everyone safe from Covid19



There were also new Safety Alerts to help our staff be safe at work



All of People and Culture work together to connect our staff with CLO's vision

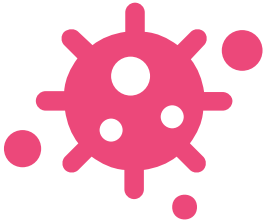
Quality and Compliance Report



By Rabecka Stokes



We are focused on good, safe support for participants



Even though there was Covid19, we still improved our services



CLO always works toward meeting all of the laws of providing good services



We have a Risk Management Committee



We audit our policies, procedures, and houses

Quality and Safeguarding Committee



By Sharon Partington



This committee is about quality and safety at CLO. We look at:



- Stories from the Royal Commission into Disability
- Complaints received about CLO services



- Worker safety and screenings
- Supervision of staff



- Medication reporting and training
- Reportable incidents



We advocate to the NDIS for safer services for our participants

Financial Report



By Tiff Hodge



All businesses need to have a financial report. There are some hard words. They are in **bold**. The meanings are at the end of the report.



In 2022 CLO had **revenue** of \$52 million.



This is a **surplus** of 5.6%.



The **surplus** will pay for accommodation, allied health services, and our Children and Youth Services



We got most of our **revenue** from the NDIS



In 2022 CLO had **expenses** of \$49.8 million



\$46.4 million was used to pay staff their wages



In 2022 PKF Adelaide did an **audit** of the CLO finances.



If you want to see the full report, you can ask for it



Thank you to the Business and Finance department for their dedication to supporting CLO

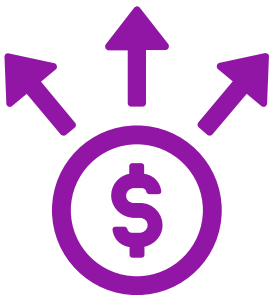
Meanings of the hard words:



Revenue is money a business earns



Surplus is money left after paying all the bills and expenses



Expenses is the money you need to run a business



An **Audit** is a check of the financial information. Someone outside the business does it