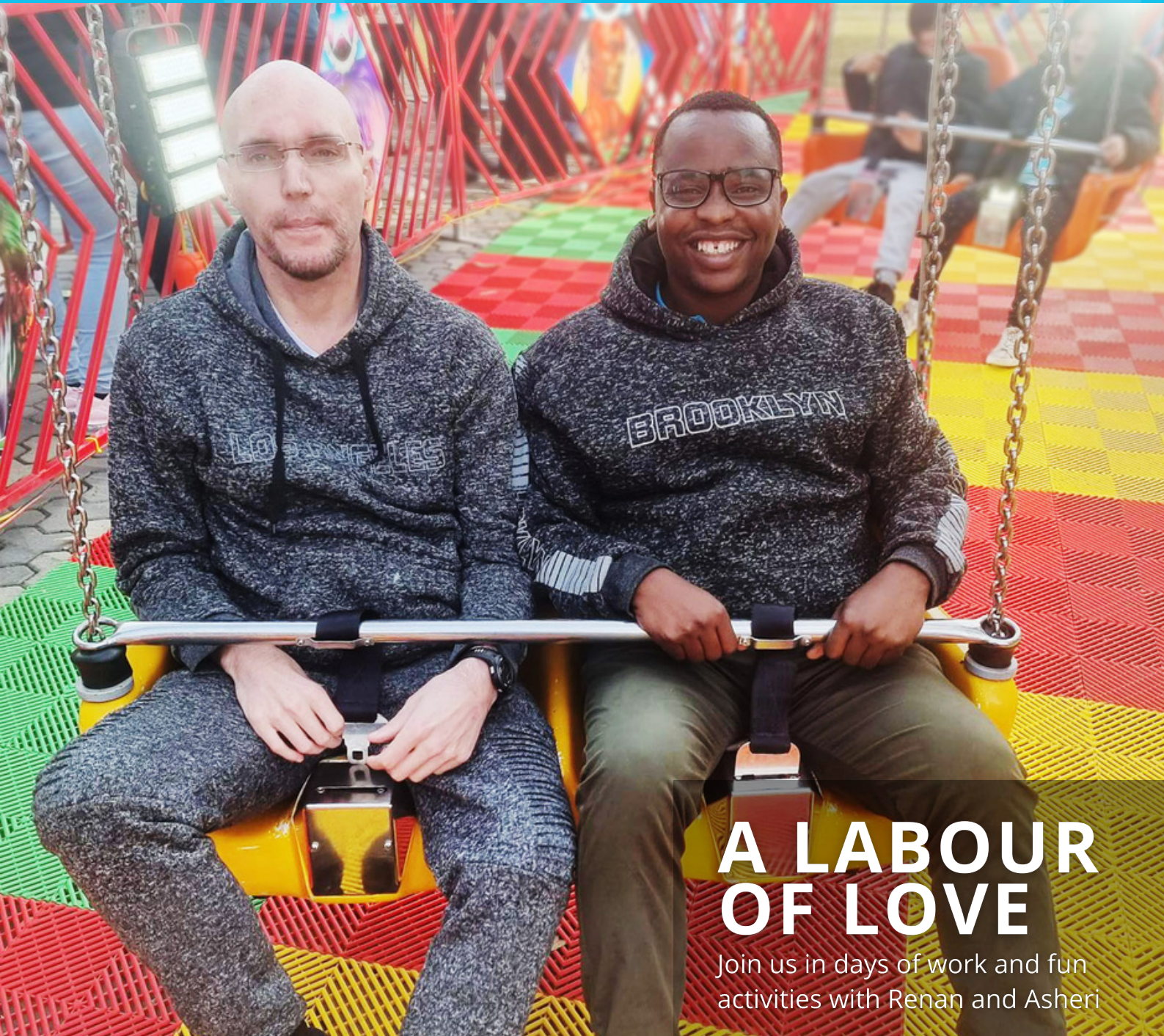


# CLO Connect

Newsletter of Community Living Options

November 2022 | Issue 33



## A LABOUR OF LOVE

Join us in days of work and fun activities with Renan and Asheri

GREAT OPPORTUNITIES - GREAT LIFE







# FROM OUR CEO



Thank you Team CLO for celebrating our AGM with us and another successful yet challenging year to CLO.

A celebrate all winners of CLO Awards. Your dedication and hardwork was demonstrated through well deserved acknowledgement.

As we move into Christmas, a fun time of celebration, we are also focussed on preparing for our Mid Term Practice Standards Audit. This Audit is conducted every two years and confirms our ability to remain a registered Provider of NDIS Services. Our audit is scheduled for January 2023 and has been the focus of our whole organisation.

We welcome Muriel Kirkby, our new Executive Manager, Disability. Muriel has a depth of knowledge and years of experience in executive management of Disability Services. A valued addition, Muriel will complete our Executive Team and work alongside Wendy to drive excellent outcomes for our Participants.

Our new Regency Green services is now providing support for 16 Participants as part of a sector hospital discharge program. This site is supporting people who have been living in hospital care for long periods of time, transition into the community and lead more independent lives. CLO have received excellent feedback on the services provided from within the disability sector and I congratulate everyone involved with this project on their success.

The NDS have released the State of the Disability Sector Report recently. This is the national benchmarking survey which is conducted annually. The results show that the challenges facing our sector are familiar; stable and available workforce, allied health and quality clinical skills are challenging to find, financial sustainability for providers. The challenges of compliance also remains top of mind for providers. We continue to remain optimistic at CLO, as we believe that our quality and innovation in a very challenging market will continue to focus and deliver excellent for our Participants.

Wishing you all a safe and enjoyable holiday season.

**Mel Kubisa**  
Chief Executive Officer

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CLO Connect is published by Community Living Options Inc.  
Editor:  
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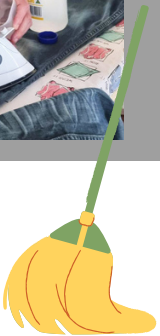
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Cleaning, tidying, gardening, pruning, ironing: Rene had covered it all!

# A LABOUR OF LOVE



Rene got himself very busy lately and smashed an impressive number of his own goals! Amongst a bunch of activities, he did a lot of housekeeping - With impressive gardening skills, he went full on to trimming trees, ironing his clothes, and giving a thorough clean in his house! After a good amount of physical exercise, he has been engaged with staff in playing different puzzles for a brain workout. Asheri supported He went out and about to the community and meet & connect with new friends, and made some memories of going to new places and having new experiences. Good job mates!



In the pictures, Rene and Asheri have a ball and get heaps of showbags in the Adelaide Royal Show; Rene poses with Asheri with a new friend from the church he's been attending to.





## DAVID SAYS HI FROM VITANA

We've just got those lovely pictures of our participant David who allowed us to share them with everyone. By the way, what an awesome sunset view you have there in Vitana, David!



## HAPPY BIRTHDAY, DANIEL!

Our PBS and operations team came together to celebrate Daniel's birthday: Everyone took turns wishing him well and had some snacks, cake and treats. Daniel is known to enjoy all kinds of social occasions. This time, the get-together was all about cherishing him! Cheers Daniel for being a friend to CLO, we wish you all the best!

## SOPHIE'S COOKING

Sophie has lately working on upgrading her life skills! She has come a long way in her skills of independence, especially her cooking of late. Good for you, Sophie!







## A PARTY FOR DEB

Our Support Workers, TLs and PBS people went to Deb's place to celebrate her birthday!

She had an apple crumble cake which team leader Jon organised. Many of her regular support workers and previous support workers, some other CLO team leaders and Katherine (her PBS Practitioner at the time) sang happy birthday and all had some apple crumble cake with custard which is her favourite.

Deb had wanted to have a birthday party for a long time, so she was very happy to see lots of people come to celebrate her. Some of her support workers brought her presents, such as a plant and some flowers as well as a card from all the people at CLO who know Debbie. What a great day!



## ROBERT'S FAMILY TIME

Robert and his team visited the Cemetery and viewed his fathers memorial stone. They were there with several of his family members - Rose, husband Wally and their daughter Yasmin, Rebeca and 2 youngest kids. After the tombstone visit, they went to the Wellington hotel for lunch. and had a wonderful time together.





# MEET OUR PARTICIPANT ADVISORY COMMITTEE



CLOs first Participant Advisory Committee was launched last September. Our Committee members reviewed CLOs Disability Access and Inclusion Plan and COVID Management policy. Members enjoyed pizza and lots of music (thanks for the playlist, Andrew!) Our members chatted about what's happening at CLO, including changes and improvement opportunities, all having their say in the supports CLO provide. Our next Participant Advisory Committee will be a Christmas-themed meeting and is scheduled for **December 6th from 12-2pm at Edwardstown**.



All participants and family members are welcome to join CLOs Participant Advisory Committee – Please email interest to [admin@clo.org.au](mailto:admin@clo.org.au) (food provided and Kms to attend covered)

## OUR PARTICIPANT COMMITTEE MEMBERS



Andrew



Daniel



David



Jeffrey



Kirsty



Matthew



Paul



Rachel



Sue



Vennesa





# ISURU'S BABY SHOWER

All the west wing of Edwardstown Office came together to welcome back Isuru from his parental leave - and we've got them a hamper full of baby treats! Congratulations on your beautiful daughter, Isuru!



## HS REPS NEEDED: OFFICE + SOUTH & CENTRAL METRO

**CALLOUT: HEALTH & SAFETY REPRESENTATIVES**

### 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](mailto:m.rogers@clo.org.au)**

## OUR LOVELY (AND SCALY) FOSTER

Meet Frankie, CLO's foster lizard! Our Edwardstown office has been minding him in behalf of a participant – we should say this dragon-bearded cutie adapted quite well to team CLO! From his glass tank, he oversees our Operations daily work and keeps everyone's mood up!



## A 'SAFETEA' MORNING IN EDWARDSTOWN

Some weeks ago, we were pleased to host our annual SafeTea Event for National Safe Work Month in Edwardstown.

During the session, we had some delicious morning treats and spoke about everything safety-related and how safety awareness impacts CLO in sites and offices. Thanks to all who attended and contributed to a safer CLO.





## A WARM WELCOME TO THE NEW CLO STAFF!

Manjeet M • Jujhar Singh • Maren Nickel • Yifan Shuai • Taimoor Hassan • Harpreet Kaur • Vanessa Weah • Eleesha Carolan • Emmanuel Nangole • Gale Baker • Hayley Colebatch • Shalini Srivastava • Jacinta Kimani • Michelle Carney • Sharon Brown • Daniel Mmerem • Kashish Goyal • Donna Simkin • Kristy O'Rourke • Adella Corrieri • Modupeoluwa Adewale • William Ngari • Sudesh Adhikari • Wibald Kombo • Anab Kinyua • Chinonso Nweji • Precious Oha • Jordan Lukac • Emmanuel Kutto • George Waweru • Leah Wanjohi • Jemima Jepleting • Saroj Aryal • Lavendar Machacka • Sukhpreet Sandhu • Constance Dube • Satwinder Kaur • Jay Adasen • Cassandra Williams • Cameron Pearce • Alok Goswami • Harmeet Brar • Lokendra Gurung • Rakesh Jaiswal • Holly McCallum • Moses Oluehi • Jerome Wilson • Francis Korir • Veerpal Singh • Gwyn James Purushottam Malla • Stephen Gray • Muriel Kirkby



**WE WANT TO HEAR FROM YOU! COME JOIN OUR NEW**

# Participant Advisory Committee

- Learn about what's happening at CLO and how you can be involved
- Help shape the future of CLO
- Provide feedback to improve our services
- Share your valuable knowledge and experience
- Tell us how we can work with you to make CLO the best it can be
- Transport and refreshments available

**Next Meeting: December 6th (Tuesday) from 12-2pm, at CLO Edwardstown**

You are not required to have any special knowledge or experience being on a committee to join, just an interest in contributing to improving CLO.

**REGISTER YOUR INTEREST WITH CLO TODAY**

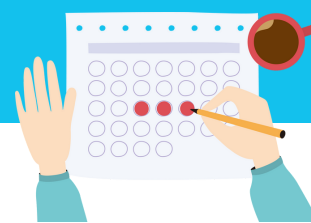
**CALL US OR SEND US AN EMAIL:**  
hello@clo.org.au 7221 9550



### CALENDAR & EVENTS

## DECEMBER: SAVE THE DATE AND CELEBRATE

- Nov 23-24: Diwali / Jain New Year (Hindu)
- Dec 01: World AIDS Day
- Dec 1-4: VALO AdI 500 Car Race
- Dec 11: Vegan Picnic @ Rundle Park
- Dec 16-18: Asia Street Food Festival
- Dec 18: Victor Harbor Artisan Christmas Market
- Dec 24: Christmas Eve
- Dec 25: Christmas Day
- Dec 26: Boxing Day
- Dec 27: Proclamation Day
- Dec 31: New Year's Eve
- Jan 01: New Year's Day





# 2022 WORLD QUALITY DAY



This year's World Quality week theme is Conscience: doing the right thing

What is the link between Quality and doing the right thing?

Quality helps organisations to 'do it right' the first time and to strive to improve value for customers and stakeholders. Quality helps organisations to;

- Define customer, stakeholder and societal expectations
- Translate customer and stakeholder expectations and strategic intent into ways of working that help everyone do the right thing
- Put in place the controls and assurance methods that mitigate the risk of non-compliance/getting things wrong
- Transform ways of working and value for customers and stakeholders
- Sets the tone for a culture of quality and doing the right thing for stakeholders and customers

How do we embed Quality into culture? – Quality helps to develop a culture where people

- **OBSERVE** others doing the right thing
- **EVALUATE** others doing the right thing
- **ADVOCATE** for others to learn to do the right thing
- **IMPROVE** the definition of doing the right thing

Enjoy this video and consider how you support quality and doing the right thing at CLO – <https://youtu.be/kIBUgeqUlaU>



## WORKER TRAINING

Hi All,

As part of CLO's NDIS compliance requirements all staff must complete the following 2 NDIS modules.







- New Worker NDIS (induction) Module
- Supporting Effective Communication Module.

These are in addition to the NDIS Worker Orientation Module you would have completed previously.

L&D have assigned all required staff e-Learning for each module which contain the link to these specific courses. You will need to submit your certificate to L&D via the e-Form link embedded in the e-Learning course. Once your certificate has been verified, your course will be marked as completed.

Below are the courses available from NDIS, the highlighted courses are the ones you are required to complete.

### Worker training

 Access all eLearning Modules	 Worker Orientation Module
 Supporting Safe and Enjoyable Meals module	 Supporting Effective Communication Module
 New Worker NDIS Module	 eLearning Module Support

Each of the highlighted course will take approx. 1.5hrs to complete. Support staff should complete these outside of support times unless approved or directed otherwise by their supervisor/manager. Those who complete outside of support hours will be paid up to 1.5hrs (ORD rate) per highlighted course upon verification of certificate. If directed to complete whilst on shift by your supervisor/manager no additional payment will be processed.

Office staff are required to complete during rostered business office hours.

If you have any questions, please contact learning & Development LandD@clo.org.au





# THE BENEFITS OF SALARY SACRIFICE



## What would you do with a 6-12% increase in your take-home pay?

Could you pay off your mortgage earlier? Or eliminate your HECS debt?

Would you finally upgrade your car? Or could you just breathe easier knowing you have extra money for life's uncertainties? Through salary packaging with Community Business Bureau (CBB), you could be enjoying a 6-12% take-home pay increase to contribute towards life's expenses without working longer hours. It is the ATO approved way for employees to purchase goods and services with tax-free dollars.

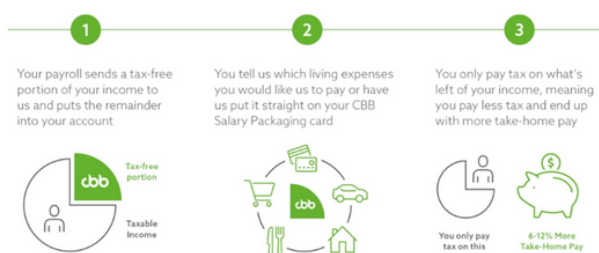
## What is salary packaging?

As an employee at Community Living Options, you are eligible for Salary Packaging with CBB. Salary packaging is an easy and simple method of increasing your income.

## How can I spend my tax-free money?

You can use your tax-free money to pay for a range of expenses, including debts such as rent or mortgage, personal loans or credit cards. If you'd like to use your funds for general living expenses such as groceries, fuel or bills, then we can pay the benefit onto a CBB Salary Packaging Card. This card can be used wherever Visa is accepted.

## How does it work?



## Wait! There's More!

In addition to salary packaging, CBB has a range of extra benefits available to all CLO staff. From tax-free dining and accommodation, discounts on your favourite stores and services to access better healthcare, tax-free savings on your new electronic devices and running costs of a new vehicle.



For more information, please contact CBB's friendly customer care team or visit their website to find out more about how to get started and take advantage of all the benefits that are available to you!

**Call CBB on 1300 763 505**  
**Visit [www.cbb.com.au](http://www.cbb.com.au)**





## A MESSAGE FROM HESTA

# EQUAL PAY = A MORE SECURE FUTURE

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

More than 80% of HESTA members are women. On Equal Pay Day 2022, we're highlighting urgent changes we want to see that can improve financial security for our members in retirement.

Here are the top three changes we want to see:

### Pay super on Commonwealth Parental Leave Pay

Parental leave is the only common form of paid leave that does not include superannuation. This sends a message that paid caring work is not real work. Women take 93.5% of primary carer's leave<sup>5</sup> which can increase their risk of financial insecurity in retirement. The lack of super contributions for women doing caring work when they have children is a key reason that Australian women retire with less super than men.

HESTA modelling shows that paying super on the Commonwealth parental scheme could mean as much as 4.5% in additional super savings for an early childhood educator with three children, or 2.6% more for aged care professionals with two children. This could be a life-changing amount for women on lower incomes.<sup>6</sup>

This could be life-changing for HESTA members on low and middle incomes. Find out more about super on paid parental leave.

### Introduce a superannuation 'carer credit' for unpaid parental leave

A 'carer credit' should also be introduced to compensate parents for superannuation lost due to unpaid parental leave.

Unpaid time out of the workforce to care for others significantly impacts women's financial security in retirement. Women perform 80% more unpaid work at home each week than men<sup>7</sup> including childcare, caring for other family members, housework, shopping, and food preparation. PwC has previously estimated that the replacement cost of informal childcare alone would be \$409.5 billion - this is a massive contribution to society.<sup>8</sup>

If a small fraction of this amount was paid as super, this would make a real impact to women's retirement outcomes and signal that unpaid care work is valued. Women's unpaid caring work shouldn't result in financial insecurity in retirement.

### Achieve gender balance in executive leadership across ASX300 companies by 2030

Women in Australia can also benefit from the more significant opportunities that flow from fairer and more inclusive workplaces.

40:40 Vision is an initiative led by HESTA, supported by industry partners, seeking to achieve gender diversity in the executive leadership teams of ASX300 companies by 2030.



## SOCIAL RESPONSIBILITY

### SEPTEMBER FOR CEREBRAL PALSY

Thanks to everyone who contributed to the STEptember campaign!

Every 20 hours, an Australian child is diagnosed with cerebral palsy. By taking on the challenge and fundraising, you supported life-changing research, treatment and services to help people with cerebral palsy to live their best life.



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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