

# CLO Connect

Newsletter of Community Living Options

Jul-Aug 2023 | Issue 36

## MAKING THE MOST OF THE WINTER

Inspire yourself with our participants to fully enjoy your days during the chilly season



GREAT OPPORTUNITIES - GREAT LIFE





# FROM OUR ACTING CEO

Hello Team CLO,

I hope this message finds you all well and keeping warm in the cooler months. Over the past weeks, once again I have had the privilege of assuming the role of CEO during Mel's annual leave. As we move further into the new financial year, I am pleased to provide a small wrap-up of the last financial year.

The Management and Executive teams are working to finalise all our strategic and operational plan outcomes. We are also developing and preparing to implement our plans for the 2023-24 financial year. These outcomes and the new plans will be available shortly to you all for viewing. I am pleased to be able to tell you that there have been improvements across the board in our key result areas, most notably in learning and growth as well as efficiency and innovation. This confirms that we are continuing to deliver excellence for all our participants.

We all know that our sector can be a challenging one for a number of reasons, and the 2022-2023 year has had its own challenges for all parts of the organisation. I firmly believe that due to the continuing resilience of our staff and our commitment to CLO values and participant outcomes, the past year has been a successful and productive year for CLO.

During July you would have seen communication regarding the appointment of an additional General Manager and a new region to help support the SIL / operations department at CLO. This allows for a greater level of supervision and support for our Service Coordinators and will naturally flow into additional support for our participants. I would like to thank Wendy and Muriel for a successful rollout plan and you all for your support of this change.

There was also the addition of a Compliance Department which will support the whole organisation to ensure that we are continuing to deliver a high quality service. This will also ensure that we are meeting the ever changing and evolving compliance requirements that CLO work within. I welcome Brenton and Ashton to this compliance space.

Both Mel and I would like to express our sincere gratitude for your continuous support and take immense pride in the work we all do to support participants dreams, choices and individuality with their exceptional teams.

Warm regards,

**Tiff Hodge**  
Acting Chief Executive Officer

## CONTENTS

- 02 From our acting CEO
- 03 Making the most of the winter
- 04 Out and about with Kosta
  - Our furry friends
  - Did anyone say dinner?
- 05 Enjoying CLO Social Club
  - Our Artists' latest work
  - Connecting to nature
- 06 At the DSC conference
  - Chilling out at Edwardstown
- 07 Participant Advisory Committee
- 08 EAP Assist
- 09 Meanwhile, on Viva Engage
- 10 L&D FAQ
  - CLO Branding kit and templates
- 11 Let's welcome our new workmates!
  - Our new quality & compliance team
  - July-August Calendar and events
- 12 Reward and Recognition
- 14 Health and Wellbeing
  - Update: services Agreement
  - Brilliant at the basics Masterclass
- 15 Walk a mile in my boots
  - Our new accessible vehicle
- 16 Message from Hesta
  - Social Responsibility
  - Connect with CLO



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# MAKING THE MOST OF THE WINTER



From Left to right: Jaiden goes to the beach for some treasure hunting with his new metal detector device; Sally, Jodie and Kerry enjoy a scenic route before dining out; Rachel discovers the light artworks at Illuminate Adelaide.

Winter has arrived, and with it comes the temptation to hibernate indoors, cuddled up in warm blankets with a cup of hot cocoa. While all of it might sound very appealing, staying active during the winter months is essential for maintaining your physical and mental well-being. Don't let the colder temperatures keep you from enjoying the great outdoors and the numerous activities winter has to offer. Instead, embrace the opportunities it brings for adventure and exercise.

Staying active during winter will not only keep you physically fit but also elevate your mood and energy levels, helping you ward off those winter blues.

So, gear up, step out, and make the most of this winter!



Jack and his team went out for exercising on their local sports court for some fitness and quality time together. It looks like they had a lot of fun - totally unfazed by the wet and chilly weather. We love your energy, keep it up, guys!

## ACCESSIBLE OUTDOORS WINTER ACTIVITIES

See some of the top activities you can engage in during the cold months. Those are accessible for people of all ages and abilities, with lots of packed fun!

**Nature Walks:** Take a leisurely stroll in local parks or nature trails, and observe winter wildlife in their natural habitats.

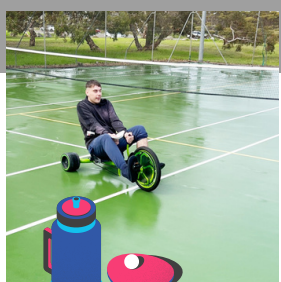
**Winter Picnic:** Pack some warm drinks and snacks, bundle up in layers, and have a cozy winter picnic in a scenic outdoor spot.

**Outdoor sports:** Practice a sport of choice that fits your own skills and abilities but in an outdoor setting to enjoy the scenery.

**Winter Festivals:** Seasonal events (like Illuminate Adelaide) are worth a check!

**Coastal Walks:** Take invigorating walks along South Australia's coastlines and trails.

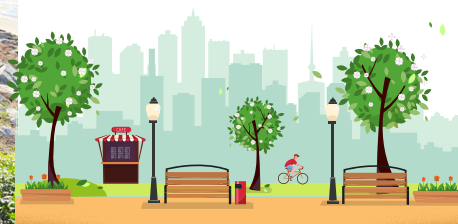
**Outdoor BBQs:** Fire up the barbecue, and enjoy outdoor meals with family and friends.



# OUT AND ABOUT WITH KOSTA



Kosta has been busy lately, enjoying life! He and his staff had been in many outings lately, which led him to discover many new favourite places. Thanks to his incredible team, they are now in the make of a plentiful photo gallery of exciting moments and experiences.



## OUR FURRY FRIENDS

Some of our participants are caretakers of pets! Such as their own support work staff, they also work hard to get their beloved companions living their best lives. In the photos, Michelle takes her cat to a vet check and Jodie pampers the doggos with a first-class ride outside.



## DID ANYONE SAY DINNER?

A shout-out to our in-house foodies and accomplished chefs!

In the photos, Ritsa does some grocery shopping for her next delish meals, Rachel cooks a chicken sandwich and Jodie preps her veggies for added nourishment and flavour. We're excited to see the results!



# ENJOYING CLO SOCIAL CLUB

In the latest meeting of the CLO Social Club, participants and support workers alike had a super fun night out at Woodville Timezone. We're talking bowling, pool, laser tag, and a delicious dinner – an epic night indeed!

As you can see in the pictures, a support worker's daily life also includes having a blast and making memories with the awesome people we support.



# OUR ARTISTS' LATEST WORKS

Over the last months, we have been seeing Jamie producing an astounding lot of artwork! Jodie also joins our hall of artists, with this painting of a beautiful flower with vibrant colours. Well done, we can't wait to see what you'll create next!



# CONNECTING TO NATURE

Some of our participants really seem to love being in contact with nature for relaxing time and a better quality of life!

In the photos, Robert contemplates the sea, Jamie checks on his potato harvest, and David poses to us lounging at his backyard. Good for you, mates!



# AT THE DSC CONFERENCE

The CLO leadership went to Sydney to attend the Annual DSC Conference: our executives heard from the NDIS and NDIA Leaders, and were inspired by the panel discussions from industry experts and people with lived experience.

Meanwhile, Eddie took the task of capturing the conference highlights in his own words to share with other CLO participants. In the side photo, you see Eddie, our CEO Mel Kubisa, and CLO board member Jan Mc Conchie. In the audience photo (down), you see Eddie in the down-left corner.

Can you spot our leadership at the back seats?



## CHILLING OUT AT EDWARDSTOWN



Jamie visited us in the office and pleased the CLO reception staff with a couple of songs! In the picture, our Service Coordinator Jonathon Keir gets the front row to register the moment and enjoy the music.



The Brook team went to our favourite local cafe for their team building session. As the coffee lovers agrees, all chats are better over a cuppa! From left to right: SC Surina Maharjan, Victoria Raine, Assumpta Mchena, Elizabeth Schocroft, and Emily Zhang.



HELP SHAPE THE  
FUTURE OF CLO



COME JOIN THE

# Participant Advisory Committee



## What our members think about the committee?

"Good experience. Got lunches, met different people and talked to people.

People should join us so they will know what options are available to them. They will know their rights. They will receive advice on different matters. They will make friends."

Paul, CLO Participant  
and Committee Member

Learn about what's  
happening at CLO and  
how you can be involved



Help shaping  
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



REGISTER YOUR INTEREST  
AND REPRESENT ALL  
CLO PARTICIPANTS

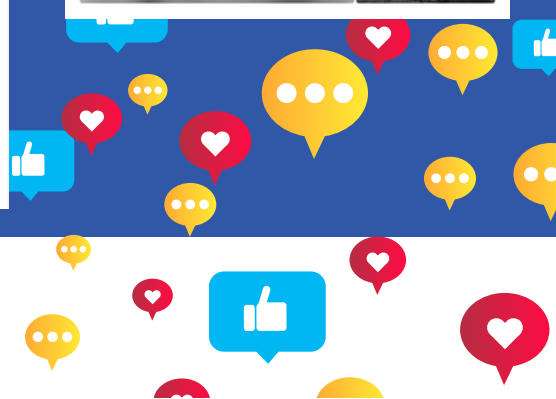
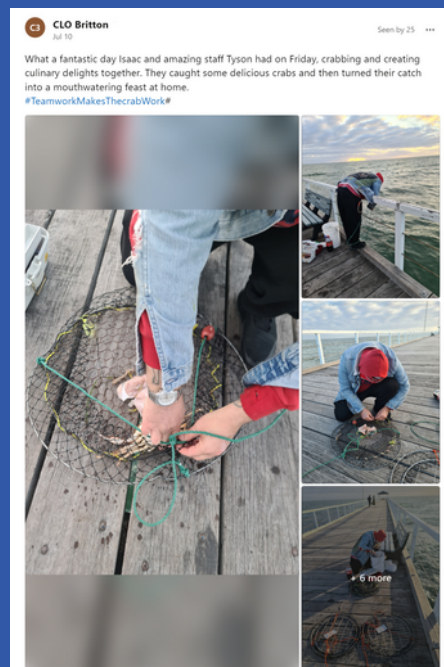
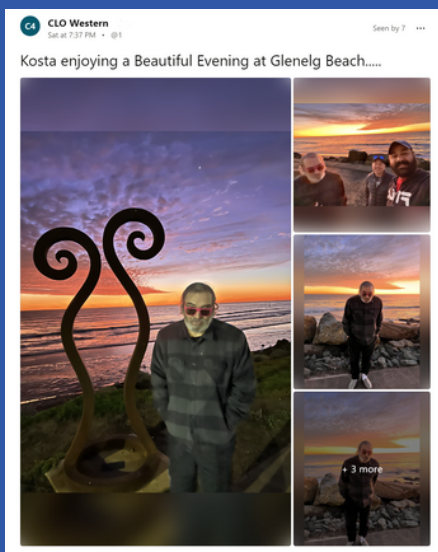
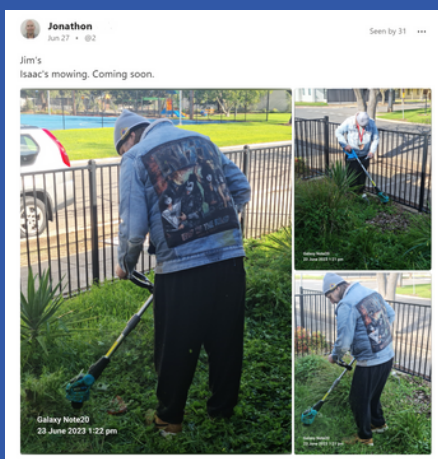
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# MEANWHILE, ON VIVA ENGAGE



Yammer is now called Viva Engage - regardless of the name change, it continues to promote connection amongst teams as our internal social media. There, all our support staff can share achievements, thoughts and nice photos of participants (with photo consent) If you haven't been there yet, see some of our latest posts, and join the conversation!



# L&D FAQ



## Q “If I can’t attend training do I need to withdraw?”

A “Yes. If you are unable to attend training you need to withdraw from the event in PeopleStreme.

To do this, head to the event in your PeopleStreme, go to Booking / Event details and click the withdraw button.

You also need to Add a Note as to the reason you cannot attend, and let your Team Leader know you’ve withdrawn.

You can find a quick guide on SharePoint on how to do this if unsure.

Withdrawing means that L&D will not be expecting you to attend the event and L&D will notify Rostering to have your roster amended,

This also ensures you are not taking up a spot that another staff member could use”

## Q “I can’t log in to my PeopleStreme, what do I do?”

A “You can try using a private browser, or logging in to SharePoint using your Microsoft logins – clicking on PeopleStreme and using the Single Sign-on button.

If you still cannot get in, please log an IT helpdesk request / contact IT.

## NEW – SOUTHERN-BASED TRAINER

We are excited to be able to facilitate more training options in the South (Victor Harbor and Edwardstown).

Please join us in welcoming Yana Guidera to the Learning & Development team.

Previously being a Support Worker and a Team Leader at CLO, Yana brings a wealth of knowledge and experience to the training role and ensures that L&D are providing easy access and more training options across all CLO Office locations.

Lisa Mundy

Learning and Development Coordinator

## MARKETING AND COMMUNICATIONS

# CLO BRANDING KIT AND TEMPLATES

A quick reminder: If you are building any document that needs to reflect the corporate identity of Community Living Options, **Marketing has a tile on Sharepoint**. There you can find all up-to-date CLO logos, photos, icons, document templates and other assets to support you in keeping in tune with our current branding. If you must reuse any old documents (particularly the ones created before 2020), be aware they might present outdated brand elements: Please ensure you verify them against our **quick branding guide** while updating them.



## LET'S WELCOME OUR NEW WORKMATES!

Fiona Mail • Claire Brus • Brenton Drogemuller • Elizabeth Mock • Sagardeep Walia • Ashish Subedi • Evelyn Akoma • Amanual Gebremedhin • Layla Degabriele • Brenda Keago • Jasleen Kaur • Stephane Dubois • Reinke Cook • Kelly Williams • Hemanta Shrestha • Wendy McFadden • Beverly Cameron • Patricia Rutherford • Emmy Chepchirchir • Parveen Kaur • Inderjeet Singh • Ann Sojan • Shreeram Baniya Chhetri • Lydia Ndungu • Cleophas Muguti • Kishor Lamichhane • Rashpal Singh • Nandani Kumari • Nitin Kumar • Uday Adhikari • Manish Dahal • Shreeram Baniya Chhetri • Erick Geke • Justice Ubah • Rajinder Kaur • Abidemi Akande • Yatinkumar Patel • Dawt Zathang • Gurjit Dhaliwal • Ekele Nwabueze



## OUR NEW QUALITY & COMPLIANCE TEAM



Introducing our expanded Quality & Compliance team: Ashton Tarbard, Rabecka Stokes and Brenton Drogenmuller. Playing a pivotal role in supporting the delivery of our service model, their key responsibilities include overseeing risk management practices, ensuring NDIS framework compliance, elevating service standards and supporting the delivery of excellence for people with high-level disability and complex needs. CLO is thrilled to introduce its new Quality & Compliance Team!

### CALENDAR & EVENTS

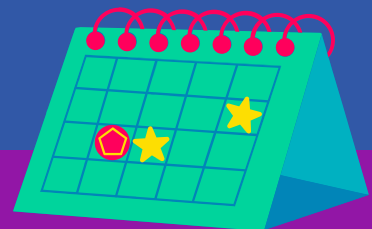
## SAVE THE DATE AND CELEBRATE

### July

- Jun 29 – Jul 30: Illuminate Adelaide
- July: Disability Pride Month
- Jul 02 – 09: NAIDOC Week
- Jul 10 – 16: National Diabetes Week
- Jul 18 - 19: Islamic New Year
- Jul 22: Spin Off Rock Festival
- Jul 28: World Hepatitis Day
- Jul 20 - Aug 20: FIFA Women's Soccer World Cup

### August

- Aug 05: Barossa WinterFest
- Aug 01-31: Fleurieu Food Festival
- Aug 01- 31: SALA Festival of Arts
- Aug 17-31: Myriad SALA Exhibition - Australian Artists with disability
- Aug 19-20: Barossa Medieval Fair
- Jun 25: World Vitiligo Awareness Day



## WESTERN TEAM

For the month of June, we would like to recognise the Western Team; Steve, Paul, Tony, Yishu, Daniel, Alex, Amarinder and Bilha for Reward & Recognition in Metro North!

The team at Western has been unwavering in their support to their participant since his transition into the community back in July 2022. Their resilience and motivation have been remarkable, as they consistently learn from setbacks and approach challenges with a positive attitude. The team embraces a culture of continuous improvement and is always seeking opportunities to expand their knowledge and skillsets through the embodiment of CLO Values.

The team's welcoming approach fosters a smooth transition and ensures seamless continuity of care. The positive work environment they cultivate contributes to the overall well-being of both the staff and participants.

The team upholds the value of Rights in their support for the participant, recognising his unique circumstances and needs. The team consistently offers him opportunities for exploration, personal growth and skill development both in his home and in the community. They approach each hurdle with problem-solving skills, keeping him motivated and engaged throughout. As a result, the participant now identifies his current living situation as "home sweet home." The staff members have taken him on trips to the zoo, and botanical gardens, and even arranged lunch outings with friends, all of which have been carefully planned and facilitated by the team.

Looking ahead, the staff has exciting plans to further enhance the participant's participation in the community. They are currently exploring options where he can play chess, explore artistic endeavours, and have the opportunity to meet new people who share his interests. This initiative aims to foster meaningful occupation, and potentially cultivate new friendships for him, further enriching his life experiences.

The Western team exemplifies dedication, compassion, and a commitment to supporting the participant's overall well-being. Their relentless efforts, teamwork, and person-centred care demonstrate their outstanding contribution in supporting him to achieve his goals and have a great quality of life. Once again, I would like to say thank you for their fantastic efforts, and would like to sincerely appreciate them all for their exceptional work! Keep up the great work!

**Tory Caltabiano**  
General Manager

## BENNETT A TEAM

As Executive Manager for Metro, I would like to recognise the fantastic work of the Bennett A team. The team have come together quickly to ensure Danielle is comfortable and respected as she works through a significant live event.

The quality of the supports has resulted in the participant feeling safe through this challenging time in her own home, without judgement.

Taking the time to work with the participant to reflect on their life and celebrate success is so important. You are making a difference each day and continue to encourage the participant to engage in good practices. You are all stars and I sincerely thank you for your work. A special thank-you to team leader Eyerusalem for stepping up to the challenge and providing exceptional person-centred support to Danielle and to the team. Great work everyone.



## CHILDREN SERVICES

As Executive Manager for Children's Services, I would like to congratulate the entire service for welcoming myself and Tahni when we recently visited each of the homes. I was impressed by the homeliness and warmth that you are providing to the children in our service. You are all working to the CLO values and are striving to deliver excellence in each of the homes, with some of the most vulnerable young people who have had a difficult start to their young lives. Your kindness and understanding in meeting each young person where they are at. This will make a significant difference to their trajectory.

Thank you to Jeff, Lisa and Leigh who have been working hard at stabilising the rosters to ensure we have strong coverage and familiar staff working with our young people. There is still a lot of work to do but the future is looking very positive if we keep going the way we are.

**Muriel Kirkby**  
Disability and CYS Executive

CONGRATULATIONS

## BRITTON TEAM



The Britton team deserves heartfelt acknowledgment for their exceptional support and dedication in celebrating Isaac's momentous 50th birthday. Their efforts to organize a delightful BBQ gathering at his home, encompassing neighbors, friends, and family, exemplify their commitment to going above and beyond their professional duties.

The team's meticulous planning ensured that Isaac's milestone celebration was truly unforgettable. The presence of three cakes symbolized the significance of the occasion, while the wide array of delectable food, thoughtfully provided and expertly cooked by the support team, added to the festive spirit. With vibrant decorations adorning the venue and everyone donning party hats, the atmosphere was charged with joy and excitement.

Their commitment to making this event a resounding success demonstrates their unwavering dedication to their work, upholding CLO's values, and supports Isaac in achieving his goals of maintaining positive relationships in the community. We would also recognise Team Leader Jon Keir for his efforts in supporting the team and playing an important part in orchestrating the teams' success. Well done team, and congratulations!

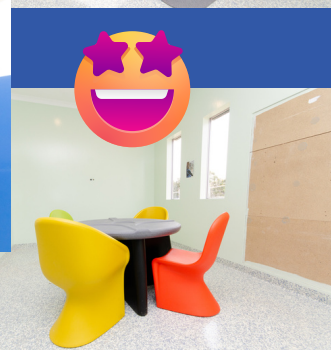


## TWEED TEAM AND TL NIROSHAN SIRIWARDHANA

We would like to recognise the fantastic work of the Tweed team who have been working with the participant in preparation for the move to his new home. The current home he is living in is a challenging space, however the team find every opportunity to make the space comfortable and safe for our participant. A huge thank you to Niroshan for his leadership and shepherding of the new build which is nearing completion, his advocacy and dedication to getting the new environment right for Jack has been very much appreciated. In fact, the entire team have been advocating for the participant to have every opportunity to live his best life.

This team demonstrated the CLO values each day and have built a trusting team around him. Well done, you are exemplary - these words are echoed by the participant's mum and family too.

**Muriel Kirkby**  
Disability and CYS Executive



The participant's house was designed and built in a highly tailored way to suit our participant with complex autism, aiming for both his safety and comfort.



# FOOD & MOOD

The food you eat (including quantity and timing) can improve your mental health and well-being. Similarly, the lack of food can have varying impacts on your mood, concentration and energy levels. See the nutrition tips below, and enhance your quality of life:

### Mood Boosters

"Slow-release carbohydrates" release energy slowly after you eat so you are less likely to experience energy slumps. Try grains, vegetables and fruits.



Protein contains amino acids that help increase serotonin – the 'happy hormone' – production. Protein-rich foods include eggs, legumes, fish, and poultry.



Omega 3s are 'brain food' and have been shown to protect against depression. To increase your intake, try fatty fish such as salmon or tuna, walnuts, seaweed and flaxseed.



### Food to Avoid

Caffeine is a stimulant and is found in more than just coffee. Be aware of your intake of soft drink, tea, coffee and chocolate. Reducing them helps your sleep quality.



Research shows links between diets that are high in sugar and depression. Always check the nutrition label and avoid foods and drinks that are high in sugar – anything with more than 5g of sugar per 100g is considered to be high in sugar.



Alcohol is a depressant and can exacerbate symptoms of depression. Drink responsibly.



# BUILDING MENTAL RESILIENCE



### Take a break

Even in times when it feels like you have an endless to-do list, it's important to take breaks both for your health and your productivity. Try the 50/10 rule where for every 50 minutes of work, you take a 10-minute break. This will help prevent burnout and increase your productivity.

### Ask for help

Resilient people have a strong network of support around them. Lean on your network during challenging times and return the favour when it is needed.

### Maintain your work-life balance

Have you heard the expression 'you can't pour from an empty cup'? Similarly, stressful situations quickly drain energy, and you can't expect to handle challenges at work well if don't factor in time to switch off and recuperate.

### Reflect

Understand your emotions, triggers and reactions to stressful situations. Reflect regularly on what strategies that help you cope and bounce back from these. This will also help you research and practice more coping mechanisms to use in the future.

## PEOPLE AND CULTURE

# UPDATE: SERVICES AGREEMENT

The People and Culture team are pleased to announce bargaining has commenced for the Community Living Options Enterprise Agreement 2023, with the first meeting held on Thursday, June 15th.

The EAC Consultation Committee members consist of Person-Centred Support Workers, Senior Support Workers, Team Leaders, Rostering Officers and union representatives.

The committee is working towards having our new agreement finalised and ready for submission early November, 2023.

Each meeting will be documented with all minutes taken saved to share point, located on the Enterprise Agreement Tile.

[Enterprise Agreement \(sharepoint.com\)](https://sharepoint.com).

**Holly McCallum**

**People and Culture Administrator**

# BRILLIANT AT THE BASICS MASTERCLASS



Our Service Coordinators and General Managers gathered for the "Brilliant at the Basics" Masterclass led by our CEO. They revisited our strategic plan, spoke about the CLO model and primed up their skills to provide support and direction to our hard-working frontline teams.

# WALK A MILE IN MY BOOTS

**We're going the extra mile  
to help end homelessness.**

Team CLO!

Calling all members of the CLO community and staff! This year, the Allied Health and Therapeutic Services (clinical) Team are driving the organisation-wide challenge for 'Walk a mile in my Boots'.

Together, we're ending homelessness. There are more than 7,000 people experiencing homelessness in South Australia alone, the cold Winter months being the most dangerous time of the year for these people at risk. Help us remind people doing it tough, that they're not doing it alone.

Hutt Street Centre offers a place of connection and support where people at risk of or experiencing homelessness can find a warm welcome and the chance to rebuild their lives, many people would not survive without their help – and Hutt Street Centre cannot help others without your generous support. Join us in helping to ensure that the Hutt Street Centre's doors stay open for the people that need them the very most.

Our team, and as many of you as we can gather; will be partaking in the Walk a Mile challenge on the morning of Friday 11 August in the city. 7 am - 9 am. If you can't join us in the challenge (we'd welcome the company), please give generously to our CLO donation page here:

**Walk a Mile - Community Living Options**

After donating, join us in 'The Final Mile' and rsvp by Friday 4 August as thousands of Walk a Milers walk together to stand in solidarity with people at risk of or experiencing homelessness. Location: Victoria Park to Peppermint Park.

Note - for those interested, a small, shared breakfast is planned post-walk. We will gather in the Edwardstown Clinical Training Room for 30 mins. 😊

Kind regards,

**Rhea Kruse**  
Clinical Admin



## OUR NEW ACCESSIBLE VEHICLE

We had the pleasure to receive Wayne in our office. He took a lift in our new accessible service van, and looks like he approved the ride!



## THE TREASURES OF PORT ADELAIDE

Eugene went to the Maritime Museum at Port Adelaide - he had a great time checking out the boats and living quarters. We then took a walk around Port Adelaide and took photos of all the cool murals we saw. We also went for a drive to Largs Bay and got a drink and looked at the boats.



## A MESSAGE FROM HESTA

# PREPARING FOR THE UNEXPECTED

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



Life can throw up some curve balls - both good and bad - that can throw us for six. It helps to have a plan in place to deal with unexpected events. Here are some things we find members regularly need help with.

### Creating an estate plan

Unfortunately, a number of HESTA members have heart-breaking stories of unexpected loss and the distressing delays or family battles that follow. We know it's not something anyone wants to think about, but it's important to consider your estate plan.

Creating an estate plan ensures your wealth is passed on to your loved ones after you die. You may also choose to nominate a trusted person to help you make decisions if you're unable to do so yourself. Setting up your estate plan can give you peace of mind; knowing your affairs are in order and you're not leaving a burden behind for those you care about most. This includes making a valid binding beneficiary nomination for your super. Our Advice Library shows you how to create an estate plan in three steps:

1. Create or review your will
2. Nominate your super beneficiaries
3. Consider appointing an enduring power of attorney

### Have peace of mind that you're protected

Life insurance is something you generally don't think about, until you need it. Debt can leave families with extra stress on top of distress when unexpected events like serious illness, injury or even death happen. This is why insurance can be so important; especially when you have large and long-term debts like a mortgage.

If a tragic event does happen, you might already be covered. Your HESTA super may include some insurance cover if you're eligible. [Check your eligibility.](#)

One of the simplest and most effective things you can do right now is log in and check what insurance you're covered for through HESTA. You may be eligible to apply to change the level of insurance via your online account too. [Check your level of protection.](#)

### Dividing super through a separation or divorce

No one enters a relationship thinking it will end. However, in 2021 more than 55,000 couples were granted a divorce in Australia.

After property, your superannuation is most likely your biggest asset and will need to be considered when you're dividing assets through a separation or divorce.

Super splitting is the most common way that couples divide assets during divorce or separation, but it's important to keep in mind that a fair valuation of super forms part of the totality of assets shared by the separating couple. Super splitting may be an outcome - but not always, and it's not mandatory. [Check out how super splitting typically works.](#)

## SOCIAL RESPONSIBILITY

# VINNIES' CEO SLEEPOUT



We would like to thank all who donated to the CEO Sleepout fundraiser. We collectively raised a +\$8,000 target for the cause! our CEO Mel Kubisa and Executive Muriel Kirkby represented us in the sleepout event. Muriel commented: "I think it was one of the coldest and wettest nights this year. However, it was only one night. We both felt very humbled by the support and the experience."



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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