

Community Living Options

CONNECT

ISSUE
42

October-November 2025

2024-2025

CLO AGM

LOOKING BACK,
MOVING FORWARD

Highlights from our
Annual General Meeting

**HALLOWEEN
SPOOKTACULAR
GATHERINGS**

**MY JOURNEY
WITH AMANDA
SMALLACOMBE**

**THE LIVING
MY LIFE
PROJECT**

POSITIVE ENERGY

Strengthening
partnerships and
welcoming new
team members

SCAN HERE
TO GO
TO OUR
WEBSITE





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Cover: Eugene made the most of
the gorgeous weather by heading
into Adelaide city for a day of
exploration. He wandered through
the city exploring the tranquil
parklands, taking in the stunning
scenery and atmosphere. Eugene
has a passion for discovering new
places. For him, every walk is an
adventure and an opportunity to
experience something new.



From our CEO

Celebrating a Year of Impact, Innovation and Magic!

What a year it's been! Full of great stories, challenges, and plenty of wins worth celebrating. If you missed our AGM, don't worry, you can still dive into our [Annual Report](#), which is packed with amazing outcomes and achievements from the 2024–2025 period. It's a snapshot of what makes CLO extraordinary: our people, our participants, and our unwavering commitment to quality.

Despite the sector-wide challenges around financial sustainability, we've achieved strong results that keep us stable and future-focused. A 2.43% surplus in a tough environment is no small feat! This means we can continue investing in what matters most, high-quality, person-centred supports grounded in human rights and evidence-based practice.

And wow, did we shine this year! Our teams showcased CLO's work on national stages:

- **TheMHS Conference, Brisbane**

Wendy Pettifer: *Changing the Narrative – borderline personality disorder: A Call for Compassionate Care*

Mel & Muriel: *My Life, My Way: A Hospital Discharge Initiative Paving the Path to Recovery and Positive Futures*

Muriel & Emma Calabro (Access-2-Place): *Building Homes, Not Just Houses*

- **ASID Conference, Sydney**

Mel Ingham & Michelle Browning: *Supported Decision Making Project*

Mel & Rabecka Stokes: *Compliance to Best Practice – showcasing how we nailed all **26 elements of best practice** with zero nonconformities!*

- **NDS State Conference**

Wendy Pettifer: *Insights into Action – 'Prosecutions and Penalties - what can we learn from LiveBetter, Valmar and Oak?'*

- **NDS Board and Senior Leaders National CoP**

Wendy Pettifer presented: *'Data and the Management of High-Risk Behaviours of Concern'*

- **NDS Executive Leaders conference, Brisbane**

I had the privilege of joining a panel at the NDS Executive Leaders Conference in Brisbane. *Beyond the Boundaries: Rethinking Psychosocial Supports Across Systems. This session examined current successes, remaining gaps, and opportunities for more inclusive and effective support.*

These moments weren't just about presenting—they were about leading the conversation on quality, rights, and innovation in disability services.

Our Annual Report tells more of the story:

- **Smashing goals! 109 participants** supported across five disability support regions, the teams demonstrating some great evidence-based practice for supporting: forensic transitions, complex and enduring psychosocial supports, dual disability support models and supported our participants to some great steps towards independence and self-agency.
- **101 hospital discharges** through Regency Green, saving **4,881 bed nights** for the health system.
- A thriving **Child & Youth Services team**, creating safe, homely environments for some of our most vulnerable young people.
- Clinical excellence through **90 Positive Behaviour Support contracts**, and innovative fly-in/fly-out support for regional communities.
- We delivered **362 hours of direct nursing support**, including medication assistance and competency assessments, and played a pivotal role in complex hospital transitions. Our Registered Nurse didn't just provide clinical oversight – they empowered our support workforce with the skills and confidence to deliver exceptional care every day.
- A workforce of **757 incredible people**, with retention rates that speak volumes about our culture and commitment.

As we head into the festive season, let's make it a time of gratitude, kindness, and joy. Thank you to every CLO team member for your passion and resilience. To our participants, thank you for trusting us with your journey. And to our partners and community, thank you for your support.

Here's to a season of giving, a sprinkle of joy, and a future full of possibility. Stay safe, have fun, and let's keep making magic happen every day.

Melinda Kubisa - Chief Executive Officer

my journey

meet Amanda Smallacombe

For those who don't know me, I'm Amanda Smallacombe. I'm a proud mum of three and have worked with CLO for nine years.

During this time, I've had the privilege of supporting a wide range of participants – helping some transition from needing high-level supports to living independently, and others through end-of-life care, with countless experiences in between.

My journey with CLO began after taking a break from the industry for over a year following the birth of my first child. CLO welcomed me in and provided all the training I needed to return to a job I've always loved. I started in the region formerly known as Southern Metro (now Disability and Autism), working in high-care services. My first placement was in a two-house service supporting four participants, and I stayed there until I had my second child in 2017.

Returning from maternity leave brought new challenges – I was moved to a new service, which initially caused some

anxiety. But with the support of my Service Coordinator and CLO, I received the right training and soon found joy in the role.

Sadly, the participant I supported there passed away, and over the next few years, I experienced many changes due to NDIS funding adjustments. A colleague once told me to “spread your wings,” and that advice led me to pick up shifts across different sites and regions, building my knowledge and experience.

In 2022, I was invited to participate in CLO's Emerging Leaders program – a fantastic opportunity to learn about leadership and the Service Coordinator role. Toward the end of the training, my SC asked if I'd step into an Acting SC position. What started as a three-week temporary role turned into something much bigger. I covered leave, supported resignations, and eventually managed services I'd worked in for years. During this time, I mentored several PCSWs who explored leadership roles – some moved into admin, others became permanent SCs, and one still helps out as an Acting SC when needed.



A colleague once told me to “spread your wings,” and that advice led me to pick up shifts across different sites and regions, building my knowledge and experience.

In April 2024, I felt ready for a change and considered returning to support work. But when a gap opened in the rostering team, I stepped in as Acting Rostering Officer. At first, I thought this role wasn't for me – but I was wrong! I discovered I was good at it and really enjoyed the work. I built strong relationships with staff and SCs, received great feedback, and decided to apply for the permanent position.

In October 2024, I officially became a Rostering Officer. Earlier this year, I supported the setup of a new complex service for nine weeks before moving into my current role as Rostering Coordinator in Child & Youth Services, where I've been able to transfer my knowledge while learning new skills.

Over the years, I've seen CLO innovate with new systems and processes and had the privilege of contributing to committees, starting with the Enterprise Bargaining Committee in 2019, which brought positive



changes to staff pay.

I've made countless professional connections and friendships that I know will last a lifetime. I love sharing knowledge – mentoring students, training new PCSWs, and supporting others to step into SC and rostering roles. If you're thinking about a change or a new challenge, reach out to your SC. It might not happen overnight, but if you stick with it, it will be worth it.

Being named Employee of the Year 2025 means so much to me. I've faced many challenges, but I've always strived to give my best every day. This achievement wouldn't have been possible without the support of my teams and leaders who pushed me out of my comfort zone and helped me realize my potential. But most of all, the participants who inspire me every day.

Seeing their growth and independence and hearing their success stories at the office and events, reminds me why I love my job, CLO, Values and why I'll keep doing this work for as long as I can.

Diploma in Employment Pathways



For people who:



Have an **intellectual disability**



Are ready to **learn new skills**



Want to **find a job** they enjoy



Want to **study** and **be a part of university life**



Would you like to know more?

Let's make a time to chat!

Australia's *first* university
diploma for people with
intellectual disability



Scan the QR code to
visit the website



You can email us at:

pathwaysdiploma@flinders.edu.au



You can call us on:

(08) 8201 2151



**Flinders
University**

HALLOWEEN GATHERINGS

Rural and Regional participants gathered for a special Halloween-themed My Life My Say forum, hosted by Sarah Entwistle and Anna Strauss. The room was transformed with spooky decorations (thanks, Sam!) and everyone came dressed in their Halloween best. While the costumes and fun set the tone, the heart of the afternoon was all about sharing ideas, experiences, and goals in a safe and supportive space.

Participants had meaningful discussions about Person-Centered Planning, their rights, and how CLO can better support their choices and independence. From choosing who supports them to deciding what to eat and wear, everyone had a voice. Healthy eating and exercise were hot topics too, with ideas like creating a healthy menu, going for walks, and even boogie boarding making the list! The group also agreed to contribute to a new CLO Healthy Recipe Book – a tasty way to share what matters most.

The meeting wrapped up with a well-earned pizza break and a plan for next time: everyone will bring a healthy plate to share. Thank you to all the participants for your energy, honesty, and Halloween spirit. We can't wait to see what's on the menu – and the agenda – at the next My Life My Say!





OUR SPOOKTACULAR SOCIAL CLUB

There is no better way to celebrate Halloween than to have people from all over CLO come together for a Social Club!

Spending time with old friends, enjoying creepy and spooky themed food, and playing games set the perfect atmosphere. Once the music started, there was no stopping our participants from having a boogie, even the witch gave a twitch!

Everyone embraced the celebrations by dressing up and having a laugh, with our Service Coordinators joining in the fun as well. The coordinators put on a fantastic spread and were filled with pure joy seeing our participants so happy, enjoying themselves, and mingling with others from different regions.

This wonderful event was proudly hosted by Dual Disability, Disability and Autism, Psychosocial, and FAST regions, bringing people together across CLO for a night of connection, laughter, and celebration.

What a great way to end the week!





LOOKING BACK, MOVING FORWARD



WHAT AN
INCREDIBLE DAY
WE HAD AT THE
CLO AGM AND
CELEBRATION!

2024-2025 CLO AGM

Highlights from our Annual General Meeting



We love coming together with our participants, staff, and their families to celebrate the year that was – and to have a whole lot of fun along the way.

This year's theme was Sporting, and the CLO family absolutely delivered! We had golfers, swimmers, bird watchers, referees, skiers, judo masters, race-day fanatics, roller derby stars, and of course plenty of friendly footy rivalry on full display. The creativity and enthusiasm were fantastic to see.

At CLO, our participants and staff are the beating heart of everything we do. It was a beautiful reminder of the joy, connection, and community we share. So many achievements were recognised, so many laughs were had, and we loved every minute.

Please enjoy this selection of photos from the day and thank you to our amazing staff and participants for all that you do, and for leaning into the fun with us.





LOOKING BACK, MOVING FORWARD



LOOKING BACK, MOVING FORWARD





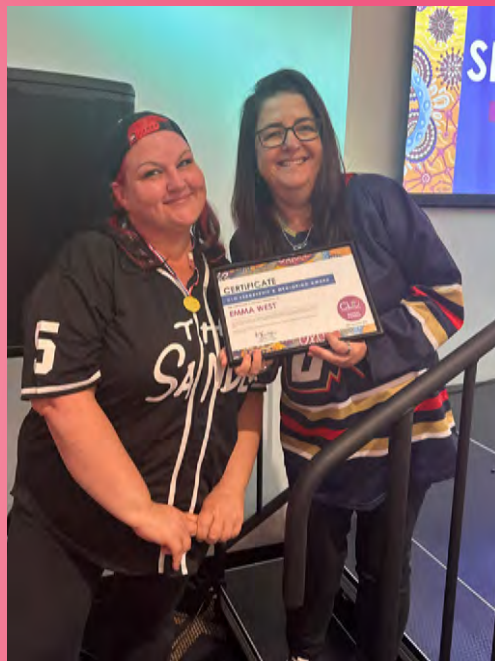


AWARD WINNERS



AWARD WINNERS







DISABILITY AND AUTISM REGION

CLO MOVIE

Participants gathered to enjoy Dolittle on the big screen, sharing popcorn, snacks, and drinks for a fun and memorable close to the week

The Disability and Autism Region's Social Club wrapped up the week with a truly memorable movie night. Participants gathered together as the projector lit up the room with Dolittle, setting the stage for an evening filled with laughter, connection, and fun.

The event was carefully planned to make everyone feel welcome. Popcorn, snacks, and drinks were ready to enjoy, and the service coordinator added a thoughtful extra touch by handcrafting popcorn



NIGHT



boxes for each guest. That small detail made the night feel even more special, showing the care and creativity behind the planning. The atmosphere was warm and lively. Friends shared smiles, enjoyed their treats, and immersed themselves in the movie's adventures.

Everything ran smoothly, thanks to the dedication of the team who worked behind the scenes to ensure the night was well organized and inclusive.

By the end of the evening, it was clear how much participants had enjoyed themselves. The combination of good company, thoughtful touches, and a great film made for a perfect way to close out the week.

A heartfelt thank you goes to the Disability and Autism Region for continuing to create events that bring joy, connection, and community to all who attend.



INTERNATIONAL DAY OF PEOPLE WITH DISABILITY CELEBRATING INCLUSION AND COMMUNITY

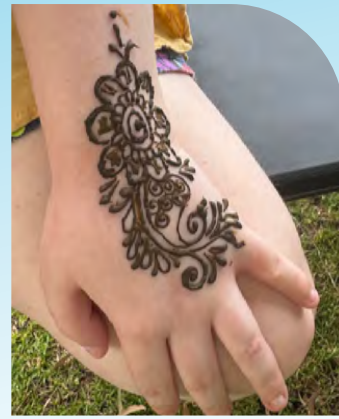


Today was all about celebrating our participants and the incredible sense of community that brings us together. Laughter, stories, and shared moments filled the day as we gathered to mark the International Day of People with Disability – a time to recognize ability, inclusion, and the strength of connection.

We fired up the BBQ and Michael cooked up a great amount of food alongside plenty of fun and conversation. Smiles everywhere, and inclusion in action – proof that when we come together, we create something truly special.

A heartfelt thank you to everyone who joined us and contributed to making the day so memorable. Your presence and support are what make our community shine. Here's to continuing to celebrate ability and foster a spirit of belonging every day!





THE LIVING MY LIFE PROJECT:

Advancing Supported Decision-Making in Healthcare

The Living My Life (LML) Project was conducted by SAHMRI, the SA Office of the Public Advocate (OPA) and the SA Department of Health, funded by the NDIA through an ILC Grant in 2020.

In 2024, the funding was extended and moved to UniSA Justice and Society.

The aim of the grant is to apply supported decision-making principles to increase the capacity, wellbeing and resilience of people with a psychosocial disability and build on the current delivery of accessible and inclusive mainstream services.

The Living My Life Project provided a program of activities aimed at building capacity within the healthcare sector to practise Supported Decision Making (SDM). The Disability Royal Commission highlighted people with disability are subject to systemic neglect in the Australian health system. The LML Project has sought to address a lack of knowledge in how to support people with disability to make important decisions about their health care.

The LML Project has provided SDM training to the OPA, social workers at Royal Adelaide Hospital, specialist health services, community based health professionals and four community mental health teams (including forensic mental health specialists).

Training was provided to staff to the acute and subacute interdisciplinary teams at Lyell McEwin Hospital presented with Professor Josephine Thomas Dean of Medicine Adelaide Medical School focus Integrated Medicine and education and a lived experience staff member of SACID.

The Disability Royal Commission highlighted people with disability are subject to systemic neglect in the Australian health system. Training in SDM was provided to the Office of Public Advocate, SA Health and the NDIS service sector.

The first stage of the work has been published by the Office of Public Advocate www.opa.sa.gov.au/sdm/supported-decision-making-pilot-project and has been presented at national conferences.

Below: Michelle Browning, Melanie Ingram, Margaret Brown Increasing Agency to Reduce Restrictive Practices Development Educators Australia workshop.

Right: Tutti Artists Austin Greig, Alexander Sotiriou, Brianna Klitscher Codesigning Character Strengths.



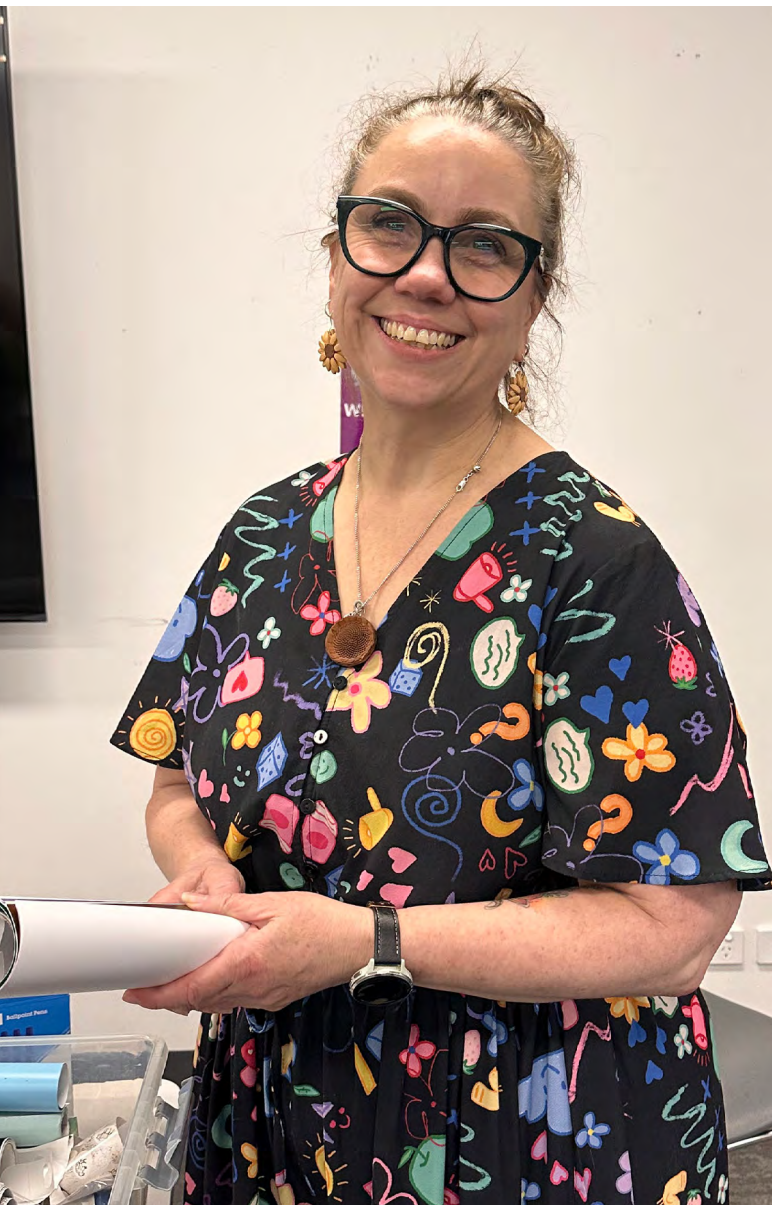
Positive



ENERGY



We explored person-centred practice, new planning tools, and ethical processes, while strengthening partnerships and welcoming new team members



“A key theme was participant partnership – ensuring plans are developed with participants, not just for them, aligning with best practice and supporting goals and quality of life.”

PBS Team Training & Team Building – September 17

On September 17, the PBS team came together for a full day of learning and connection. The session focused on person-centred practice, expectations around PBS processes and timelines, ethical claiming, and an introduction to the new Functional Behaviour Assessment (FBA) and Comprehensive Plan templates.

A key theme was participant partnership – ensuring plans are developed with participants, not just for them, aligning with best practice and supporting goals and quality of life.

The team shared valuable feedback and appreciated the collaborative discussions that strengthened cohesion and improved skills for developing quality behaviour support plans. We also welcomed our newest practitioner, Harper Song, who joined us in this positive environment.

To wrap up the day, we enjoyed a creative social activity – decorating plant pots using paint pens and a Cricut stencil machine – adding a fun, personal touch to the experience.



LET'S DO SOMETHING GREAT FOR OUR PLANET BY WASTING LESS FOOD!

Every small action we take can make a big difference. By reducing food waste, we're not only saving money – we're also protecting the environment and supporting our communities. It's a simple way to be part of something bigger.

Did You Know?

Australians throw away over 7.6 million tonnes of food every year. That's not just wasted meals – it's wasted water, energy, and valuable resources. But there's good news: small changes like planning meals, storing food properly, and composting scraps can have a huge impact.

Reducing food waste helps fight climate change and builds a more sustainable future for everyone. Got a great tip for cutting down food waste at home? We'd love to hear it! Share your ideas with us and help inspire others to take action.





80'S DISCO SPECTACULAR social club

Step back in time and relive the magic of the 80's. From neon lights to funky beats, the night was a vibrant celebration of everything retro.

What an amazing time we had at our 80's Disco Spectacular! Everyone was grooving to the classic disco beats, and the energy was electric. A special shout-out to Barney, our favourite dinosaur, who joined in the fun and danced the night away with participants and staff. It was truly a night of music, laughter, and unforgettable moves on the dance floor!



Safety

every job, every day

This year's theme, **safety: every job, every day**, encourages all workplaces to prioritise safety in their job every day.

Make safety: every job, every day a reality.

To help you make **safety: every job, every day** a reality, we will be stepping through the risk assessment process, with practical resources to guide discussions and activities that you can use in National Safe Work Month and beyond.

- How severe a risk is.
- Whether any existing control measures are effective.
- What action you should take to control the risk, and
- How urgently the action needs to be taken.

Week 1 – identify hazards

Identifying hazards is the first step in the risk management process and involves finding things and situations that could potentially cause harm to people. Harm can be physical, psychological or both. You can identify hazards by getting out and inspecting the workplace, talking to your colleagues and health and safety representatives and also reviewing incident reports. This goes beyond physical things you can see – you can use this approach to identify mental health hazards too.

Week 3 – control risks

Controlling risks is the most important step in the risk management process, and it's about the practical things you can do to eliminate the risks or minimise them as much as you can if elimination isn't possible. This should be guided by the likelihood and severity of the risks identified in your earlier risk assessment. CLO is responsible for managing WHS risks, including implementing controls, but the organisation must do so in consultation with our staff.

Week 2 – assess risk

Once you've identified hazards, the next thing you need to do is assess the risks by considering what could happen if someone is exposed to a hazard, and how likely it is this could happen. A risk assessment can be as simple as a discussion with your colleagues, or it could involve specific risk analysis tools and techniques developed for specific risks. For some complex situations, expert or specialist advice may be useful when conducting a risk assessment. A risk assessment can help you to determine:

Week 4 – review controls

Controls are only effective at eliminating or minimising risks if they are working as planned, which is why reviewing control measures is an essential part of effective risk management – it is important not to wait until something goes wrong. Reviewing controls involves consulting staff and colleagues and ensuring safety procedures are being followed, checking that health and safety incidents are reducing over time, and ensuring that any new hazards introduced by the controls are also managed.

Discussion with your team

Talk with your team about hazards that may be present at your workplace
What tools can you use to identify these hazards?
Talk with your team about how you can assess and control these hazards.

BABY NEWS

As Ovini prepared to leave work to welcome the arrival of a new baby, colleagues gathered to celebrate this joyful transition.



It's a moment filled with warmth and well-wishes, as everyone reflects on the contributions made and the exciting journey ahead. A thoughtful gift is presented as a token of appreciation and support, symbolising the care shared within the workplace. The occasion marks not just a farewell, but a heartfelt send-off into a beautiful new chapter of life.



The
Salary Packaging
People

Salary Packaging

What is salary packaging?

The easiest way to increase your income without working longer hours is to salary package. Put simply, salary packaging is a way for you to purchase a variety of goods and services, as well as pay bills (including mortgages or rent) using tax-free dollars. The end result is an increase in your take home pay.

Employees have a total of \$15,900* per Fringe Benefit Tax year to salary package.

How will I benefit from salary packaging?

Your exact additional take home pay will depend on your total annual salary. The table below shows the indicative financial benefits for different salaries, alternatively you can use our salary packaging calculator.

Annual Salary	Annual Benefit	Fortnightly Benefit
\$25,000	\$1,088	\$42
\$30,000	\$2,488	\$96
\$40,000	\$3,344	\$129
\$50,000	\$3,562	\$137
\$60,000	\$4,962	\$191
\$70,000	\$5,088	\$196

These examples are accurate only for the period from July 1, 2024, to June 30, 2025.

How can I spend my tax-free money?

Eligibility, documentation requirements and some conditions will apply so the friendly staff at CBB are available to discuss your situation.

Increase
your pay by
5 - 10%

Pay debts

You can use your tax-free money to pay debts! CBB can help you to set up regular repayments and then our team will take care of the rest. Regular repayments can include:



Rent or mortgage



Personal loans



Credit cards

General living expenses

If you'd like to use your funds for general living expenses, then the CBB Salary Packaging Card is a good option. It can be used wherever Visa is accepted.



Salary Packaging Card
Mobile app and mobile wallet available.

Tax-free dining and accommodation*

The CBB Meal Entertainment and Holiday Accommodation Card enables you to dine out, pay for your holiday accommodation or even hire a venue for a special occasion using tax-free dollars. This benefit enables you to salary package \$2,650 per year in addition to your normal salary packaging amount.



Meal Entertainment Card
Mobile app and mobile wallet available.

Continued →

Sounds too good to be true...

One of the most common things we hear from those new to salary packaging is that it sounds too good to be true. Rest assured, salary packaging is a government approved employee benefit for certain types of not-for-profit organisations.

Employers who are Public Benevolent Institutions (PBIs) are permitted by the ATO to provide this benefit to their staff. Salary packaging guidelines are developed and approved by the ATO.

How does salary packaging work?



Additional benefits for CBB customers*

Novated Vehicle Leasing

Save thousands on your next car by using the perfect mix of pre-tax and post-tax dollars, helping you maximise your tax savings. The best part? You can access a novated lease in addition to your salary packaging.

Beyond Bank Community Sector Banking

Get access to fee free banking, zero application fees on personal and car loans and a bonus on standard term deposit rates.

Better Health with Medibank

CBB's clients and customers are eligible for better pricing and cover on the things that matter most - your health travel, pet and life insurance, with Medibank Corporate Cover.

How do I get started?

If you have questions or you're ready to take advantage of salary packaging, just contact our friendly team on **1300 763 505** or email us at customer@cbb.com.au.

You can also visit our website www.cbb.com.au/sign-up-for-salary-packaging for more information.

* This benefit is subject to your organisation's salary packaging policy. Information is correct at 18/2/2025.

Good for you - Good for your community

Visit us at cbb.com.au



SA Portable Long Service Leave Community Services

11 July 2025

What is the Portable Long Service Leave scheme?



What is Portable Long Service Leave?

In South Australia, most employees accrue long service leave under the *Long Service Leave Act 1987* and must be employed with one employer for 10 years to be entitled to long service leave (or seven (7) years for a pro-rata payment).

The Portable Long Service Leave scheme for community services allows workers to accrue long service leave benefits for work covered by the scheme, regardless of the number of employers they have worked for.

From 1 October 2025, all employers within the sector will pay a 2.2% levy for all eligible workers. If an employee is eligible for long service leave after 1 October, they will then need to apply for leave via the scheme, rather than their employer.

If a worker has accrued long service leave with the same employer prior to the scheme beginning on 1 October 2025, the employer will still be liable to cover that portion of leave accrued before commencement.

Portable Long Service Leave schemes already exist in South Australia in the construction sector, and in the community services sectors in Victoria, NSW the ACT and Queensland.

Key benefits for employers

- Portable Long Service Leave reduces long-term liabilities for employers. Over the longer-term, the scheme will shift liability from individual employers to an industry-wide fund.
- The scheme aims to improve workforce retention. Turnover rates in the community services sector are high, and workforce retention is a known issue—the Portable Long

Service Leave scheme offers an incentive to stay, as workers will be able to keep their entitlements even if they change employers. Similar schemes in construction and cleaning report that portability encourages long-term sector participation. While helping to attract and retain skilled staff, the scheme is aiming to reduce costs associated with turnover and training.

- Portable Long Service Leave simplifies portability for workers. State governments that have implemented Portable Long Service Leave in other industries say that it removes a major barrier for workers in highly-mobile industries. The community services sector operates similarly to construction, where the scheme already exists and successfully supports a mobile workforce.

Key benefits for workers

- Workers within the sector will be able to accrue long service leave across different employers. This means that they can stay in the work they love, with greater long-term financial and leave benefits.
- Portable Long Service Leave will increase security and stability for workers, knowing they will be able to access time off once accrued, and be compensated for that time off.
- Workers will be able to access their long service leave via the scheme from January 2026, ensuring the process is simple and administered in one place, by a statutory authority.



TOOLBOX TIPS

Scam awareness and protection

As part of our ongoing commitment to cyber safety, here's this week's Toolbox Tip on scam awareness and protection. With Australians losing over \$2.03 billion to scams in 2024, it's more important than ever to stay vigilant.

Key Scam Trends in 2025

- **Phishing Scams:** Significant financial losses have been reported from phishing emails and texts.
- **Shopping Scams:** Fake online stores (e.g., counterfeit Starlink websites) are leading to high volumes of reports and losses.
- **Remote Access Scams:** Scammers trick victims into giving remote access to their devices, leading to theft of funds and data.
- **AI and Deepfake Scams:** Criminals use AI to create realistic fake videos and voice messages to deceive victims.
- **Impersonation Scams:** Scammers pose as trusted entities like the ATO or banks to steal personal and financial information.
- **High-Demand Event Scams:** Fake ticket sales for popular events (concerts, sports) are on the rise.

How to Protect Yourself

- **Be suspicious of unsolicited contact:** Don't trust calls, texts, or emails urging urgent action.
- **Do not grant remote access:** Never allow unknown callers to access your computer or accounts.
- **Verify information directly:** Contact companies using official websites or known contact details.
- **Be wary of urgent requests:** Scammers use pressure tactics to rush decisions.
- **Be cautious with investments:** Research thoroughly before committing any funds.
- **Use secure payment methods:** Prefer PayPal, Apple Pay, or Google Pay when shopping online.

Need Help?

- If you suspect a scam or cyber incident:
- Visit scamwatch.gov.au for more info

Let's all do our part to keep our workplace and personal lives secure. Stay alert, stay informed, and don't hesitate to reach out if you have questions.

CLO Newsletter launch dates 2025 and 2026 financial year

The CLO Newsletter will be issued on the first **Wednesday**, every other month.

Don't forget to send your stories to Jason at Marketing - j.hamer@clo.org.au



- **Issue 41 will launch on Wednesday October 1, 2025 (New Launch)**

In this exciting new launch edition, we're celebrating the achievements of our participants and recognising the incredible contributions of our staff. You'll find inspiring feature stories, updates from our Mindfit program, proud moments from across the organisation, recent award highlights, and a delicious burger recipe to try at home.

- **Issue 42 will launch on Wednesday December 3, 2025 (AGM issue)**

This issue brings you a full recap of the CLO Annual General Meeting (AGM), including key updates, strategic priorities, and future plans. We'll also share plenty of photos, fun moments, and positive highlights from the day.

- **Issue 43 will launch on Wednesday February 4, 2026 (Christmas - New Year)**

Let's celebrate the festive season together! Share your staff Christmas party highlights and stories of participant celebrations. We'll also feature a simple and festive dessert recipe perfect for your next special occasion.

- **Issue 44 will launch on Wednesday April 1, 2026 (Education issue)**

This issue focuses on education and empowerment. We'll explore CLO's learning initiatives, provide practical guides on navigating NDIS processes, and share tips to help participants and families make the most of their plans.

- **Issue 45 will launch on Wednesday June 3, 2026 (CLO people issue)**

We're shining a spotlight on the people and stories that make CLO special. This issue will feature participant events, uplifting stories, staff profiles, and exciting new programs. We'll also highlight community engagement and staff milestones.

- **Issue 46 will launch on Wednesday August 5, 2026 (Celebration issue)**

Focusing on connection and celebration in this issue will showcase more participant stories, staff highlights, and community involvement. We'll also explore future initiatives and share updates from across the organisation.

IF YOU'RE INJURED AT WORK

1: Tell your employer

You or someone on your behalf must notify your Manager or Supervisor (or alternatively the Health, Safety and Wellbeing Manager) of any work related injury or illness as soon as possible (within 24 hours). An entry must be included in Rapid Global so the injury can be recorded, and an investigation can be completed in order to prevent it happening to someone else.

2: Seek medical treatment

The most important thing to do if you have a workplace injury or illness is to seek appropriate medical treatment from a provider of your choice.

3: Lodge a claim

To claim entitlements for a work-related injury or illness you or the RTW Coordinator on your behalf must call CLO's insurance agent – EML - and lodge a claim online ReturnToWorkSA - work injury insurance or over the phone. The phone number is 1800 688 825.

The claims agent will determine your claim as quickly as possible. If you are incapacitated for work, you must also obtain a certificate of capacity from a medical practitioner. The work capacity certificate sets out the recommended treatment plan and the tasks you can safely do while you're recovering. In most cases remaining at work or returning to work as soon as possible is beneficial for your health and wellbeing.

4: Benefits and support

If your claim is accepted you may be entitled to:

- Reasonable costs for medical and like services Income support if you lose income or require time off work.
- a lump sum payment if you have a permanent impairment.

CLO must:

- Be involved in the development and support you in your recovery and RTW plan.
- Provide suitable duties that you can perform safely as you recover from your injury.

5: Returning to work

Getting back to work after an injury isn't always easy, but it is an important step on the road to recovery. You don't have to be 100% recovered to get back to work. Focus on what you can do rather than what you can't. Talk to your doctor and your Manager or RTW coordinator about how they can help you get back.

6: Further information

Visit RTWSA for more information and resources regarding workplace injuries.

ReturnToWorkSA - work injury insurance
rtwsa.com
1800 688 825.

Rapid Global Link
my.rapidglobal.com

RTW Coordinator / Health Safety and Wellbeing Manager
whs@clo.org.au

we would love to support you in your new home



Property and Support



St Marys, SA 5042



2 Bedrooms



1 Bathroom



Shared living areas



Community Living Options is the SIL Provider



Housing Provider:
Access2Place

Cosy St Marys home with shared arrangement

Housemate profile:

Lady with intellectual disability who likes arts and crafts, and socialising. Seeking female housemate in her 30 - 40s.

Housing Provider: Access2Place

Service Provider: CLO provides the support: SIL 1:2 with passive overnight

St Marys is a suburb of Adelaide, South Australia, located about 10 km south of the city's central business district. It falls within the City of Mitcham local government area.

The suburb features a mix of character homes and modern developments, with leafy streets and a relaxed atmosphere. It is well-serviced by public transport, schools, medical facilities, and shopping centres, including proximity to Marion Shopping Centre and Flinders Medical Centre. St Marys is also close to popular coastal areas like Brighton and Glenelg, making it attractive for families and professionals alike.

The suburb is undergoing positive transformation, with ongoing development and investment from local government. Residents describe it as quiet, safe, and friendly, with a strong sense of community and a peaceful lifestyle.

Get in touch and see what we can do together, to support your dreams, choices and individuality.



Lifestyle surrounded by hills and coastline

Property description:

Welcome to this beautifully positioned home on a generous corner allotment, offering comfort, functionality, and a touch of tranquility.

- 5 Bedrooms
- 3 Bathrooms & Toilets
- Approved for Blossom, the shared cat
- This home features a large Sensory Room at the front of the house – a peaceful retreat designed for quiet time and relaxation.
- Low maintenance gardens, perfect for nature lovers, and there's even a chicken pen for those who enjoy a touch of country living.

The bedroom is unfurnished, allowing you to bring your personal touch, while the rest of the house is fully furnished. There's also ample space in the lounge room for your preferred chair or comfort item. Shared bathroom with one other person, dual access to bath with overhead ceiling hoist and shower. Whether you're looking for a calm sanctuary or a vibrant shared space, this home offers the best of both worlds. Current housemates are friendly and like to spend time together, enjoy family time as well as time with friends.

Housing Provider: Unity Housing

Service Provider: Community Living Options Inc is the SIL Provider

Property and Support



McCracken, SA 5211



5 Bedrooms



3 Bathrooms



Shared living areas



Community Living Options is the SIL Provider



Housing Provider:
Unity Housing



Property and Support



Campbelltown, SA 5074



4 Bedrooms



2 Bathrooms



Shared living areas



Community Living Options
is the SIL Provider



Housing Provider:
inhousing



Sharing with male housemate

Property description:

Comprising of 4 bedrooms and 2 bathrooms master with built-in robes. One bedroom and bathroom is incorporated into a self-contained granny flat/teen retreat with its own lounge and kitchenette facilities. Spacious formal lounge, big, bright, modern kitchen with loads of bench space and dishwasher and dining area. Features include stunning polished Jarrah timber floors; R/C ducted A/C with 3 phase power, solar H/W/S, extensive automated roller shutters, rear veranda, GI garage and carport with auto lift door and much, much more!

Housing Provider: inhousing

Service Provider: Community Living Options Inc is the SIL Provider

Campbelltown is a suburb of Adelaide, South Australia and is about 6 km northeast of the city centre. It is part of the City of Campbelltown local government area. The suburb features a mix of established homes and newer infill developments, along with parks, reserves, and public transport options.

Notable features include Thorndon Park, Lochiel Parklands, River Torrens Linear Park, and proximity to the University of South Australia, Magill Campus. The area has a strong community focus and continues to evolve through residential and commercial development.



Vacancy in spacious home near the beach

Property description:

Available to share in a three bedroom home at seaside suburb, Christies Beach. There is currently a male tenant living in the home. Looking for a housemate to share the home. The property is conveniently located near cafes, restaurants and the Noarlunga Shopping Centre, and is close to a park. **The house has:** Accessible features such as bathroom rails, wide doorways, and raised garden bed; secure backyard, heating and cooling and outdoor entertainment area.

Housing Provider: inhousing

Service Provider: Community Living Options Inc is the SIL Provider

Christies Beach is a seaside suburb of Adelaide, South Australia, located approximately 26 km south of the city centre. It is part of the City of Onkaparinga local government area. With a vibrant commercial strip along Beach Road, direct beach access via the Esplanade, and strong public transport links. Christies Beach is known for its scenic coastline, community atmosphere, and growing popularity among families, professionals, and retirees.

Notable landmarks include Witton Bluff, John Bice Memorial Oval, and Christies Beach Surf Lifesaving Club. The suburb also hosts several parks and reserves, including Lohmann Park and Peters Park, contributing to its strong community feel and recreational appeal.

Property and Support



Christies Beach, SA 5165



3 Bedrooms



2 Bathrooms



Shared living areas



Community Living Options
is the SIL Provider



Housing Provider:
inhousing



Say hello to the creative who brings CLO's newsletter to life!



Jason does love to travel

My name is Jason Hamer and I'm CLO's Communications and Engagement Project Officer.

Here to connect people, ideas, and projects with clarity and purpose. In my role, I focus on creating meaningful engagement strategies that foster collaboration and ensure stakeholders feel informed and involved.

I try to bring creativity and precision to every project. I thrive on developing content that resonates with diverse audiences and implementing engagement initiatives that drive positive outcomes. My work often involves coordinating across teams, ensuring that messaging aligns with our organisational goals.



CALENDAR & EVENTS

SAVE THE DATE AND CELEBRATE

December 2025

- 1 Dec: World AIDS Day
- 3 Dec: International Day of People with Disabilities
- 14 - 22 Dec: Hanukkah (Jewish)
- 10 Dec: Human Rights Day
- 18 Dec: International Migrants Day
- 25 Dec: Christmas Day
- 26 Dec: Boxing Day

January 2026

- 1 Jan: New year
- 4 Jan: World Braille Day
- 8 Jan: Bodhi Day (Buddhist)
- 16-25 Jan: Santos Tour Down Under
- 24 Jan: International Day of Education
- 26 Jan: Australia Day