



**ANNUAL REPORT
2023-2024**

"CLO Journey", art by Chern'ee Sutton.



Community Living Options Founded in Victor Harbor, 1982

Community Living Options was established in Victor Harbor in 1982 by parents who wanted independent accommodation for their adult children who were living with disability.

They envisioned a life of opportunity, and for their children to thrive in their local community. Hence, Community Living Options was born.

Since then, CLO have grown from our humble beginnings and now support people living with disability, children and young people from the Fleurieu Peninsula to Northern Adelaide. We also provide Clinical and Therapeutic Services and Community Nursing Care across South Australia.

Our focus on excellence in active support models and our strong governance framework for quality and safeguarding is woven into our CLO values – respect, innovation, integrity, relationships, and quality.

Across 42 years, we are proud to have been able to support people with disabilities to pursue their dreams, choices, and individuality. This is why our vision continues to be Great Opportunities. Great Life.

SUMMARY

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CLO participants are supported by our staff to build the confidence and trust they need to achieve their goals.

TREVIN'S SUCCESS STORY

"After a major car accident in February 2022 that caused a spinal injury, I was told I would never move my arms or body again. When I moved to U City, I could barely move and required full support for daily activities. However, I was determined to prove that I could recover.

Starting physiotherapy, I couldn't even sit up, but with the support of the staff, I established a routine for personal care and wound management, which allowed me to attend hydrotherapy sessions.

I set specific goals for myself for each stage, such as standing by this year, and I achieved that milestone. Then I aimed to take my first steps, and with the help of parallel bars, I began practicing walking.

In October this year, I start trying independent walking. I was able to do it even just few steps! I'm so proud of myself and I hope it encourages you all to never give up. I always try to maximize my mobility exercises at home every day, in addition to my physio sessions.

My inspiration for achieving my goals is my six year old daughter. My main goal is to watch her grow up and make good memories for us both. I also want to be at home with my Mum and siblings. Being with all of my family is very important to me. Especially as my Dad recently passed away. Before he died, he told me that he wanted to see me recover and walk again. Even though he is no longer here physically, I know that he is here with me, encouraging me and I want to make him proud of what I can achieve. My journey has shown me that with determination and support, I can overcome even the most significant challenges."

Trevin started to receive CLO supports in January 2023. Over this time, Trevin has been able to reduce his supports for manual handling from three to two. CLO have been able to support Trevin to travel home to regional South Australia to spend time with his family and community, maintaining important connections. We are so proud of what Trevin has achieved in a short period of time and how he is gaining his independence, day by day.

**"In October this year, I have started
trying independent walking.
I'm so proud of myself and I hope it
encourages you all to never give up."**



**Eugene enjoys the warm days
at the Marion Outdoor Pool**



CHAIR AND CEO

Melinda Kubisa - Chief Executive Officer
Alan Oxenham - Board Chair

Over the past year, our team at Community Living Options (CLO) have been able to navigate the challenge of change within our sector and celebrate a successful year.

We are grateful to our participants, their families, our employees, and all our stakeholders for their contributions.

The sector continues to face significant challenges, particularly with the Disability Royal Commission and the NDIS review recommendations for sector reform. The Disability Royal Commission has highlighted numerous issues, including the need to address violence, abuse, neglect, and exploitation of people with disabilities. The final report, released in September 2023, made 222 recommendations aimed at creating a more inclusive and just society. Key challenges identified include ending segregation in education, employment, and housing, and improving the overall quality of disability services.

Similarly, the NDIS review has brought to light several critical issues. The review identified challenges such as the complexity and stress associated with navigating the system, inconsistencies in support, and the need for clearer criteria for reasonable and necessary supports. These insights are paving the way for meaningful improvements and a more supportive environment for all participants.

We will continue to review and implement outcomes from the Disability Royal Commission and NDIS Review and ensure that CLO is well placed to continue providing quality support in an ethical and sustainable manner. Our dedicated support teams supported our participants to achieve their goals, increase quality of life and be included in their community and strive for independence. We thank everyone that worked with purpose to achieve our vision. While navigating the changes everyone focussed on what matters most, quality person centred care.

July 2023 marked the start of the final year of our two-year Strategic Plan. For the 2023-24 year, our team focussed on achieving the goals that we set for ourselves, and I am pleased to showcase our achievements.

23/24 STRATEGIC OUTCOMES

 Disability Access & Inclusion Plan	 12% Growth
 Active Support Research with La Trobe	 Enhanced Risk Management
 Recognised Mental Health Support	 Expanded Learning & Development
 Successful Tender for Hospital Discharge Project	 Improved CLO Management System

We continue supporting our sector to bring positive reform and change through the Royal Commission and the NDIS Review.

Strategic Plan Milestones

Disability Access and Inclusion Plan: Focus on delivering quality services under a Human Rights Framework.

- Active Support: We partnered with La Trobe University for evidence-based trials in active support in an ongoing project that will sustain and improve our person-centred active support model.
- Financial Performance: We achieved a surplus of 5.06% with 12% growth. This is a significant achievement within the Disability Sector and ensuring a financially sustainable outcome is critical to our future success.
- Hospital Discharge Project: We successfully tendered for the Regency Green Project to continue building on the success and services provided in the pilot roll out. A total of 36 participants were transitioned to Regency Green. 35 of these participants transitioned out to their forever home. Total number of bed nights saved across the year was 5512.
- 31 Homes Project: Recognised for positive outcomes in mental health support.
- We established a new Risk Management Committee and a new compliance Manager role.
- Learning and Development: : dedicated active support training role delivering active support and practice leadership training across CLO.
- CLO Management System (CMS): Improved internal systems for quality audits, medication reporting, and incident management through our in-house purpose built IT system.
- Our social inclusion programme provided some great social club and social inclusion opportunities for our participants across the year. These include: bowling, dinners, the zoo, a One50 Dance workshop, tie dye workshop, cupcake creating, Mexican fiesta, karaoke, Halloween party, animals anonymous and a participant Christmas party.





Participant Support

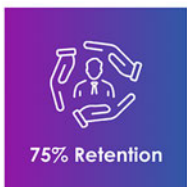
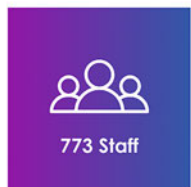
- Supported 113 participants across Disability Services, including NDIS SIL and Core Supports.

Child and Youth Services

- Supported 12 children across our residential care houses and Placement and Support Package (PaSP) houses.
- We opened our sixth house to support young people.

Clinical and Allied Health

- Delivered 70 contracts for Specialist Behaviour Support Behaviour Plans with 7.2 FTE PBS practitioners. To support a thin market and a shortage of behaviour support practitioners across our sector we commenced a graduate pathways programme.
- Total community nursing support hours = 356
- Registered Nurse provided clinical oversight for hospital discharge and training for frontline workers including high intensity skills training and medication assist training.



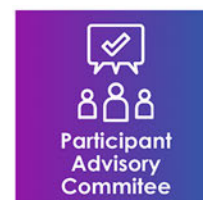
Workforce

- We employ 773 staff. We ended the year with 77.5% retention.
- Invested in recruitment and learning and development to address sector workforce challenges.
- Recruited and stabilised a new executive management layer, enhancing quality and risk management.



Key Achievements

- Governance: monthly meetings with the Board and our two subcommittees: Finance, Audit and Risk and our Clinical Governance subcommittees.
- Disability Access and Inclusion Plan: Established a Participant Advisory Committee and my life my say forums to ensure that our participant voice is heard.
- Over 50 restrictive practices reduced or eliminated across the year with a dedicated Restrictive Practices Committee to focus on best practice PBS and PBS implementation to reduce and eliminate restrictive practices.
- ASES Accreditation: Achieved Australian Service Excellence Standards (ASES) audit, reflecting our commitment to quality support.
- Our Health Safety and Wellbeing Committee demonstrated exceptional results against our business safety plan to keep our team safe at work.
- Across CLO we had seven committees to support quality outcomes and improvements. Our committees demonstrated considerable outcomes against the terms of reference. This enabled our organisation to uphold human rights, person centred practice and organisational learning.
- Leadership Development: Our leaders attended various conferences and workshops to enhance leadership skills. We remain committed to developing highly accountable, and values-based leadership. Our values are central to what we do as leaders.
- The Learning and Development team: Delivered over 6,199 hours of training across the organisation.
- Great outcomes to achieve social impact through our corporate social responsibility programme and giving back to those in need.



We remain committed to service excellence and supporting our participants to achieve their dreams and aspirations.

Innovation and Improvement:

- We reviewed and improved our two organisational frameworks: the Risk Management Framework and our Quality and Safeguarding Framework.
- Enhanced technology through our own CMS system development for quality audits and incident reporting.
- We participated in the SA Virtual Care Programme Pilot to reduce the pressure on emergency services.
- We welcomed two new roles, Compliance Manager and Compliance Administrator to support our Quality and Compliance Team.
- Through our complaints and feedback we responded to 100 complaints and your feedback resulted in 49 actions and continuous improvements across the organisation.



Presentations and Recognitions:

- Our operations team delivered excellent results for implementing PBS with strong outcomes for increasing quality of life and reducing restrictive practices. This work was showcased at conferences across the year.
- Wendy Pettifer and I presented at the international APBS conference: 'Evidence based positive behaviour support for quality of life and a home in the community'.
- Muriel Kirkby and I showcased two presentations at the National Mental Health Conference 'making rights real': 1. "Positive futures: A hospital discharge facility for NDIS participants to re-integrate into community" and 2. 'My Place My Life', a support model to support people with complex psychosocial disability find a home in the community.
- Our Senior Manager, Mel Ingham, presented at the ASID conference: 'Living a normal life' an active support model in a larger group home.

CLO continues to achieve its purpose and demonstrate a positive impact for our participants as they strive for independence and a home in the community. We thank our Board Directors, Executive and Management Team, and all employees for their dedication and commitment. We remain committed to service excellence and supporting our participants to achieve their dreams and aspirations. We thank you for your voice and are privileged to support your journey.

Mel Kubisa

Chief Executive Officer

Alan Oxenham

Board Chair



Partnering in
Academic
Research



12% Growth



Surplus of 5.06%



5,112 Hospital
Bed Nights Saved





STRATEGIC DIRECTION

WHAT WE STRIVE TO ACHIEVE

Delivering Excellence.

OUR VISION

WHO WE ARE, WHAT WE DO

Great opportunities. Great Life.

OUR PURPOSE

WHAT WE ASPIRE TO BE

Supporting your dreams, choices and Individuality.



OUR VALUES

RIGHTS



We value the right of all people to contribute to society, to be valued and respected, to choose and have control over their lives and individuality and to live free from abuse, neglect and exploitation

INTEGRITY



We value reliability, honesty and accountability

RELATIONSHIPS



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

QUALITY



Delivering excellence

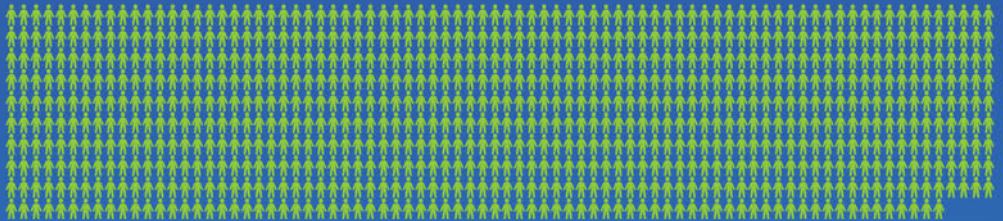
INNOVATION



New ideas and creativity

STRATEGIC OUTCOMES HIGHLIGHTS

796
EMPLOYEES



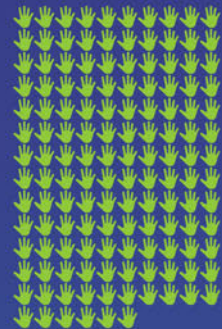
179

Continuous improvement initiatives with 9 innovations

249

Internal quality audits and 15 external quality audits

136 PARTICIPANTS



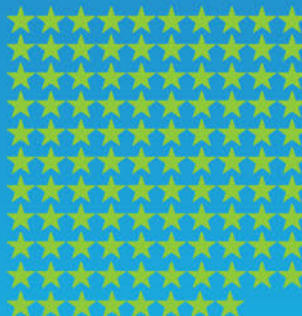
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Site visits confirming the use of our Person Centred Active Support model

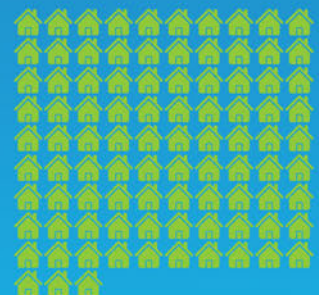
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Policy reviews

108 PARTICIPANTS SUPPORTED WITH 6,089 HOURS OF PBS BY CLO ALLIED HEALTH



93 SERVICES



New enterprise agreement implemented



30% increase in training delivery through training bundles



7 board meetings, 6 Finance Audit Subcommittee meetings and 6 Clinical Governance meetings held



171 new employees welcomed through the year

MEET OUR BOARD

CLO BOARD MEMBERS - 2023-24



Denice Wharldall



Jan McConchie



Marc Keegan



Mike Bessen



Alan Oxenham



Christine Dennis



Jamie Wright



Kathy Groat



Ruth Firstbrook



Richard O'Loughlin



Sean and Jacob get ready for the Roosquad team training

Person-Centred Active Support Report

CLO's Person-Centred Active Support Trainer (PCAST) promotes the principles of Person-Centred Active Support,

Human Rights, Zero Tolerance, Positive Behaviour Support and Least Restrictive Practices to ensure consistent service delivery. 2023/24 saw our PCAST continue to partner with Operations Leadership to develop and embed CLO's Person-Centred Active Support model through formal classroom training coupled with on-site observation and coaching.

85 participants were visited across 62 services. 338 staff were trained in PCAS with 738 hours of Person-Centred Active Support (PCAS) training delivered. Nine face-to-face learning programs were delivered, building capacity of our Practice Leaders using the Practice Leadership Framework. This has been overlaid with the development of a Practice Leadership assessment tool for General Managers to assess Service Coordinators capacity in leading active support and to measure outcomes.

PCAS highlights for 2034/24

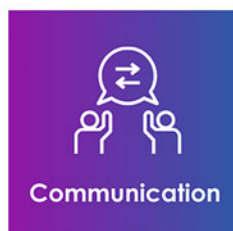
- Participant completing their household tasks without prompting and choosing food using visual cues and instruction, resulting in increased independence, choice and control.
- Participant with complex communication needs and significant physical and intellectual disability communicating through tactile play, familiar vocalisations and sensory integration of lights, music and colours, creating the capability for the participant to communicate their needs.

- 2 participants with high support needs, using sensory integration to communicate and participate in activities.
- Participant cooking and learning how to plan a menu, shop and prepare meals for the week.
- Growth in the participant independence over the past 12 months has developed positive social skills, including offering to make a coffee when guests visit their home.

Evidence of theory to practice outcomes

- **Normative routines.** Over the past 12 months, participants have increased engagement in daily structured activities, supporting the principles of normalisation.
- **Active Support techniques.** The PCAS trainer role models personalised techniques for participants where appropriate. PCSW's are coached onsite in Graded Assistance to further develop opportunities for independence.
- **Feedback.** Participants are encouraged to comment on the services they receive and the life they live. Examples of comments include: "I'm very happy with CLO and I feel like I do all the things that are important to me"; "I'm happy"; "I treasure the CLO support"; "I love living here and teaching dance moves"; "I go to work, it's good here"; "this is a party house"; "staff keep me safe 200%", and "Life is good, I do so many things and now I want to get a girlfriend".

CLO's commitment to active support, improving quality of life, ensuring people with disabilities exercise choice and control realises their potential in every moment, facilitating the development of skills, social connections and inclusion in their community.



DISABILITY SERVICES

Muriel Kirkby – Executive Manager, Disability, C&YS, Regency Green

Wendy Pettifer - Executive Manager, Disability & Clinical Services

Regions 1 and 2



In the 2023-24 period, the primary focus for the regions was ensuring each participant received support aligned with our purpose: to assist people in achieving their dreams, choices, and individuality. Goal achievement.

Across Region 1 & 2, each participant had the opportunity to engage in goal-setting sessions with their Coordinator and other relevant stakeholders, including family members. In the past 12 months, 34 goal-setting meetings were held across the regions with 100% participant engagement. Family members or guardians were present to support a significant number of these meetings.



Goals were established, distributed across five main domains: Daily Living, Health & Wellbeing, Relationships, Social and Community Participation and Lifelong Learning. I'm pleased to say there was strong achievement for participants across the domains.

Robert was supported to holiday in his birth region (Murray Bridge), visiting family members and culturally significant areas.

Andrew significantly increased his attendance at his dance classes with Tutti Dance Group, a long-term goal to develop broader social and physical activity.

Jacob, Sean & Eugene began attending "Roo Squad," an AFL football team, facilitated by Eugene's dad John. These 3 pals are keen cricket fans and attend and played together during cricket season.

Chris had his artwork displayed at the Victor Harbour art show.

Sophie achieved a long-term goal of learning to ride a bike, and now regularly visits local parks and playgrounds.

Libby commenced hydrotherapy in a heated indoor pool to help maintain her mobility.

Brendan, Jacob, Stuart & Sarah, planned a large group activity resulting in them going on a fishing expedition together, and managed to catch quite a few fish between them! It had been a long-term goal, everyone were very happy with their catch.

Stephen connected with LGBTQIA+ Community attending the Pride picnic in the park and also joining the LGBTQIA+ choir at My Lover Cindi.



Trevin reconnected with his family in Port Augusta.
Luciana focused on maintaining relationships hosting her family at her home.

Improved planning and promotion of “My Life My Way” sessions led to increased attendance and participation. This is a great way to hear directly from the participants and ensure we are delivering strong person-centred practice.

Under the leadership of Joumana El-Merhibi, we developed our SCs during 2023/24, providing stability for our staff teams to ensure the best services for our participants. In Region 2, Melanie Ingham provided strong practice leadership for three-quarters of the year before a promotion took her to Region 5 to establish a new support model for forensic and complex mental health services. This transition allowed us welcome Todd Williams to the CLO team, who brings strong sector experience and has been a valuable addition to the senior GM team.



We welcomed six new participants during the year, who successfully transitioned to CLO support, and we also facilitated internal moves for some participants to placements that better suited their needs and compatibility with housemates.

A yearly highlight was the acceptance of an abstract submission for the ASID conference in Melbourne in November. GM Melanie Ingham worked with Cara, Eddie, Philip, Brendan, Stuart, Sarah & Jacob the participants at Lawrence 5 to deliver a session titled “Support Model for Seven People in Shared Accommodation,” exploring how person-centred supports can be effectively provided within a group home model.



We continued our collaboration with LaTrobe University on evidence-based trials for active support, ensuring a person-centred active support culture at CLO.

Forty staff members celebrated five-year anniversaries in the 2023/24 financial year, ten staff members celebrated ten-year anniversaries, and an additional fourteen staff members celebrated anniversaries beyond ten years across region 1 & 2. We are privileged to have such experienced and loyal staff at CLO and value each member highly.



I would like to take this opportunity to thank our team. Our frontline staff make the magic happen every day, ensuring our participants live the lives they desire in a respected and valued way.

Muriel Kirkby
Executive Manager, Disability,
Child & Youth Services, Regency Green

Regions 3, 4 and 5

The 23/24 financial year has been one of both change and consolidation. At the beginning of the financial year, we began to roll out our new Region 5. The development of this Region was underpinned by the acknowledgement that our very complex and high risk forensic and mental health services required specialist knowledge, models and leadership, and we are fortunate have Mel Ingham in the Senior Manager position. A new structure was needed in such a specialist region, and the Operations Manager role was developed to lead the day-to-day operational management. Emma West has been doing a great job in this position.



Regions 3 and 4 have continued with their stable leadership from Sharon Partington and Tory Caltabiano respectively. Together Sharon, Tory and Mel lead 15 Service Coordinators, and are responsible for the supports delivered to 62 participants.



Through focussing on the implementation of our therapeutic model the teams have been successful in supporting their participants to achieve some great outcomes this year. We have seen a significant reduction in incidents and reportable incidents across the regions. In Region 4 a remarkable 56% of participants have been supported to develop their skills for independent living such that they have been able to reduce need for support.



All participants collaborated in the development of their support plans, and worked with their support staff to develop person centred goals which expressed their dreams and aspirations. This led to more than 85% of all goals developed across the regions being either completely or partially achieved.



One of our participants wanted to get fit, and regularly attend a gym, which he also felt would support his mental health. Staff supported him to sign up for a gym and to budget so that he could afford the membership. They also supported him with the routine planning required to achieve this and provided encouragement and motivation for him to attend. He has been attending a minimum of weekly consistently and he reports feeling better physically and mentally. Staff report that his confidence has increased, and the consistency of attendance has had an impact on his organisational skills. What a great achievement!

Another participant had a goal of developing skills about communicating health concerns to his staff, as he has a chronic condition which causes pain but often did not communicate this, which impacted both his quality of life and his ability to engage in the community and caused behavioural escalations. Staff used communication strategies described in his PBS plan to support him to communicate when he was experiencing pain so that he could receive the pain relief he needed. This has led to a great improvement in the quality of his life.

Through focussing on the implementation of our therapeutic model, our participants achieved great outcomes this year

We are proud of the really robust approach we take to the quality of service delivery at CLO. Regular audits of the quality of our services is just one of the ways we ensure that we know that our staff are providing excellent support to our participants. During the 23/24 financial year a total of 1065 of these audits took place – more than double the previous years. These audits are completed by Senior Support Workers, Service Coordinators and General Managers, and are key to ensuring that there is adequate oversight of services so that we can be confident of the safe and high quality services being provided.

Our participants enjoy being able to get together and tell us what they think about their services at our My Life My Say sessions. They have supported in having a wide range of discussions, which this year included how we use restrictive practices, all about the NDIS Commission and reportable incidents, and how to have safe relationships with professional boundaries with their staff. We combine the sessions with some fun and some food and find it's a great way to really actively involve the most important people in our services!



We are proud of the really robust approach we take to the quality of service delivery at CLO, including regular audits as one of the ways we ensure we know our staff are providing excellent support to participants

But the fun didn't stop there...our participants also attended regular social club events, which included having Animals Anonymous visiting with their various animals to pet and learn about, a hip hop dance class, a talent show, laser tag and mini-golf.



We also want to really encourage and support our participants to pursue activities which are not organised by CLO, so that they can make new friends and really become part of their community. There are so many examples I could give, but participants joined bowling clubs – with one becoming part of a team – and another became a member of his local RSL. This was a great achievement as his severe PTSD from his own service had prevented him from doing this despite it being a goal for the previous 3 years. A participant with a love of horses attends a stable once a month, and we supported one participant to go to a Snoop Dog concert and another to go and see Bliss n Eso. This is real community inclusion.



None of these achievements would be possible without the great work of our amazing staff and as always I want to thank them for working so hard to ensure that our participants have the best possible quality of life. It is a privilege to work with them all.



Wendy Pettifer
Executive Manager,
Disability & Clinical Services



CHILD AND YOUTH SERVICES

Muriel Kirkby - Executive Manager Disability, Child & Youth Services

This year, our young people have truly thrived. We've watched with joy as many have blossomed into confident teenagers, ready to take on adulthood.

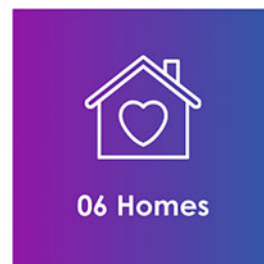
It's been incredibly rewarding to see them achieve outstanding school results, take part in school assembly, sports days, and some embrace leadership roles as class captain and peer leader. Witnessing their growth and confidence has been a highlight, and we are privileged to continue supporting their journeys.

One of the major highlights for Child & Youth Services this year was the opening of a new house, 'CLO Koort.' This beautiful, child-centred home was purchased, licensed, and provides a nurturing environment for three young people to grow up together. With the addition of CLO Koort, CLO now operates six homes: five residential homes and one placement and support packages (PaSP) home. All our homes went through the licencing process this year and are all successfully licenced with DCP for the next 3 years.



We have integrated elements of the Sanctuary Model into our services, enhancing our youth workers' ability to support young people in managing adversity and stress through trauma-informed practices. This integration has been achieved through reflective supervision, community meetings, and incident reviews conducted with a trauma-informed perspective. As a result, our youth workers now have a deeper understanding of the stress model of crisis, which has empowered them to better prevent crises, therapeutically guide young people through crises, and help them return to a stable state afterward.

Additionally, we have developed a Sanctuary based Toolkit. This resource, along with the insights gained from our work, has informed a review of our Trauma-Informed Care Training. This training is provided to all Youth Workers, Practice Leads, and Team Leaders, ensuring that trauma-informed practices are upheld at every level of our Child & Youth Services Team.



06 Homes



Renewed
DCP Licence



Trauma-Informed
Care Training



Sanctuary Model
of Care

I am pleased to share the positive outcomes from our PaSP placement program for young people this year. We had the opportunity to support ten young people, and their progress has been remarkable.

Among them, a sibling group of four formed a strong bond with one of our CLO practice leads. This connection led to their transition into a long-term foster care placement with her as their foster mum, where they are now thriving together as a family unit this has also enabled maintenance and connection with biological family.

Two other children, who became close during their time in PaSP, have successfully transitioned into longer-term residential placements with CLO. They are well engaged with their communities and doing well in school. The other children have also settled into their new residential placements, where they are flourishing and building meaningful connections and friendships.

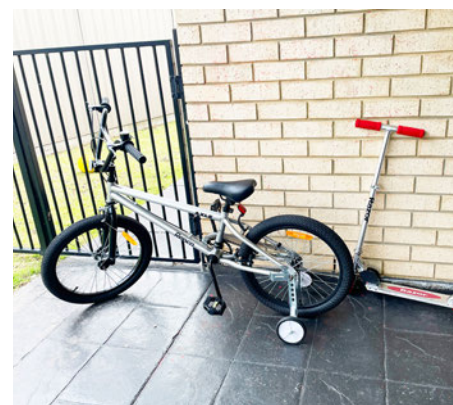
These outcomes highlight the supportive environment within our program, and it's rewarding to see these young people doing so well. This year our team created a new Welcome Pack which includes a Welcome Book tailored to each child as well as some goodies to make them feel welcome and special.

Our team were delighted to participate in "The Beginning Together: South Australian Child Protection and Family Support Symposium 2023," led by Minister Katrine Hildyard and the new CE of DCP, Ms. Jackie Bray. This inspiring event brought together leading minds to initiate transformative changes in child protection and family support.

This year, we were thrilled to welcome Ashleigh Norton as the new manager for Child & Youth Services. Under Ashleigh's dynamic leadership, we are confident in our ability to continue achieving outstanding outcomes for our young people.

I would like to extend my heartfelt thanks to all the youth workers, team leaders, and partner staff who create an environment where our young people can truly thrive. Your dedication makes a profound difference in so many lives. I deeply appreciate your commitment and enthusiasm, which help create fun and memorable childhoods for the children who live within CLO.

Muriel Kirkby
Executive Manager, Disability,
Child & Youth Services, Regency Green





Kosta and his team get together to enjoy a delish pub meal



PEOPLE AND CULTURE

Brett Rankine - P&C Executive Manager

People and Culture Report

In 2023/24 the People and Culture team embedded the partnership model within CLO, with a strong focus on workforce management and workforce modelling.

The new Community Living Options Enterprise Agreement 2023 was implemented following approval from the Fair Work Commission. We thank every staff member for their contribution and participation in developing the agreement and ongoing support.

CLO partnered with Kornar Winmil Yunti (KWY) to strengthen outcomes and trajectories for Aboriginal and Torres Strait Islander staff and participants, while increasing our sense of self and connection to community and Country. A cultural audit report was completed, which will guide our direction 2024 – 2025 and provide a focus for continuous improvements.

Following the scoping period, CLO entered agreement to implement a new human resource management system with Workday. The system will manage employee information and replace existing systems, such as PeopleStream and Emplive.

CLO's Annual Culture Survey continued to show positive trends, from 2022 to 2023 in the key areas of Progress, Wellbeing and Engagement, which have improved by 8%, 5% and 1% respectively. Each CLO business unit now has their own improvement plan in place and we are pleased that discussions on staff satisfaction and our culture are ongoing throughout the year.



Recruitment

CLO welcomed 171 new employees throughout 2023-24 and our recruitment team have developed innovative methods through event attendance, stakeholder relationships and collaborating with tertiary education providers. This has enabled us to supplement traditional recruitment methods in a competitive labour market. Participants, guardians and family members were invited to participate in 118 interviews to ensure right person right role. We have created talent pipelines within CLO to facilitate career progression for our current



employee group. This has been one of the key drivers to respond to the talent shortage particularly in leadership roles. This financial year, CLO promoted 19 employees as a result of coaching and mentoring staff to achieve their career development goals.

We are pleased that candidates applying for positions at CLO have rated their recruitment experience as 4.77 overall rating out of 5.



Learning and Development

There is a greater demand on skills required by workers in the labor market, starting with a range of technical and foundational skills which are essential to delivering outcomes for our participants. Workers in our sector are also required to be more adaptable, resilient and have a good understanding of technology.



This year, CLO's Learning and Development team focused on building our training capacity and increasing accessibility to courses for all staff. Learning and Development offered 57 courses and over 150 eLearning courses. We delivered 1,175 face to face trainings with all our different CLO staff. We also continue to successfully induct new employees through our comprehensive 5 day induction into our organisation. Trainings were bundled into packages and aligned to shift lengths. Using this method resulted in a 30% increase in training delivery and attendance.



Work Health and Safety

Staff wellbeing has been a primary focus of the Health Safety and Wellbeing initiatives at CLO over the last 12 months, with initiatives such as the CLO Health and Wellbeing Calendar, the Mental Health Framework, the introduction of the CLO Mental Health Safety policy and ongoing support from our Employee Assistance Program service – EAP Assist Staff have acknowledged the value of these initiatives through the annual culture survey with 74% indicating that their wellbeing was favourable at work, a 4% increase from the previous year.

CLO's Business Safety plan and robust Safety Management System, which is closely monitored by the Health Safety and Wellbeing Committee resulted Lost Time Injury and Lost Time Frequency Rate numbers recording reductions over the last three consecutive financial years.



Staff across CLO actively took part in 172 Work Health and Safety inspections and 1122 Evacuation drills during 23-24, demonstrating that as a workforce we each play a role in keeping ourselves and our colleagues safe.

Brett Rankine
Executive Manager,
People and Culture





Kieren has a blast during a percussion practice session



CLINICAL AND THERAPEUTIC SERVICES

Wendy Pettifer - Disability & Clinical Executive Manager

It's a pleasure to be able to report that our Clinical Team – which comprises both behaviour support and community nursing – have had another very successful year with many great outcomes achieved for their participants. Over the course of the year the team have delivered:

- 6089 hours of positive behaviour support across a total of 108 participants
- 111 positive behaviour support plans
- 91 clinical assessments, and
- 21 specialist clinical risk assessments.

An important aspect of the role of PBS practitioners is to work closely with the support providers who will be implementing the strategies within the plans they write. They provide training and on going support to these frontline teams, both through formal training sessions and through home visits.



108 Participants With PBS Plans



29 Restrictive Practices Eliminated



356 Hours of Nursing Supports



CLO PBS Model Recognised at APBS Conference

During the 23/24 financial year they:

- Delivered 97 PBS training to plans sessions
- Attended 60 staff meetings, and
- Made 585 home visits.

We know that our partners at the frontline require ongoing access to training for their teams, so we deliver our training to plans using a software program which allows us to provide training materials in person or via remote access using a mobile phone, laptops or a PC. This adds real value to the support our PBS practitioners provide, and uses technology to enhance service delivery.

Across the sector – and in fact, the world – there is great interest in and concern about the use of restrictive practices for people with disability. As an organisation which is committed to the reduction of the use of restrictive practices wherever this can be safely achieved, and to using the least restrictive approach possible to supporting our participants, we have continued to be proactive in this space. Across the year, the team have:

- prescribed a total of 64 restrictive practices
- successfully and safely removed 29, and restrictive practices.

The removal of restrictive practices is reflective of the success of positive behaviour support strategies being used with participants



For example, participants who have a history of self-harm or aggressive behaviour often have restricted access to sharps like knives and scissors. During the 23/24 financial year, our PBS practitioners supported frontline staff to provide developmental programming around personal and household safety, and to support participants to develop emotional regulation skills as part of 'fade out' plans for 4 participants. As a result, these restrictions were able to be safely removed.

Our PBS practitioners also work hard to find alternative solutions to restrictive practices, so we can still keep participants safe without the need for these restrictions and they have a responsibility to ensure that participants are living in the least restrictive environment possible. For example, a CLO PBS practitioner began working with a participant who had existing authorised restrictive practices which allowed for the locking of his kitchen door to prevent compulsive eating, and the locking of his front door in order to prevent him from leaving his home unsupported, as he would be at significant risk in the community. However, the participant was now being supported at 2:1 which meant that there were two support workers with him at all times. This level of support should be sufficient to mitigate the risks associated with access to the kitchen and unlocking the front door, so our PBS

practitioner removed these restrictions.

One participant's refusal to take crucial medications and to engage in medical appointments have negatively impacted his quality of life and physical health and well-being. A range of proactive strategies were implemented which included the introduction of a program where the taking of essential medications and the completion of other important personal care activities was celebrated and rewarded has resulted in an 80% reduction in behavioural incidents. This has led to this participant attending a GP appointment after a long period of refusal, attending Centrelink and getting a new pension card, visiting his mum and engaging in cleaning and tidying his home with support from his staff. These seemingly small wins have made a huge and positive difference in his life.

During this year, we launched our Graduate Program for Positive Behaviour Support (PBS) practitioners. This is part of a new structure for the team which will also support the growth of the team by training graduates to a career in PBS with CLO. In addition to our Graduate Program, we also supported two students on placements within the team –both from Flinders University. Our strong relationships with local tertiary education providers is important to us and important for the development of our practitioners.

Our PBS practitioners work hard to find to restrictive practices so participants safe without these restrictions

A highlight of the year was the acceptance of our abstract 'Evidence Based Positive Behaviour Support for Quality of Life and a Home in the Community' for the APBS International Conference in Chicago. In early March, the CEO Mel Kubisa and I travelled to the US to present on how we implemented the CLO PBS Therapeutic Model – which combines PBS with a human rights, trauma informed care and person-centred planning framework – to support the transition of participants who have a psychosocial disability from forensic institutions into a home within the community. We were proud to be able to present data which showed:

- Zero longterm hospital readmissions
- Zero recidivism
- Reductions in the risk rating associated in behaviours of concern
- 77% reduction in restrictive practices, and
- 92% of participants stepping down their need for supports.

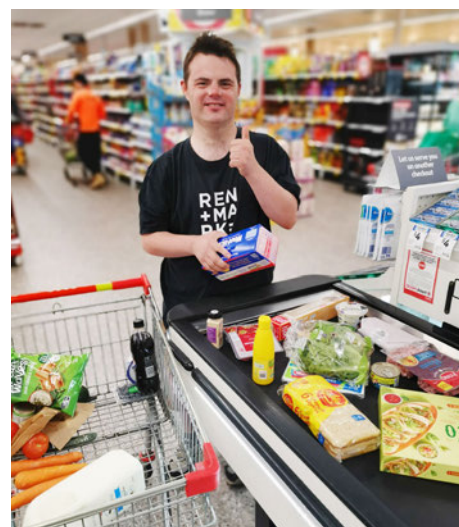
This project and the data we have collated in relation to it shows the amazing impact good positive behaviour support can have on the lives of participants – with 90% of participants involved in this project reporting an increase in the quality of their life.

An important part of our clinical team, our Community Nursing services went from strength to strength during the 23/24 financial year. Our newest area of service delivery, we provided community nursing supports to 39 participants, across a total of 356 hours. We also successfully established a one-year contract with another provider, Homeplace, to deliver high-intensity support training and competency-based assessments, and other agreements with the Exceptional Needs Unit at DHS and the Lifetime Supports Agency. Services provided included:

- Continence Assessments
- Wound Care Management
- Diabetes Management, and
- Enteral Feeding Management.

The impact of good nursing care to people with disability living in the community can be significant. For example, our Registered Nurse developed a health support plan for a participant which has significantly improved her support quality and streamlined processes for new staff and handing over to Paramedics during hospital transfers. The introduction of an observation chart for her oxygen therapy led to timely GP reviews, reducing emergency interventions and establishing effective oxygen therapy. Effective wound care at home has healed her pressure injuries and reduced GP visits and the use of antibiotics. Our RN also referred this participant to the palliative care team, which has further improved her quality of life by addressing pain management holistically and will ensure that this participants preferences are respected when palliation is required in the future. These comprehensive interventions have collectively enhanced our participant's health and overall quality of life.

Wendy Pettifer
Executive Manager,
Disability & Clinical Services





**At Regency Green, everyone
deserves a positive future and are
supported to meet their goals**



REGENCY GREEN

Muriel Kirkby - Executive Manager, Disability, CY&S & Regency Green

Regency Green Transitional Care Support Services supports non-acute patients who have been delayed from hospital discharge while they wait for their NDIS disability support to be put into place.

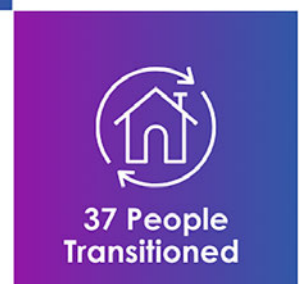
These delays present a significant challenge for SA hospitals who need a ccess to the space that is taken up. Regency Green supports those participants with psychosocial disability in a setting where they can regain their independence and re-connect with the community. Since August 2022, Regency Green has helped reduce Long Length of Stay (LLOS) patients, saving over 11,269 hospital days, ensuring more appropriate use of acute beds.

The outcomes of Regency Green speak for themselves, giving people the opportunity to build capacity for their future outside of the hospital system. 2023-24 outcomes have continued in a positive trend. The year started with 15 participants Regency Green received 65 referrals, from these 36 participants were admitted to the facility. 37 participants successfully transitioned through the facility, with 36 moving to permanent accommodation, and one participant transitioned to hospice care for end-of-life support. By the end of the financial year, 14 participants remained at Regency Green, continuing to benefit from its supportive environment.

Several case studies illustrate the profound impact of Regency Green on its residents. For instance, a 50-year-old participant with a complex medical history, received comprehensive support that

enabled him to safely cohabit with other residents, adhere to his medication regimen, and engage with the community independently. Another participant, a 42-year-old man with a history of substance abuse and schizophrenia, experienced significant improvements in self-care and overall health after transitioning to Regency Green. Similarly, a 38-year-old man with intellectual disability and schizophrenia, showed progress in managing compliance and antisocial behaviour during his stay, thanks to the facility's supportive environment.

Continuous improvements at Regency Green in the 2023/2024 financial year included the introduction of SA Virtual Care services, a review of the Regency Green welcome video and participant pack, and the development of sustainable medication delivery processes.



Other enhancements included the creation of a discharge checklist, a review of the Active Overnight Support Ratio, and the development of various management plans and feedback forms.

In August 2023, a new General Manager was recruited for Regency Green, Arinze Ezeobi. Arinze or TC to his friends, came to CLO with a strong sector background, having led teams across multiple states in previous roles.

The first anniversary of Regency Green was achieved in August 2023, celebrated in September, where we had notable attendance from the Hon. Chris Picton, Minister for Health & Wellbeing and the Hon. Nat Cook, Minister for Human Services/Minister for Housing. It was a wonderful day celebrated by participants past and present along with our dedicated staff team. Our keynote speaker on the day was a past participant who returned with his guardian to talk to us about how Regency Green had supported him to achieve his dream to move to supported living in the community. He was delighted to tell us that he was living with a friend now who he met and formed a friendship with at Regency Green.



These significant outcomes sparked a subsequent visit from the Minister for the NDIS, Hon. Bill Shorten, hosted by the Hon. Nat Cook, Minister for Human Services/Minister for Housing. The visit was attended by several executives from across the Department of Health & Wellbeing and The Department for Human Services.





The CEO Mel Kubisa and I had the privilege of representing CLO presenting at the 2023 Mental Health Conference Making Rights Real, Bringing humanity and human rights into mental health. The session was called Positive futures: A hospital discharge facility for NDIS participants to re-integrate into community. The presentation discussed the importance of reintegrating NDIS participants into the community through hospital discharge facilities.

The outcomes for Regency Green participants in the 2023/2024 financial year were assessed using the Life Skill Profile (LSP) and the World Health Organisation Quality of Life (WHOQOL) assessment tool. Data from participants who completed their stay and moved into permanent accommodation, as well as those still residing at Regency Green, indicated a continued trend of declining support needs and improved quality of life after 30 days at the facility.

Regency Green stands as a testament to the positive futures that can be created through collaborative, person-centred care, and innovative support models. Its success in reducing hospital stays, improving participants' quality of life, and fostering community integration highlights the vital role such facilities play in the broader healthcare and social support landscape.



I would like to take this opportunity to thank the participants, staff and leadership team at Regency Green, they have worked together to consistently and continuously review and improve the service to enable the participants who pass through go on to live their best lives. CLO has played a pivotal role in offering transitional care and support services, allowing participants to regain their independence and reconnect with their community, friends, family, and activities. The impact of this work on the lives of so many individuals cannot be overstated.

I would also like to extend that thank-you to our partners, the Department for Health & Wellbeing, Integrated care team & Uniting SA who together with CLO make it possible for us to deliver strong outcomes for the participants.

This year at Regency Green, we had the privilege to receive visits from government stakeholders like the Federal Minister for NDIS Hon. Bill Shorten, the Hon. Chris Picton, Minister for SA Health and the Hon. Nat Cook, Minister for Human Services, and a number of SA Gov executives

Muriel Kirkby
Executive Manager, Disability,
Child & Youth Services, Regency Green

Regency Green: Participant & Stakeholders Feedback 2023/2024

The average rating of the overall support by Regency Green participant in 2023/2024 FY was 7.2 out of 10. Below, you can read some of the feedback given by our external stakeholders.

This is to update that Sonia arrived safely at her new accommodation [transitioning back to the community]. I would also want to thank everyone in this team for the support given to Sonia"

Sharon Mutai
DHS SSC

*You guys have been so amazing with what you do, I can't wait to work with you again.
Take good care,*

SSC DC

pleased with the support that participant received from RG, particularly Jess and staff in House 1

Stuart SC (NC)

A big thank you to all of you for your support and expertise in facilitating some very complex [participatnts] discharges – it is very much appreciated!

Josie Crowley
Assistant Director
Community Services
and Partnerships – ICS

As discussed, these [meeting] minutes are always extremely helpful, and allow me to participate fully in the meeting without worrying about taking notes. It would be great if this practice could continue where possible".

OPA Guardian (SW)

You have a wonderful site and a lovely welcoming atmosphere from your staff.

Kate Tyrell - Aboriginal Health CNARTS



Colleen checks out some of the cutest farm animals in SA



Renee tests his sparring skills at the local boxing gym



QUALITY & CONTINUOUS IMPROVEMENT

Rabecka Stokes - Manager of Quality and Risk

Delivering Excellence across 2023/2024

2023/2024 was a year of growth, change and achievements in the areas of quality, risk, and continuous improvement.

In November, we undertook our Australian Service Excellence Standards quality audit and were recognised as a leader of best practice within the sector in the areas of Quality and Risk Management.

These results further assisted us in preparing for our NDIS recertification audit, prompting robust internal auditing of our current policies, processes, training, and the competency of our workforce, further assisting our internal quality and continuous improvement approach to best practice.

Achievements across 2023/2024

Throughout the year our system of mature quality assurance processes, welcomed 132 policy reviews. We achieved a total of 249 internal quality audits across the business and welcomed 15 external quality audits whilst celebrating the successful renewal of 6 DCP housing licences. As part of our quality continuous improvement program, we rolled out 179 continuous improvement initiatives across the business and 9 new innovations.



Across 23/24 we also recorded compliments received both internal and external from across the business, as an additional approach to quality and continuous improvement, with a total of 33 compliments received across 23/24.

just a quick email to say how much I'm enjoying working here at CLO. I really like the people I work with and the ladies have left their mark on my soul already.

Staff Member

A big thank you to all of you for your support and expertise in facilitating some very complex discharges - it is very much appreciated!

DHW Stakeholder

I want to take this opportunity to express my heartfelt gratitude to all of you for the care and attention you are providing to my son during his stay. It was truly a pleasure meeting all of you, and I am immensely grateful for the support you are extending to him.

Family Member

I appreciate that CLO really listen to voice/concerns of their employees and make us feel valuable member of this organisation.

Staff Member

CLO is commended for an exceptional risk management framework and risk management culture which is complemented by robust quality and safety systems and practices.

ASES Auditor

Whilst we await the NDIS recertification audit report, we will continue striving for excellence as we continue to navigate the increased pressure to meet emerging administrative compliance and regulatory responsibilities.

Rabecka Stokes
Quality and Risk Manager





Rabecka Stokes - Chair of Quality and Safeguarding Committee 23-24

QUALITY & SAFEGUARDING COMMITTEE

CLO's Quality and Safeguarding Committee plays a key role in monitoring the quality and safety of services provided across CLO.

The committee supported the development of the new CLO Quality and Safeguarding framework.

Our Quality & Safeguarding Committee membership comprises of staff who represent all areas across our organisation and held 8 meetings across 2023/24.

Committed to a continuous improvement approach to quality and safeguarding, the committee focused on continuous improvement opportunities throughout the year:

- Summary recommendations from the Disability Royal Commission
- Rolling out a new risk assessment template
- Mealtime and dysphagia management approaches and review of our high intensity skills and training framework
- Review of the CLO key personnel register, and
- Improving discharge from hospital processes and a new hospital discharge policy.

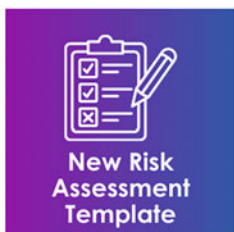
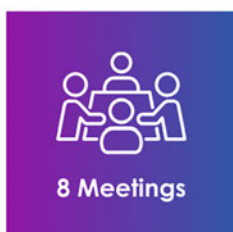
Across 2023/24, the Committee undertook a number of activities, including:

- Reviewing trends and patterns from reportable incidents and quality site audit data
- Reviewing trends and patterns from our complaints analysis and making recommendations
- Review of medication reporting
- Review of the document management system data
- Quality site audits reporting
- Reviewing the new capability frameworks, and
- New drug and alcohol policy

CLOs Quality and Safeguarding Committee will continue to drive quality and best practice throughout 2024/2025.

Rabecka Stokes

Quality and Risk Manager
Chair, Quality and Safeguarding Committee





Allan and Herbie enjoy puppy cuddles in the park



COMPLIANCE

Jane Anderson - Compliance Manager

CLO is committed to maintaining best practice across our business units.

To meet our compliances, we have a robust governance model that supports our compliance systems and processes. This year, to promote CLO Values in our processes, we have implemented a Compliance team who are reviewing, monitoring and improving our systems with a focus on continuous improvement and supporting our Operations teams.

Rights

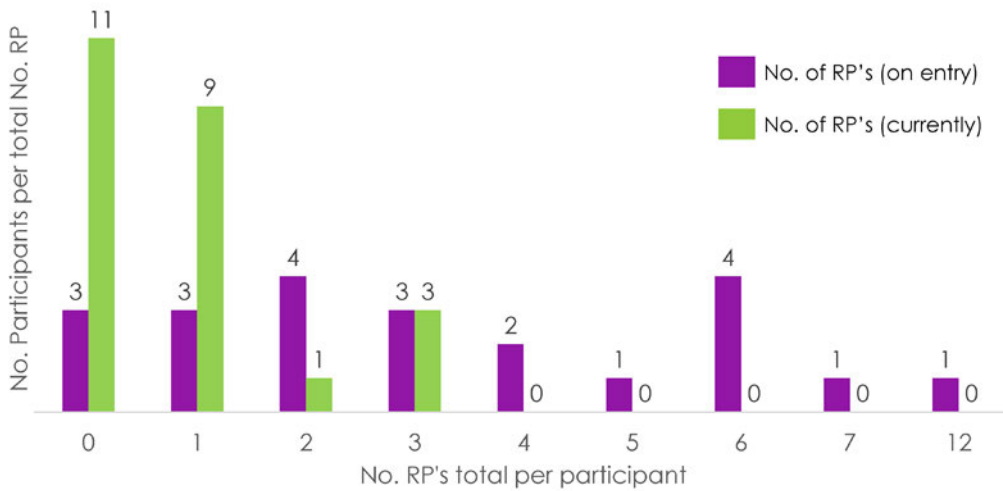
CLO is committed to safeguarding participants through a compliance culture which promotes, protects, advocates, and influences full and equal enjoyment of human rights and fundamental freedoms of people with a disability, whilst actively promoting their development and upholding their human rights.

CLO's achievements in meeting compliance requirements includes a focus on reducing and eliminating restrictive practices. During 2023 to 2024, 56 restrictive practices were eliminated from an overall 175 restrictive practices, from five operational SIL Regions. Eliminated restrictive practices represent 32% of all restrictive practices throughout the reporting period and reflects a proactive approach to reducing the level of restrictive practices over the 12 months.



Reducing and eliminating restrictive practices is a balance between safeguarding and maintaining and promoting a Participant’s choice, control and independence. Over the last 12 months, there has been a 100% elimination of restrictive practices for 14 Participants, representing 32% of Participants with restrictive practices.

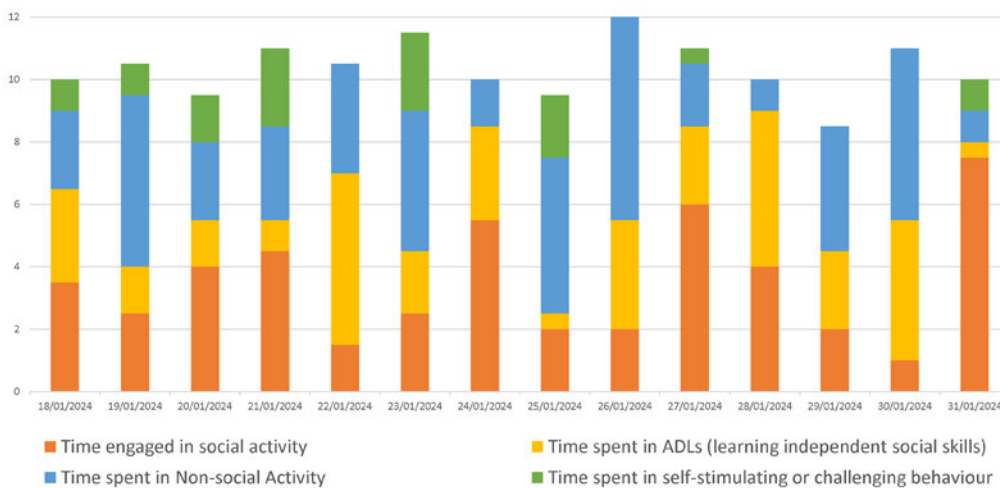
Restrictive Practices per Participant



Integrity

While across the year, CLO reported and responded to 190 incidents to the NDIS Quality and Safeguarding Commission as a component of our reporting obligations, 92% of these have been closed by the NDIS Commission. We monitor and review all incidents with a continuous improvement approach to improving services and outcomes for Participants and staff. With the transition of the new compliance team, reporting processes have been reviewed and amended to further enhance reporting transparency and compliance.

Person-Centred Active Support in CMS



Relationships

Compliance obligations also ensure that Participants and families are consulted and informed about the services and supports provided. This includes routine restrictive practice use during each quarter. Participants with restrictive practices receive letters each quarter confirming the types, number and reasons for the use of restrictive practices. This transparent approach maintains an open relationship and enables discussion about the use of restrictive practice. This year 43 Participants received notifications about restrictive practices.



The CLO Regency Green team, Quality and Leadership meet to prepare for accreditation audit

Quality

Compliance and Quality go hand in hand. Reviewing, monitoring and developing revised compliance practice, process and reporting requirements have been undertaken to streamline reporting processes, such as enhancing the organisational compliance guide. Monitoring compliance through audits, such as high intensity skills training competencies, document tracking, and external reporting, are important component of compliance responsibilities. Audits are undertaken to meet our high standards of practice, as well as identify where we can improve our processes in providing quality services to Participants.

Innovation

In collaboration with operational teams and CLO Information Technology team, electronic monitoring of compliance reporting is being progressed to further enhance compliance outcomes. This includes redesigning our restrictive practice, reportable incident and in the future medication incident management reporting. These improvements will enable effective security and integrity of data, enhance reporting functionality and enable efficient statistical analysis, to better. This process will enhance reporting information and provide streamlined data collation and reporting .

- Review of medication reporting
- review of the document management system data
- quality site audits reporting
- reviewing the new capability frameworks
- new drug and alcohol policy, and

CLOs Quality and Safeguarding Committee will continue to drive quality and best practice throughout 2024/2025.

Jane Anderson
Compliance Manager



Rebecca and Ashley love going out and about

FINANCE REPORT



Tiff Hodge - Chief Financial Officer

The financial position of Community Living Options in the 2024 financial year shows a revenue increase of just over 12% from the previous financial year with total revenue of over \$66 million.



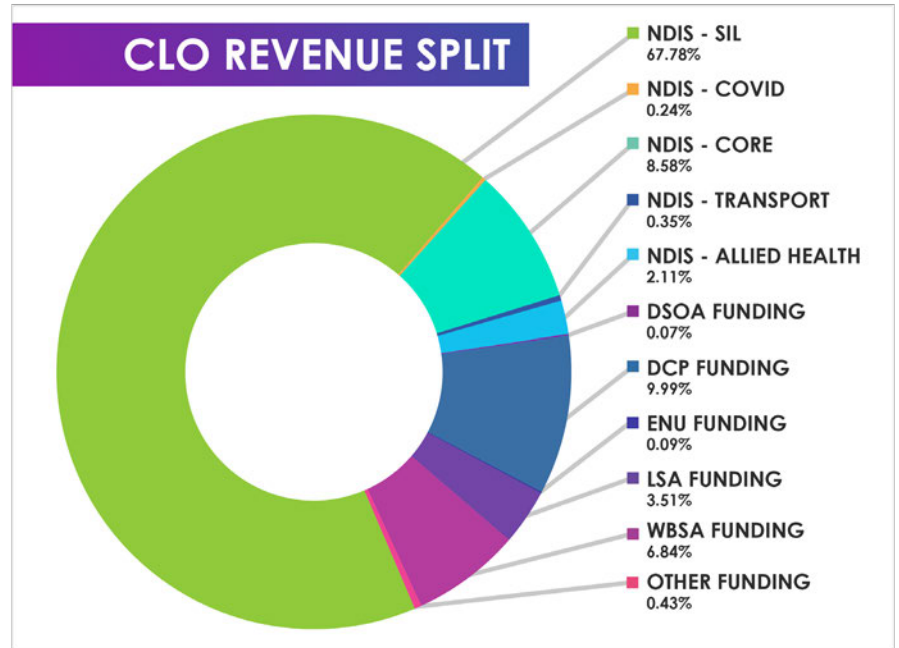
This year, CLO achieved a 5.06% operating surplus despite rising costs, economic challenges, and the ongoing adjustments to the NDIS and its pricing structure. This surplus positions us to make key investments that will secure our future and strengthen our services.

We are investing in critical infrastructure that will support the growth of Child & Youth Services, including much-needed accommodation to deliver on unmet need. Additionally, we continue to provide much needed care at Regency Green, where people can transition from hospital to their permanent homes, and expanding our allied health services, with a focus on enhancing nursing support. These initiatives ensure we can sustain and Investment in purpose and quality for years to come.

We are also reinforcing our commitment to high-level cyber security and cyber training to safeguard our organisation.

Lastly, this surplus enables us to prioritise the development and ongoing support of our workforce. By investing in staff training and professional growth, we strengthen our ability to consistently deliver exceptional care to our participants.

The graphic below demonstrates the breakdown of revenue source, NDIS SIL revenue comprising of just over 67% of total revenue.



Total expenses for the year equated to just over \$63 million, 86% or \$57 million paid in employee expenses.

In 2024 PKF Adelaide was reengaged by the board to provide independent auditing services to CLO. The audit was conducted by Jasmine Tan (Director – Audit and Assurance) and her team. The independent audit report is included as part of the annual report.

Please note extracts of the financials are included in the report provided, full versions available upon request.

I want to take a moment to express my sincere appreciation to the entire Business and Finance team. Your hard work and persistent commitment are key to CLO's success, enabling us to consistently provide outstanding services to both our participants and the organisation as a whole. Your hard work and dedication makes all the difference.

Tiff Hodge
Chief Financial Officer

Community Living Options Inc

ABN 60 857 492 274

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

	Note	2024 \$	2023 \$
Revenue	4	65,304,696	58,916,976
Other income	4	1,205,393	554,563
Employee benefits expense		(57,690,218)	(50,682,169)
Depreciation and amortisation expense		(2,215,029)	(2,118,724)
Other expenses		(3,116,855)	(2,191,228)
Finance expenses	5	(121,226)	(76,691)
Surplus before income tax		3,366,761	4,402,727
Income tax expense		-	-
Surplus from continuing operations		3,366,761	4,402,727
Surplus for the year		3,366,761	4,402,727
Other comprehensive income, net of income tax			
Total comprehensive income for the year		3,366,761	4,402,727

The accompanying notes form part of these financial statements.

Community Living Options Inc

ABN 60 857 492 274

Statement of Financial Position

As At 30 June 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	27,736,753	25,276,320
Trade and other receivables	8	5,026,936	2,408,730
Other assets	10	1,107,312	1,892,511
TOTAL CURRENT ASSETS		33,871,001	29,577,561
NON-CURRENT ASSETS			
Property, plant and equipment	11	4,401,921	3,770,595
Intangible assets		7,000	7,000
Right-of-use assets	12	3,089,511	1,123,698
TOTAL NON-CURRENT ASSETS		7,498,432	4,901,293
TOTAL ASSETS		41,369,433	34,478,854
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	2,962,277	2,091,267
Borrowings	14	46,248	45,900
Contract liabilities	9	140,572	313,937
Lease liabilities	12	988,794	765,015
Employee benefits	15	4,411,195	3,776,020
TOTAL CURRENT LIABILITIES		8,549,086	6,992,139
NON-CURRENT LIABILITIES			
Borrowings	14	393,790	440,608
Lease liabilities	12	2,161,780	457,719
Employee benefits	15	1,186,652	877,024
TOTAL NON-CURRENT LIABILITIES		3,742,222	1,775,351
TOTAL LIABILITIES		12,291,308	8,767,490
NET ASSETS		29,078,125	25,711,364
EQUITY			
Reserves		99,862	99,862
Retained earnings		28,978,263	25,611,502
TOTAL EQUITY		29,078,125	25,711,364

The accompanying notes form part of these financial statements.

Community Living Options Inc

ABN 60 857 492 274

Statement by members of the Board

The Board members declare that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements. in the Board members' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.



Chairperson:



Public Officer:

Date: 17 October 2024



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE COMMUNITY LIVING OPTIONS INC.

Opinion

We have audited the financial report of Community Living Options Inc. ('the Association'), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement in changes in equity and statement of cash flows for the year then ended, a summary of material accounting policies, other explanatory notes and the board of management's declaration.

In our opinion, the accompanying financial report of Community Living Options Inc. is in accordance with *Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 ('ACNC Act')*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2024 and of its financial performance and cash flows for the year ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and *Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the *Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Responsible Entities for the Financial Report

The board of management is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act. The Association's responsibility also includes such internal control as the board of management determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board of management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

The responsible entities are responsible for overseeing the registered entity's financial reporting process.

PKF Adelaide is a member firm of the PKF Global, the network of member firms of PKF International Limited, each of which is a separately owned legal entity and does not accept any responsibility or liability for the actions or inactions of any individual member or correspondent firm(s). Liability limited by a scheme approved under Professional Standards Legislation. Neither the other member firms nor the correspondent firms of the network nor PKF Global is responsible or accepts liability for the work or advice which any individual member or correspondent firm or firms provides to its clients.



Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial reports is located at the Audit and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf.

This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and material audit findings, including any significant deficiencies in internal control that we identify during our audit.

Independence

We confirm that the independence declaration required by the ACNC Act, which has been given to the responsible entities of the Association, would be in the same terms if given to the responsible entities as time of this auditor's report.

PKF Adelaide

A handwritten signature in black ink, appearing to read 'Jasmine'.

Jasmine Yi Jia Tan CA, RCA

Audit Partner

Lvl 9, 81 Flinders Street,

Adelaide SA 5000

Dated this 17th October 2024.

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