

Hello everyone

19 August 2022

Just wanted to provide a quick staff update.

- If you are notified of a client cancellation or a client cancels at the door, please stay onsite and await instruction from the scheduling team. We will try and locate another shift if there is adequate notice or you will be asked to come into the office to undertake work. Currently staff assist with administrative duties and make contact with clients to ascertain how their services are going (wellness checks).
- We have received grant funding to support carers. We are going to establish a support group where carers can come together and support each other, speakers will be invited and outings for carers will be arranged. Do you know a client who is a carer who could benefit from this program? Please let us know.
- Remember to wear PPE- gloves and a mask when seeing clients. Practice good hygiene, use hand sanitiser often and dispose of your PPE between each client. If you are unwell, please do not attend work. Where possible, let the scheduling team know of your unavailability as soon as possible so your shifts can be filled.
- The deadline for the Certificate III in individual support is closing soon. The course will commence in early October 2022. It will be delivered inhouse at Westmont for one afternoon each week. The CEO has approved staff being paid during their attendance at the training. The course is being fast tracked to reflect on the job training which is incorporated into the course. The normal course delivery is 3 days per week at the tafe over a 9 month period. Please see Maralee if you want to complete this course.
- Some staff have outstanding training to complete in the Bridge online units. This training is mandatory and staff are asked to address any outstanding units ASAP. Failure to complete the units will result in staff's shifts being suspended. If you have any concerns, please speak to Krissy on Ph: 60439603.
- What is your experience in using the Carelink Go app? Some staff have reported some technical difficulties, so please let us know how you are going with it. If you don't have the app installed please let us know as it is easy to install. It is a fast way for you to access your roster and any changes. We hope to be moving towards using the app instead of printing out rosters and time sheets in the coming weeks.
- Given the vast amount of calls the scheduling team receives every day, they rely on communicating with you mainly via text message. Often we will ask you if you have capacity to assist should some staff be unwell. If you can notify us of your availability ASAP that is appreciated. If you cannot work additional hours, that is fine, but please text us back.
- Don't forget to join us for our wellness exercise program on Wednesday from 5pm to 5.45pm at the Willows Centre. The first session went well and was enjoyed by those who participated.

From the Community Care Team