

ncc quarterly

UPDATES



DEC 2022



Certification Partner Global

AUDIT RESULTS

We recently undertook NDIS audit in relation to all aspects of service. NCC passed audit with ZERO non-conformances and ZERO recommendations.

This is a commendable achievement. The auditors' overall feedback after reviewing our processes and records along with discussions with participants, families and staff was that we have a solid foundation, and the general consensus is that participants and staff are supported appropriately and proportionately to the ever-growing size of NCC. We are extremely proud of our team and thank you to those who participated in the random selection of sampling with the auditors.

FEEDBACK

We received some feedback / suggestions around the possibility of the implementation of a scheduler. To date, we have Guy, Natashia and Caitlin oversee this as we also oversee the recruitment, participant onboarding and on call. In doing this, it allows us to ensure we have the right team members on board to support participant needs and also determine if we have capacity to take on additional participants and most importantly, that when you call, we know what the situation is. This is critical to ensuring you the participant do not just become a shift in a system to automatically populates any old person to your needs. However, to ensure all bases are covered we will be exploring automated systems early next month. Watch this space.

CHRISTMAS CARE

A reminder with Christmas just around the corner, we have many of our team members taking the holiday period off.

Our team have worked tirelessly through COVID and have continued to show up. This year we already have a high volume of staff who have indicated they are not available to work over the holiday period.

NCC will always prioritise ESSENTIAL services above domestic and social supports. Noting essential is inclusive of SIL, medication, bowel, enteral, trachey, ventilation, catheter etc

As such we remind you to ensure you have your Christmas availability in as soon as humanly possible...

TEAM MEETINGS ARE BACK!

We were beyond excited to have so many of our team in one room in November. It has been 2 LONG years of no face to face meetings. We remind you, your attendance is mandatory in line with your employment contracts. It's a beautiful way for us to celebrate the bonuses, birthdays and so much more and provides you with an additional platform to communicate with us. And who doesn't like pizza and cake right?!

CHRISTMAS PARTY

Save the date! We are going bowling!!

GROWTH

This last quarter has seen additional changes and growth, across NCC again as we have welcomed a few more new key contributors to our team.

Clair- Clair joins us full time now. Clair started with NCC many years ago as a carer. She and her family were posted to Melbourne, and she has since returned with her family as one of our core registered nurses in community. We are very excited to have Clair on board full time.

Gen - Gen joins us from ADACAS and complements our superhuman team of support coordinators with some amazing experience and bring much knowledge to the team.

'ON-CALL', NOT 'ON-SMS'

NO SMS - A part of the on-call feature means SMS is no longer possible outside of business hours as the NCC number will become an automated number forwarded to identified on-call person. This means your SMS is not received! You are still welcome to SMS, but please note these will only be read or responded to within business hours when all staff are on deck in our head office to do so. Please note the following points of contact:

- Carer ON-CALL number is 0401 439 798
- Schedule 8 Drug Check line is 0400 976 753
- Registered Nurses **ONLY** Line is 0429 599 548

CANBERRA LOCAL BUSINESS AWARDS

NCC was at some stage in the last 12 months, nominated for a local business award in the category of Outstanding Health Services.

Early November, we were notified we have been selected as a finalist service amongst some really spectacular services within our Canberra community. This is a beautiful recognition to our team who we are extremely proud of.