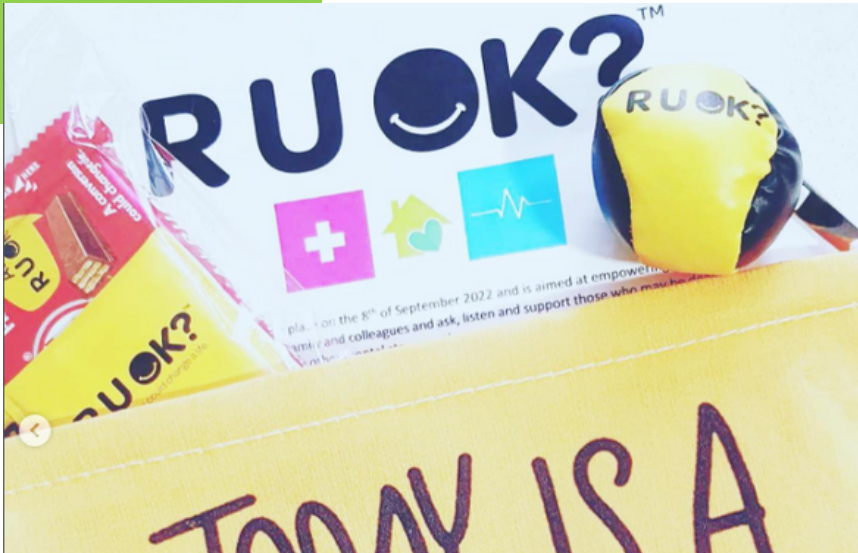


ncc quarterly

# UPDATES



SEPT 2022



## RUOK?

Today is National R U OK Day. For our team members, we posted wellness packs to ensure our team are also taking care of themselves and know we are here to support them and connect with resources. For clients/participants – we want to remind you, we will continue to support you and will always ask you if you are okay. If you need something, say something.

Please remember your GP is usually the best place to reach out to if you are experiencing mental health challenges. Reaching out over the phone to your loved ones and family is also a good place to start too. There is also formal support including:

Lifeline Australia: 13 11 14  
Beyond Blue: 1300 224 636  
Kids Helpline: 1800 551 80  
Emergency: 000  
Confidential Helpline: 1800 737 732  
Mensline: 1300 78 99 78  
Relationships Australia: 1300 364 277  
ADACAS: 6242 5060

## AUDIT COMPLIANCE CHECK

We recently undertook an audit compliance check in relation to training requirements for our team. In particular specialised and individualised training competencies. In this process, NCC was commended for our client focused training. This is something we still actively wish to improve upon but something we are also proud to share.

## SERVICE AWARDS

Last week, Natasha was named winner of the Nationally recognised AusMupreneur Awards, winning gold in Health Services and Business Service.

For Natasha, she believes this is a collective win stating "You are only ever as good as your team, and I am very proud to say we have an amazing team."

## **GROWTH**

This last quarter has seen additional changes and growth, across NCC. We farewelled Tahla who returned to the Aged Care space and welcomed a few new key contributors to our team.

Kunal – coming from Lifeline is now our ‘People & Culture Lead Partner’. Kunal will oversee the continuation of our recruitment and culture building which free’s up Natasha and Guy to focus on client relations and staff training.

Stacey – returns to us remotely, working from Melbourne and specialising in all our governance and clinical compliance. You may receive emails and surveys from Stacey as we continue to look for ways to improve our services and supports.

Caitlin – Caitlin joins us from head of surgical ward at Calvary and will be stepping into the Clinical Lead role with overarching responsibilities of our SIL Properties and complex clinical care teams.

Nataly – Nat joins us again on a casual basis, also works in Canberra ICU ward. Nat specialises in tracheostomy care and training and is an amazing asset.

Jen – Jen joins us from ADACAS and is one of the top support coordinators in Canberra (if we do say so ourselves!)

## **ON-CALL CHANGES**

As most of you are aware, NCC has been in operation for over 7 years now. In this time, Natasha and Guy have raised two IVF babies, moved office twice and moved our family house 6 times, farewelled family members, all while maintaining the on-call phone for all but 4 weeks of that time. We are excited (and nervous) to announce we will begin to share a small portion the on-call responsibilities with some of our core team members to ensure we can all be rested and recharged to support you and our team members when on shift.

Please note, this is only for on-call supports – meaning any on-shift concerns, questions, queries you have. All general communications such as email will operate as usual within business hours as we all endeavour to strive for that illusive work life balance.

NO SMS – A part of the on-call feature will mean SMS will no longer be possible outside of business hours as the NCC number will become an automated number forwarded to identified on-call person.

You are still welcome to SMS, but please note these will only be read or responded to within business hours.

## **NEW CONTACTS**

As we have grown, we want to streamline your communications to ensure prompt responses. As such we have the following inboxes:

rn@nationalcommunitycare.com.au – for all clinical communications

support@nationalcommunitycare.com.au – for all coordination enquiries

enquiries@nationalcommunitycare.com.au – for all general client enquiries

accounts@nationalcommunitycare.com.au – will be released shortly, for all invoicing and accounts