

ncc quarterly

# UPDATES



MARCH 2023



## CANBERRA BABY BEANIES

The Markets Wanniasa are currently requesting donations of handknitted beanies for newborn babies at Canberra hospitals. We had packs to hand out to our eager contributors and the results have been so heartwarming. More info

<https://www.mix106.com.au/.../canberrans-called-on-to.../>

## MANDATORY TRAINING

MARCH 21 - MARCH 23 - MARCH 24

NCC will be running mandatory training blocks across these three days. In line with your employment contract and NDIS requirements, ALL employees are required to attend or provide evidence of the training completed elsewhere within a 12-month valid period. As Natasha is currently the only trainer and assessor on board, this is a big job as such we will be looking to streamline a lot of the theory components to better utilise our face-to-face time to run practical training sessions for the NCC team members.

NNA/NHS team only require the theory components and practical in manual handling. We will look to finalise time frames next week for you to book in. Please note, client coverage with appropriately trained staff is the highest priority.

## SOFTWARE CHANGES

It's been a long time coming and well overdue, in the coming months, once the management team complete training, we will be rolling out our new rostering system and care software.

It will replace your current employee login, this will replace a lot of inhouse documentation, this will replace incident reports , this will replace your current paper docket books and so much more.

There will be a few significant changes for those on permanent contracts in the way leave must be requested and an additional app for you to access all of your payslips etc. We are excited to bring this all together and we will notify you of the roll out stages once we have finalised the stages. ...

## TEAM MEETINGS ARE BACK!

a reminder, in line with your contract, attendance at the Team meetings is covering in your above award wages. This means, unless you are on shift, you are expected to be there. Important info and training are delivered, and all bonuses are given at the meetings. No attendance means training in your own time, and you are not eligible to receive your bonuses.

## OVERDUE BREAK

Natashia and Guy have returned from 7 days off with no-phone! While we still received some communications, we did well to ensure we maintained that balance during our week off. This was the first holiday / time off both Natashia and Guy have had in 8 years of operation and could not have been made possible without the support and effort of Caitlin during this period. While the trip was to visit family and lay family members to rest, it was a much-needed burst of sunshine for our entire family. Thank you to the entire team for your support, and for those at the Feb team meeting... Yes there was a lot more crying.



## AVAILABILITY

I would like to remind all employees, whether you are an employed AIN or RN, we operate under the Nurses Award and roster you in line with your availability. No single employee (casual or permanent) owns participant shifts. ALL employees are assigned shifts in line with availability. We are a community organisation, NOT a facility. As such you are expected to go where you are required. It is made very clear from recruitment, right through to your induction and employment contract. Should this not suit you, I suspect this field of work may not be for you.

## 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 - **there seems to be a high level of carers using this number. Please note - Caitlin is NOT the 24/7 on call person. All carers are to contact the ON-CALL only.**