

community care

news

SUMMER 2009

Changes for Community Care

Earlier this month, Blue Cross CEO Carol Allen announced some exciting new changes for our Community Care Division. Blue Cross has a strong commitment to growing Community Care. This is a very exciting goal, one that will positively effect us all.

As our population ages, more people will look to us in supporting them to live in their place of choice – often this is in their own home, in their own community; but they will need some help and support to do so in a comfortable, safe and enriching way.

People with other circumstances such as an illness or disability, will also be looking towards us for help and support to enable them to continue to live in their own home.

These changes provide us with both a challenge and an opportunity – can we make Blue Cross the right choice for these people and can we be there when they need us?

To help us rise to the challenge and take the opportunity, Julie Maya has taken on the role of General Manager, Business Relations. This will help Blue Cross Community Care be “the choice” for people looking for community support services. To help us “deliver”, Michelle Plane has joined Blue Cross as General Manager, Community Care Operations.

Together, both arms of the Division will work to increase our ability to provide high quality services and care to a growing number of people in the community.

A message from the GM's

We are both very excited about our new goals and the opportunity to build on the great work and achievements of Blue Cross Community Care to date, and help us be “the choice” for community care clients in the future.

It will take us all working closely as a team, making some positive changes to the way we work.

This is a very exciting time to be a part of Blue Cross Community Care.

Michelle Plane
General Manager
Operations
Community Care

Julie Maya
General Manager
Business Relations
Community Care



Quality
Improvement
Council

‘Yes ... we are
a QIC accredited
organisation’





Community Care Staff Issues



FISH!

The FISH! Philosophy® Network

A Global Community of FISH! Philosophers

As part of our continuous promotion of the *FISH! Philosophy*, several staff members have been recognised for their outstanding performance. Congratulations and well done to Joanne, Ann, Dionne and Damian!

- **Joanne McCormack** – received a *FISH* award as a result of feedback corporate office received from one of her clients - “Joanne is a wonderful person and is helpful to me.”
- **Ann Chun** – received an award “for always sending in her payment slips to HO promptly each week and for her immaculate time sheet. She makes our job run (in payroll) run that bit smoother each week!”
- **Dionne Lewis** – received positive feedback from one of our external case managers claiming “...the client was delighted with her and felt she really helped make a difference with Eugene’s stay.”
- **Damian Jones** – received wonderful feedback from a client stating his “elbow grease and fabulous sense of humour is just the thing she needed.”

EBA

Blue Cross is developing an EBA for Direct Care Workers. The aim of this EBA is to give certainty around conditions for staff, including annual pay rises and travel compensation over the next 4 years.

This EBA is about **you and your pay. Get involved** – come to the next meetings (you will be paid for 1 hour of your time).

These EBA meetings will be held at various Blue Cross Facilities as detailed below:

9 November

- 9.00am – 10.00am
Hansworth, 181 Hansworth St, Mulgrave
- 11.45am – 12.45pm
Gardenia, 87 Argyle St, Chelsea

10 November

- 9.00am – 10.00am
Broughtonlea, 9-17 Broughton Rd Surrey Hills
- 11.45am – 12.45pm
The Boulevard, 70 Heaths Court, Mill Park

Thought of the Day

“People may doubt what you say – but they will believe what you do”

How important is your pay packet?????

Now that got your attention! Getting paid the right amount, on time, is important to us all. To get paid in full on time we **MUST** have your timesheets, fully completed and signed off no later than **Tuesday by 1.00pm** for the prior week’s work. **No exceptions** to this rule will be accepted.

You can send your timesheet by either :

Fax: 9828-1280

Email: bccfinance@bluecross.com.au

Hand Deliver: 381 Tooronga Road, Hawthorn East

Mail: PO Box 255, Glen Iris, VIC. 3146 (we are not responsible for delays in mail delivery by Australia Post)

If you chose fax or email you must also send the **original** in the mail.

Accurate, timely timesheets not only mean you get your correct pay on time, it means our case managers have confidence in us and are more likely to continue purchasing services from Blue Cross, resulting in more work for you!

It also means accurate rosters and best care responses for our clients which is important to us all.

So please remember,

Fill out your timesheet as you go (don’t rely on memory)

- Make sure it is accurate
- Make sure it is signed off
- Make sure it only has km’s which have been pre-approved by a Care Coordinator
- Make sure the office receives it by 1pm on Tuesday

Thank you for your cooperation in this matter.

Blue Cross opens a new facility in Kilmore!



“Willowmeade”, Blue Cross’s newest facility, opened in August 2009. This modern, air-conditioned residence provides low care, high care and appropriate care for people living with dementia in a secure environment. All rooms are tastefully decorated and come equipped with LCD, Full HD 32 inch televisions and telephone connections, hydronic heating and ceiling fans. Very nice indeed!

“Dancing with the Stars”

This Blue Cross corporate event held at Camberwell Civic Centre on 1 October, was a huge success. All Blue Cross facilities were represented with residents participating in the dancing events. Fun was had by staff and residents alike. The residents bedazzled the judges on the dance floor with their well rehearsed dance moves!



OHS Prevention Measures for Common Home Services

Keep safe when working...

Here are some tips related to carrying items (such as the shopping)

- Do not lift heavy shopping bags – ask supermarket staff to place items in a number of bags (eg. Up to 2 – 3 kg per bag)
- Even weight in both hands
- For very heavy items (eg. Pet food or potting mix), organise for home delivery
- Use shopping trolley to take bags to the car
- Park car as close as possible to the house
- Only carry small bags of groceries at a time – make several trips as required
- If available, use shopping trolley or laundry basket
- Plan the move – ensure that path is clear; if carrying shopping through a door, ensure door is held open before attempting to move through
- Ensure that pathway between car and house is not obstructed.
- Unload shopping bags on a table or bench
- Where possible, place heavy or glass items at waist height, making them easily accessible
- All items must be placed within easy reach with both feet on the floor. Do not stand on chairs or ladders to reach cupboards.
- Use good posture, maintaining the “S” curves of the spine

Our growth means more staff!!!

We need more high quality carers to grow our team to meet growing demand.

Do you know people with the right skills and attitude to join our team?

We are also looking to recruit for the November to February period to assist with the gaps while our permanent carers are on leave.

REWARD – yes, a reward! If you refer someone that we take on, and they work an average of 15 hours per week for 2 months, we will reward you with a **\$50 Myer voucher**.

Call the Care Coordination Team today with **your referral** on 9828-1222.

Shifts Available...

Would you like to work more hours than your current roster? If yes, we need to hear from you. Please contact the Care Coordination Team with the **details** of your availability i.e., **the days, hours and region** you are available this way we can match your shifts to your preferences.

We have shifts available in ALL areas – including over the holiday period – so earn some extra dollars to pay off those Christmas bills!!!!

Call the Care Coordination Team with your details and we will endeavor to find you more work!

New Quality Service Manager

Blue Cross Community Care welcomes Verity Leith as Quality Service Manager. Verity comes from our residential services sector where she worked as part of the Quality Support team.

Verity brings a wealth of experience not only in the specialty area of quality systems and management, but also from her experience in a wide range of roles in health and aged care services.

Verity will join the Community Care Division in October, she will be a valuable addition to our team and we are looking forward to working with her.