

STAFF INFORMATION

November 2015

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www.nwrss.org.au

Performance

This is a reminder of the importance of exemplary performance in all aspects of our work and how support workers can best protect their hours and gain more if they wish.

As the National Disability Scheme takes over, our performance will be judged at two levels.

1. There will be standards that must be adhered to in order to retain our registration as a service provider with NDIS and
2. There will be expectations of clients and families that will need to be met for them to stay with NWRSS. They are free to transfer their contracts to another service if they are not happy with what they are receiving from us. This is their prerogative under the NDIS.

If a Support Worker is not communicating well with a client and/or their family, and/or not delivering the expected support properly, a contract can be lost overnight and all of the team's hours with it.

So, I do need to warn people that any support worker or team that contributes to the loss of a contract will not be given hours elsewhere to make up the loss, and will not be included in the relief pool. It would not be a sound management decision to move underperforming workers on to other contracts that may, in turn, because of poor performance, be lost. This may sound harsh but support workers are accountable for their performance and workplace behaviour that will keep clients with NWRSS.

Additional hours are in demand and will be gained by nothing other than performance alone. If you are not showing that you are moving in the direction of warm and supportive relations with clients and their families, correctly performed support tasks, a healthy and productive relationship with your team and Direct Service Coordinator, there will be no additional hours.

Additional hours will only be given on a casual, review basis as a chance to prove performance. They will continue to be allocated in this way until we are absolutely sure that performance is consistent and likely to continue.

Phone-Friendly Website

With the ever growing use of phones and tablets NWRSS has launched a phone/tablet friendly website format. If you link into the website on your laptop or PC it will come up as usual. If you link in through your phone or tablet you will get a format that is much easier to use with smaller devices.

Websites are now a critical source of information for employees and industrial law allows us to forego hard copies of information if we are alerting employees to information on the website.

Our website carries everything you need to know to work for NWRSS including links to your award and pay rates. It is your responsibility to know what your rates and entitlements are when filling in time sheets.

Please use this innovation to keep up to date on workplace matters. We will increasingly direct you to the website for updates and new information.

Let us know if there is anything that you think we should include on the website.

Pay slip Reminders

Pay slip queries must go to your Time Sheet Processor. A reminder to this effect is now included on pay slips with other reminders as follows:

North West Residential Support Services Inc.

PAY SLIP ENQUIRIES

The pay slip email from Lawson Hyland is a send-only service.

Do not reply or send emails to this address

All pay slip enquiries must go through your Time Sheet Processor

REPORTING WORKPLACE MATTERS

Shared home support teams follow a strict support team meeting agenda that includes workplace matters that they can report on.

Employees working on a 1:1 basis in Independent Support Packages and NDIS support packages tend to talk directly to their Direct Service Coordinators on support arrangements, so this is an invitation to remind them that they can contribute to workplace matters.

Please make direct contact with the General Manager on 0418 140 000 if you wish to comment on any of the following:

1. Workplace Health & Safety Items:
 - Building/Electrical/Water
 - Equipment/Products
 - Routines/Task Changes
 - Vehicles
 - Fire Safety – including analysing any recent practice evaluations
2. Any workplace incidents that need attention or reporting to Disability Services as per the policy on Consumer Related Serious Incident Reporting
3. Any suggestions for change in:
 - How NWRSS operates
 - How teams work
 - How support workers work
4. Any purchases that may be required
5. Any repairs that may be required

DIRECT CONTACT -- VOICE MESSAGE -- SMS

0418 140 000

FAX

6442 2920

EMAIL
nrodwell@nwrss.org.au

The Electronic Age

It is encouraging to see that more than 90% of our support workers are connected to us by email and 99.9% by SMS. We will be using these contact systems to provide important information, and training and development links.

Fire Safety

The evacuation plans in shared homes will shortly be altered. The alterations can be found in the Chief Fire Warden's responsibilities in the written instructions beside the description of the house.

“The Chief Warden's role in NWRSS shared homes falls to the support workers on shift at the time of the emergency”.

Once these new directions are in place Tasmanian Fire Service will provide training for our management team who will transfer this information to teams including some on site exercises.

Power Boat Courses

In the interests of water safety and the partnership between NWRSS and the Wynyard Yacht Club, that has brought Sailability to our area, we will help promote powerboat licence courses. NWRSS employees, family or friends can register their interest in a course by contacting Neal Rodwell on 0418 140 000.

Enough is Enough

<http://www.theage.com.au/federal-politics/political-news/government-leaves-door-open-to-royal-commission-on-disability-abuse-20151126-gl8hdr.html>

Authorised by: Neal Rodwell – General Manager.

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