

# **STAFF INFORMATION**

February 2016

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## **Service Review – Big Changes**

NWRSS, like most services, is carrying out a full review of its structure and how it operates. This is necessary to ensure that we continue to adapt to the massive changes coming in with the NDIS, and survive into the future.

There are many new standards to meet and programs must meet the content and quality requirements in order to retain contracts and work for our employees.

Of paramount importance is the relationship between support workers and clients and their families. NDIS trial sites are demonstrating very clearly that if clients do not receive the programs they asked for, and our relationship with them is not friendly and dignified, they will simply take their contract to another service.

The majority of our support workers are performing very well under these changes with some doing exceptional things. We will start featuring good support work examples in our coming Newsletter.

However, even a small amount of poor performance is enough to put contracts and hours at risk so we all need to realize that we are co-dependent and reliant on each other to keep our contracts.

Some of the things that will start to change for NWRSS employees:

- The **roster system** will be centralised with Operational Manager, Teresa Inkson and stick rigidly to the rules around rosters. A special memo will follow on this with the start date, rules and new phone number
- Staff **client ratios** will alter in shared home, lifestyle and individual support package rosters. Ratios will reflect the funding available for the contracts
- **Support worker roles** will change to meet the requirements of new standards, client choice and program quality requirements. Support workers will be favoured for hours according to:
  - how much enthusiasm and interest they show when working
  - how easily they blend into program activities
  - how well they support activity leaders like artists, craftspeople, sportspeople, musicians etc. Ratios will now see groups working with say, a craftsperson with only one support worker in attendance. This work can only be given to the very best support workers

Support workers who need to take continual smoking breaks will not be favoured. A good smoking support worker is one who can refrain from smoking during the period of their shift.

**Support workers are invited to propose activities that they might be able to take a lead on in our programs**

**In the coming weeks NWRSS will hold information sessions in Devonport and Wynyard. There will be three, at different times in each area, to ensure that staff will be able to get to one at a time that suits them.**

### **Vehicle Registration**

With the discontinuation of registration stickers NWRSS will place a copy of the registration certificate in the vehicle document container in each vehicle.

It is now possible to check the status of any registration number by going to the following site and entering the number.

<https://www.transport.tas.gov.au/MRSWebInterface/public/regoLookup/registrationLookup.jsf>

### **Public Holidays**

NWRSS adhere to the public holiday arrangements as on Worksafe link

[http://worksafe.tas.gov.au/laws/public\\_holidays](http://worksafe.tas.gov.au/laws/public_holidays)

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