

North West Residential Support Services Inc.
Operational Handbook
OPERATIONAL STRUCTURE & COMMUNICATION NETWORK

Number: <1>
Effective From: <October> <2016>
Replaces: <#>
Review: NWRSS Board
Contact: Neal Rodwell, General Manager
Review Date: <January> <2018>

Overall responsibility for the service belongs to General Manager – Neal Rodwell – 0418 140 000 – nrodwell@nwrss.org.au

Neal should also be contacted regarding:

- White goods
- Building and grounds maintenance
- Awards
- Workplace health and safety matters
- Workers Compensation
- Entitlements – Annual Leave, Sick Leave, Long Service Leave

Direct Service Manager, Lee-Anne Aulich – 0437 071 729 – laulich@nwrss.org.au – Lee-Anne has managerial responsibilities for all areas of direct service provision. This includes Shared Homes, Tenancy Support, ISP's, Community Access and NDIA contracts.

Operations Manager, Teresa Inkson – 0428 351 967 – tinkson@nwrss.org.au -- Teresa has various operational responsibilities including the implementation and oversight of all rosters.

Direct Service Coordinator, Alarna Moles – 0429 414 160 – Fax: 6426 7480 -- amoles@nwrss.org.au -- Alarna coordinates all support teams

Roster phone number – 0437 836 677

This phone number operates Monday to Friday between 8.00 am to 5.00 pm only unless it is an emergency. If your call is an emergency do not text, you will need to make a phone call to listen to the voice message so you will know who is on call.

Roster fax number – 6435 0626

Roster email address – tinkson@nwrss.org.au

Please remember that Chris Willsher, Donna Plapp, Ros Connlley, Ian Robson, Nadine Jones and Des Donohoe are directed from time to time to carry out coordination tasks with full authority.

Time Sheet Drop Off Points

Time sheets must be in by 3.00 pm on the opposite Thursday to pay day. It becomes very difficult to process any time sheets that don't arrive in a timely manner. If they are hard to read or not filled out properly they will be returned for correction.

Time sheet drop off points are as follows:

Devonport – Drop off box on the back verandah at 51 William Street,
Devonport

Burnie -- Lawson Hyland, 18 Mount Street, Burnie.

Wynyard – Drop off letterbox at 19 Quiggin Street, Wynyard.

Changes to time sheets can be sent by fax, SMS or email during business hours to the following:

Devonport, Latrobe, Ulverstone – Tabitha Kohler – Fax: 6208 4119 – 0408
531 885 – tkohler@nwrss.org.au

Burnie, Somerset, Wynyard – Ros Connlley – 64312896 – 0437 718 242 (P) –
rconnlley@nwrss.org.au

www.nwrss.org.au