

Qually News

Newsletter for clients and disability support workers of AQ

Winter 2010



Welcome to the **W**inter **N**ews! Many of us have kicked off the second half of 2010 with some late nights and early mornings in front of the television cheering on our World Cup favourites. Others have faithfully stuck to watching our home grown footy at a more agreeable hour. No matter which code you prefer, there is certainly an abundance of sporting activity to see us through the winter months. Similarly AQA Qualcare will be buzzing with activity over the winter season.

Exciting times are ahead for the AQA Qualcare service. Changes are currently being implemented to deliver improvements to the way in which we provide quality services to our clients. Some of the major developments include:

- **Expansion** of the Qualcare team to include a team leader, a senior service coordinator and four service coordinators to provide a more responsive service.
- A **revised** Human Resource Workforce Assistant position with a focus on **streamlining** our recruitment process to enable a **timely response** to disability support worker vacancies that ensures client safety.

- The **establishment** of our new **Qualcare Advisory Group** to ensure that the views of our clients & DSWs are taken into account when developing new **initiatives** that directly effect service delivery. Watch out for an invitation in the mail.
- **Introduction** of a **simpler** timesheet system.
- Magic roster will come online for accounts / payroll providing more **timely access to information** about client funding.
- **Access** to shared internet technologies to allow greater communication opportunities for **AQA** with both **clients** and **disability support workers**.
- A **recognition** program to **acknowledge** the contributions of all AQA employees over time and to show our **appreciation** of their **continued commitment**.

A Job Well Done!!

Les Maxwell says, "My Team all deserve chocolates thoroughly. They are all 60+ and have worked with me for a long time. We work as a team to cover my roster. They give me extremely good care and are very kind people. We respect each other. We all have a bit of fun and have a sense of humour." Lesley's team are Antonia (Tony), Pat, Alina, Anne, Noreen, Theresa, Elvira, Sherine, Tess (Susan)
 Thank you and Congratulations to Lesley's team. Chocolates are in the mail.

To nominate your Disability Support Worker to receive a box of chocolates please contact the AQA office on 9482 4373 or email qualcare@aqavic.org.au.



Empl Code: _____		Date: _____	
Name: _____		Client: _____	
Thank you to the 90% of disability support workers who have been submitting your timesheets on time!!			

Q. When are time sheets due?

A. At 12pm midday on the Tuesday of pay week which follows that Sunday at the end of the pay fortnight.

Q. Why is it important to get your timesheet in on time.

A. It is important to get your timesheet in by the 12pm Tuesday of pay week deadline for the following reasons:

- You get paid on time.
- AQA can fulfil our obligation to provide clients with accurate information about their funding usage or "balance of hours".
- AQA can invoice our funding bodies in a timely manner. This maintains good working partnerships with the organisations that refer clients to AQA.

Q. Why do AQA's clients need their balance of funding / hours to be regular and accurate?

A. All of our clients have packages of funding that is individually based. They need to know how much funding is still available at any given time to be able to plan their attendant care program.

Clients may wish to plan a holiday or use part of their funding to purchase a piece of equipment. They need to be

able to track how many hours they have used to work out how much funding is available for future use.

As soon as you complete your last shift for the fortnight you can submit your timesheet.



Timesheets can be submitted to the AQA office in the following ways:

- Mail: PO Box, 219 Fairfield 3078.
- Email: payroll@aqavic.org.au
- Fax: 9482 4371

Timesheet colour change!!

From now on timesheets will be provided on white paper only to make it easier to read faxed copies.

Carer Card. Recognition and Reward for Unpaid Carers.

The Victorian Government in partnership with community and business is introducing a Carer Card that offers benefits and discounts to unpaid carers.

To be eligible you must be

- A resident of Victoria and a primary unpaid carer of a person with a disability, a severe medical condition, or a mental illness or who is frail or aged or who is in need of palliative care. This care must be provided in the home of the person who is requiring care.
- A foster, respite kinship or permanent carer in receipt of a DHS reimbursement payment.
- A Kinship Carer

For more information contact:

carercard@dhs.vic.gov.au

Tel: 1800 901 958



New Qualcare Team Members:

Some of you will have already had the opportunity to meet some of our new staff. We have three new service coordinators who all add strength to the Qualcare team due to their experience and knowledge of the disability and community sectors.

The familiar faces in the new team are Team Leader Carolyn Gallagher and Service Coordinator Jayne Anderson. We would like to introduce our new Service Coordinators:



Cristy Spencer

I have worked in the social and disability sector for about 10 years in various roles, including a service for people with deaf blindness and coordinating a transport service for people with various forms of disabilities.

During my spare time, I enjoy keeping fit at the gym and I try to do a few fun runs each year. I also enjoy cooking and love most desserts and pizza.

If I could have dinner with 4 famous people, I would choose Martin Luther King, Jerry Seinfeld, Helen Keller and Walter Disney.



Mark Dervan

Hello,

My name is Mark Dervan and I am a new Support Coordinator with AQA Qualcare. I have been working in the disability sector for around 15 years and bring this experience with me having worked the last eight years with Yooralla and prior to that with the Salvation

Army. AQA Qualcare relies on a team effort and I look forward to learning and growing together. I look forward to working with AQA in the future.

Favourite food: Chicken/Potato's

Favourite Holiday location: Hawaii Islands

Five people to invite to dinner: Barack Obama, Einstein, John Mayer, Russell Brand, Princess Di

Favourite AFL team: Essendon



Holly Martin

Originally from Kentucky, USA. I graduated from Eastern Kentucky University with a Bachelor's degree in Community Health Education in December 2008. I travelled to Australia in January 2009.

My previous work experience involved working with clients with acquired brain injury and also mental health outreach services.

Favourite Food: prawns, which I am allergic to.

Favourite Holiday Spot: Miami

Favourite Car: BMW

4 People to invite to dinner: Mother Teresa, Frida Kahlo, Jesus Christ, Edward Cullen :)

For those clients who have not received notification of their new service coordinator, we expect to be able to advise you in the next few weeks. We are currently in the process of recruiting a new senior service coordinator and a new HR Workforce Assistant. Stay tuned...

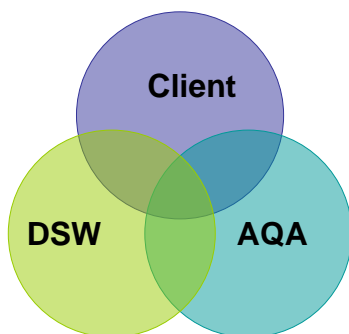
AQA Qualcare Advisory Group

Your feedback is important to us! Tell us what you think about issues that impact upon the service you receive.

Each year the AQA Qualcare team gathers information from our clients, disability support workers and other stakeholders that assists us to plan quality improvements to service delivery. Up until now we have sought feedback about our service in the following ways:

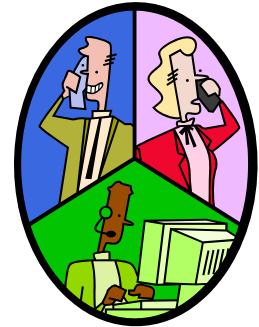
- Surveys
- Incident data
- Complaint data
- Direct feedback
- Client nomination of DSW for newsletter recognition
- 3 month DSW appraisals
- Annual review

Soon all of our clients and disability support workers will receive an invitation to be part of the AQA Qualcare Advisory Group. The group will meet approximately four times per year to discuss current issues that we are faced with on a day to day basis. In particular we will look at policies effecting clients, disability support workers and AQA as a service provider and an employer.



If you are interested in being part of the Advisory Group contact Mark or Cristy at the AQA office on 9482 4373 or email qualcare@aqavic.org.au . We look forward to sharing information and ideas.

Colleagues Connect Project



As Disability Services have changed over the years to ensure that clients can live independently in the

community, the people providing those services find themselves in increasingly isolated workplaces. Shifts occur at times that are outside business hours and therefore have limited access to support. Disability Support Workers working in client's homes in the community can experience limited access to supervision, support, professional development, capacity to share best practice and problem solve.

The Colleagues Connect project is trialling interactive 'Web 2.0' technologies to improve communication with remote workforces and the provision of support. Web 2.0 applications that provide for interactivity through direct communication (Skype), networking capacity (Yammer) and video capacity (Vimeo).

Two AQA clients and their staff teams are currently participating in the project and we will provide an update about progress later in the year. AQA's partners in the project are:

- *field – furthering inclusive learning and development* (lead agency)
- Melbourne City Mission
- Department of Planning and Community Development
- NDS – Victoria

To be successful the project will be able to demonstrate improvement to service delivery. For more information about this project visit:

www.field.org.au/sector/innovative_practices/ciff/index.html .