

1 June 2018

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Congratulations to our UCQ Reconciliation Award winners and nominees 2018!!

- **Aunty Dulcie Bronsch**, Senior Aboriginal & Torres Strait Islander Project Officer, Time for Grandparents Program, Child and Family Services on her *Leadership Award*
- **Mudjimba Women's Safe House**, Child and Family Services on their *Healthy Community Award*.

Winners announced today by our CEO Craig Barke and Group Executive Customer Services, Tracey McFarland.

Congratulations to all our nominees for your contribution to our reconciliation journey. Read more [here](#).



National Reconciliation Week, 27 May – 3 June 2018

This week we recognise and celebrate **National Reconciliation Week**, marking two milestones in Australia's reconciliation journey: The 1967 referendum and the historic Mabo decision, respectively. This year's theme of '*Don't keep history a mystery*', calls on all Australians to learn more about Aboriginal and Torres Strait Islander cultures and histories, to share that knowledge and help us grow as a nation. [Read more here](#). To see other significant dates on our UCQ Cultural Calendar [click here](#). We encourage you to print and display the Calendar in your office or service. To read our latest Reconciliation Action Plan (2017-2020) [click here](#). **Contact:** reconciliation@ucareqld.com.au

Recognising employee excellence at Wirunya Aged Care Facility

CEO Craig Barke and Group Executive SEQ Integrated Services Cathy Thomas, visited our Wirunya Aged Care Facility in Carbrook last week, to recognise a group of exceptional employees. Congratulations to **Lucy Simmons, Rebecca Boyle, Miki Hwang, Melynda Payne, Margaret Cotton and Michelle Carpenter**, for being recognised as finalists in the Australian Healthcare Week Excellence Awards (2018) - Best Aged Care Facility category; in March this year. Although they did not take home the award, being nominated as finalists was great recognition for their work using the Montessori Method, enriching the lives of residents living with dementia. Also recognised was **Kym Jones** who received exceptional feedback for her compassionate client care. Well done to all of the team at Wirunya!



Customer Service Centre expansion

The long awaited expansion of the Blue Care Customer Service Centre (CSC) was celebrated recently with an official opening. Mick McKenna, Head of Customer Service, delighted the crowd with his acknowledgment of their journey so far, and his excitement and enthusiasm for the future. It was wonderful to see so many representatives from Blue Care from around South East Queensland. An honoured guest was Aunty Judy, a respected Elder from the Sunshine Coast Region, who attended with her grandson and expressed her delight in the future collaborations she'll have with the CSC.

Expansion of Live Well Centre

Our new Live Well Centre, providing expanded services to people living in the Caboolture community will launch in August. The Allied Health and Rehabilitation Centre, in the Health Hub Morayfield (HHM), is a flagship complex in primary healthcare offering general practice, specialist consultation services, trauma care, dental, pathology, radiology, counseling, clinical trials and research facilities. **Contact:** Ingvar Colville, Rehabilitation Services Manager i.colville@bluecare.org.au

Celebrating World Environment Day - 5 June

This month we're celebrating [World Environment Day](#) and our new environmental sustainability program, *Greening UCQ*. The program will capture the great work UCQ is doing to reduce our impacts across energy, water, waste and emissions. Help us to measure our sustainability progress and understand how we can

support you to green your workplace by completing this [short survey](#) - it will only take only five minutes and the first 20 people to complete the survey will receive a GoGreen reusable coffee cup – [click now!](#) **Contact:** Judene Andrews at judene.andrews@uccommunity.org.au.



8-15 July, NAIDOC Week

NAIDOC Week recognises the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. The theme for 2018, *'Because of her we can'*, celebrates the invaluable contributions that Aboriginal and Torres Strait Islander women have made – and continue to make to our communities, our families, our rich history and our nation.

We encourage our teams to participate in local NAIDOC Week celebrations. The following tools are now available on the [UCQ intranet](#) to support your local events and activities:

- a range of NAIDOC Week branded merchandise and polo shirts.
- NAIDOC Week Local Area Marketing Kit to support the promotion of your event(s).
- Order before **Monday 11 June**; deliveries week commencing **18 June**.

UnitingCare Queensland's participation in NAIDOC Week is a commitment through our [Reconciliation Action Plan](#) and demonstrates our respect for Aboriginal and Torres Strait Islander peoples. **Contact:** Please email marketing@ucareqld.com.au

Have you read our latest UNITED e-newsletter?

A few of the stories featured [this week](#):

- Volunteer excellence: Anastasia Magripilis wins award
- Customer Services Centre collaborating to keep clients front of mind
- Aurion upgrade success highlights our collaborative One UCQ spirit

UNITED is our weekly org-wide e-news, sharing stories from across UCQ including innovation, customer journeys and news on important projects. You'll receive UNITED in your inbox each Wednesday. Interested in submitting a story? [Click here](#) to find out how.

Interested in submitting content for Connect?

Connect is a fortnightly (Friday) online newsletter that shares short format operational news across Blue Care. Find out how to submit content by reading the [guidelines here](#). For more information, or to subscribe, email: editor@bluecare.org.au

Read the latest Disability Services Project [newsletter](#).

Featuring:

- Para-athletes Blake Cochrane and Caitlin Kerby talk goal setting
- Bargara writer Simone Busch shares tips from her NDIS journey
- Key disability measures from the recent Federal Budget
- Learning and development opportunities for disability services

If you have a great story to share [click here](#) to access a story submission form.

For more information contact:

Disability.ServicesProject@bluecare.org.au

Sit & See – update for trainers

Sit & See training material is now available on the [L& C portal](#); including - how to use the tool, PowerPoint presentations, training videos, and the license agreement.

Employees need to:

- sign the licence agreement (before training commences)
- email it to Denise Edwards (who keeps a record of license holders)
- receive an observer's handbook (order via the Service Engagement and Innovation team by calling 3253 4212 or emailing d.edwards3@bluecare.org.au.)

More information on Sit & See can be found [here](#). If you would like to arrange training in your cluster, or a trainer refresher, please contact Denise Edwards on the details listed above.

Saba update – new account creation reminder

Saba accounts are **automatically** created for all new employees once they receive an employee number (available the following day). There is no need to contact the IT Service Desk (unless resetting a password). All employees with admin access are able to search and find a username within the system, and all new accounts come with the generic password "welcome".

To search for a username go to Saba > Admin > Learning Admin > Manage Resources.

Saba has recently been updated to include an email notification to new employees and their Manager advising of

new account information including the username and password. account. **Contact:** [Julie Chapman-Smith](#) on 3855 0483.

Data Governance

Latest update now available. For any changes to Clusters, Sites, Services, Centres, Departments, Funding Sources and Organisation Units, please log a Change Request through [MyServiceDesk](#) to ensure the change is implemented across our multiple systems. The [Data Governance Change Request Process](#) is on the Blue Care Intranet. If you are experiencing problems raising a ticket through MyServiceDesk, please contact [Jacqui Beres](#)

Policy update

The UCQ Governance and Policy team is consolidating policies and procedures in accordance with the UCQ structure and [UCQ Policy Framework](#). This is a gradual process occurring in stages as our systems and processes are updated. During this time, overarching UCQ policies and relevant service stream policies or procedures on local intranets still apply. Become familiar with UCQ policy by visiting the UCQ Policies [page](#). Keep up to date with all policy and legislation updates [here](#). Connect with the nominated policy Contact Officer for more information on a particular policy. If you are unsure about what documents apply to you, speak to your line manager initially, or contact the Policy Team at policy@ucareqld.com.au

Resources

Latest library update [here](#). Librarian Francina Tipman can assist with literature searches, accessing journal articles and organising loans and interlibrary loans. **Contact:** Francina Tipman at library@bluecare.org.au

5 June – World Environment Day

See information above.

8-15 July - NAIDOC Week

Get involved! Order your merchandise and local area marketing kit [here](#).

Lifeline events:

[Learn more here](#)

2-3 June	Lifeline Gympie \$2 Clothing Sale
23 June – 1 July	Lifeline Brisbane Bookfest
23-24 June	Lifeline Gold Coast \$2 Clothing Sale
23-24 June	Lifeline Cairns Clothing Sale
5-8 July	Lifeline Bookfest Mackay