



Wednesday, 20 June, 2018

Hi everyone,

I find it's always around this time in June when you can feel the momentum in an organisation as everyone reflects on the first six months of the year, understandably wonders where the last six months went, and looks forward to what they want to achieve out to December.

It would be terrific if everyone could start reflecting on the first six months of this year, and submit any features or stories to your leaders for inclusion in UNITED that profile work, projects or experiences over the past six months that uniquely demonstrate our mission, values and strategic priorities in action.

In early July I'll be writing in UNITED about my observations across the organisation in my first full six months as CEO, and provide you with an update on our how 2030 strategy work is going to lay the foundation for sustainable growth and continued achievement of our mission over the long term.

As we move to end of the 2018 financial year, I'd like to thank everyone for all of the hard work that has gone into achieving our FY18 goals, and for the planning everyone is doing to make FY19 a year of focussed achievement.

Meeting Kent Sharp – perhaps the most passionate Broncos supporter ever

Last week I had the honour of visiting a number of our disability services facilities across South East Queensland. I was especially looking forward to meeting one of our clients, Kent Sharp, (*pictured below in a yellow shirt, with his mates*) who I had on good authority was one of Queensland's most ardent Broncos supporters. Kent didn't disappoint, he is Broncos obsessed, and the passion with which he talks about the team is truly infectious.

Kent's dream has always been to become part of the Broncos team in some way.

Damien Cameron, Kent's amazing lead practitioner in our disability services team, worked to make this dream come true. Kent



is now in his third season of running water for the Broncos home training sessions and has been universally embraced by the team. Kent's competence in this role only keeps growing and there are hopes this will lead to paid employment in the not too distant future.

Kent was also recently pictured (*see image below*) sharing a laugh and horsing around with Broncos forward Sam Thaiday. When talking about how Kent had become a member of the Broncos family so quickly, Sam said "He's always got a smile on his face, especially around the last team run. Kent's an important part of our routine and preparation. He always wants to fight me though!"

Seeing how Kent's health and wellbeing has improved over time due to Damien and the team's work with Kent is truly inspirational. Thank you to everyone in our disability services teams for all the work you do to help legends like Kent live life in all its fullness.



I hope you all enjoy reading this week's edition of UNITED.

Craig

Our Strategic Development team continues to develop further insights using an 'outwards and upwards' view of our business matched with insights of the broader UnitingCare Queensland team.

Hopefully by now you will have read about the 2030 strategy program which was recently launched and communicated by our CEO Craig Barke.

The 2030 strategy program is the sole focus of the Strategic Development team's work as we work to co-design our long-term vision and strategy with representatives from all areas of UnitingCare Queensland. Please keep an eye out for more updates from Craig Barke and the 2030 program team.

The Wesley Hospital has become the first Brisbane private hospital to repair a leaking mitral valve. It uses an innovative MitraClip system, which is a type of keyhole surgery for patients who can't have open heart surgery.

The minimally invasive procedure was performed by the Structural Heart Team, comprising of Dr Sam Hayman, Associate Professor Gregory Scalia, Dr Anthony Camuglia and Dr Terri Hall.

The new procedure complements The Wesley Hospital's minimally invasive structural heart disease program, which includes:

- transcatheter mitral valve repair (MitraClip, MAVERIC annuloplasty) for mitral valve disease;
- transcatheter aortic valve replacement/implantation (TAVR/TAVI) for aortic valve disease; and
- atrial septal defect, ventricular septal defect and paravalvular leak closure.

The hospital's comprehensive cardiac care includes an open cardiac surgical program, complemented by interventional cardiology. This is supported by a clinical outreach network across Queensland.

The hospital also has a well established coronary interventional program that includes complex and high-risk angioplasty, along with a cardiac research program.

When we started our Digital and Technology (D&T) transformation journey at the beginning of the year, I explained that we were working to improve the support we provide you. It was clear that the needs of our organisation were changing and our highly fragmented and overly complex IT environment simply could not meet your needs.

While this has been a challenging process, and sometimes frustrating for each of you, we have made some changes and had some wins along the way.



From the feedback you have been providing our teams, it is clear that one way we can help you is around improving the new starter access process. From an IT perspective, our teams have been busy working on an end-to-end, automated process for the common tasks involved in IT onboarding. This is a complex task and involves many teams across UCQ to do it right.

While we continue to develop and test this approach, we have released a single page form in the **Service Catalogue** of MyServiceDesk so you can apply for an email ID and access to drives and applications for your new starter. You will also receive email updates as each part of the account is finalised and when the process has been completed.

We will continue working closely with the teams across the organisation to ensure we can deliver ongoing enhancements and improvements for this process. As always, if you have any concerns or questions, please reach out to our team at D&TTransform2@ucareqld.com.au

You can read the step-by-step new starter access process [here](#)

Nina Du Thaler
Group Executive, Digital and Technology

Earlier this year, a Resource Management Team (RMT) model was implemented for Blue Care's community services. This model consists of centralised teams who manage the scheduling, timekeeping and rostering of Blue Care's community nurses and carers. These RMT services are critical to getting our employees to their clients in a timely, efficient and coordinated way.

In May, our RMTs faced significant unexpected issues with some of their IT systems; primarily with their rostering software called 'Procura'. These issues interrupted services, limiting the RMT's ability to complete their necessary day-to-day tasks.



This had a flow-on effect to all our Blue Care community employees at the point of care delivery.

A cross functional Issues Management Team (IMT) was quickly established to manage and resolve these issues, with representation from Blue Care, Digital and Technology, Risk & Assurance, People & Culture, Corporate Affairs and other support functions.

To provide the IMT with on-the-ground feedback, one RMT located in the Northern Integrated Hub of South Coast Ipswich Cluster was renamed 'The Dream Team Canaries' and tasked with providing Blue Care's management team and IMT with real-time feedback on how fixes being implemented were translating at the front line.

During the peak of the issue, the canaries were visited by Group Executive, Integrated Services SEQ Cathy Thomas, and Blue Care General Manager South Coast Ipswich Linda Taylor. On-site, Cathy and Linda were able to experience first-hand the impact that the IT issues were having on the RMT and service as a whole.

With resilience and perseverance, our RMTs and Dream Team Canaries maintained a strong customer-centric approach to work through the issues with pure grit and determination.

While some work remains to be done, the collaborative and practical approach taken by our teams to resolve the issues has been a terrific example of the benefit of working as 'One UCQ'.

PICTURED ABOVE: RMT Team Leader, Nicky Stark & RMT Manager, Mel Tesoriero

Northern Integrated Hub of South Coast Ipswich Cluster

CEO Craig Barke recently received exceptional feedback from a resident's family about Kym Jones, an enrolled nurse who previously worked at our Bethania Haven Aged Care Facility, Bethania.

Extract from the email:

"Kym has previously looked after my mother at Bethania Haven, and she is an amazingly capable and full-of-heart person. Mum had all the time for Kym. She has a high standard of profession and a person who I wish every one of Blue Care residents could receive [sic]. She makes Blue Care real care. It is a regret that she can't be everywhere for everyone."



"Having said that, last Friday mum and I went shopping at Beenleigh shopping centre. Mum slipped out of my sight for a short while, which led to a bit of a panicked search. What grace it was to find her in Kym's good company, safe and sound, as is so typical of Kym. Kym was shopping there at the same time with her mother. Her care for her mother speaks volumes she gives similarly to her work. Her mother said she treasures Kym. She and Blue Care are truly blessed to have her."

Kym humbly acknowledged the compliment, "I endeavour to treat every resident with the same respect and kindness as I would my own mother or father. They are the centre of all I do. Listen when they speak, offer comfort when they need it, be honest and let them know they are safe in our care."

Thank you, Kym!

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