

20 April 2018

20 April 2018

## Important announcement - ESS/MSS upgrade

Due to a recent upgrade, Blue Care's payroll system Aurion will be unavailable for several days next week to Employee Self Service (ESS) and Manager Self Service (MSS) users.

Important dates:

- From 5 pm, Tuesday, 24 April – 9 am Friday, 27 April, ESS will be offline. Payslips for the pay period ending Monday, 23 April will not be available for viewing during this time.
- Tuesday, 24 April – pays will be processed a day early due to ANZAC Day on 25 April
- From Friday, 27 April – users will experience new and improved dashboards and a significantly improved user experience and navigation tools.

The tasks you perform won't change but the way you view payslips, predict change, check leave balances, and apply for leave will be easier. MSS users will also experience new dashboards to manage leave applications.

Contact: please email [aurion11project@bluecare.org.au](mailto:aurion11project@bluecare.org.au)

## Get more out of MyServiceDesk

We understand there have been some concerns and queries raised across the business following the recent MyServiceDesk upgrade. We appreciate your patience as we work through these changes. You can get more out of MyServiceDesk by updating your contact details. [View this video](#) or [click here](#) to find out more.

## Have you seen our Aboriginal and Torres Strait Islander Cultural Calendar?

Reconciliation is a key priority at UnitingCare Queensland. Over the next few months there are a number of important dates that we will recognize as part of our commitment to reconciliation. These include:

- National Sorry Day (26 May)
- National Reconciliation Week (27 May – 3 June)
- Mabo Day (3 June)

- NAIDOC Week 8-15 July – *we encourage local community involvement – local area marketing kits will be available soon*

To see our Cultural Calendar [click here](#). We encourage you to print and display in your office or service. To read our latest Reconciliation Action Plan (2017-2020) [click here](#). Contact: [reconciliation@ucareqld.com.au](mailto:reconciliation@ucareqld.com.au)

## Have you read our latest UNITED e-newsletter?

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. Read our most recent edition [here](#). [Click here](#) to learn how to submit a story. To share your feedback on how we can improve UNITED [click here](#).

## Blue Tech 2 Update

It's an exciting time for the North Coast Resource Management Team (RMT). As of Monday 9 April 2018 the North Coast RMT officially launched and was celebrated with a team BBQ.

The North Coast cluster has two locations for its RMT, one operating at Cooroy and one soon to be announced. Amanda Francis, the North Coast RMT Manager shares her thoughts on how things are progressing so far:

**Best thing so far about the RMT?** The best thing so far for the Cooroy site is seeing staff from different sites supporting each other and sharing resources and knowledge

**Biggest challenge/s encountered so far?** Ensuring the RMT is adequately resourced to carry out functions for the centres they support

**Next steps for the North Coast RMT?** Set up of the new office (once location has been decided upon). Further refine process across the Cluster and increase RMT staff knowledge

Contact: Sylvia Ritchie at [S.Ritchie2@bluecare.org.au](mailto:S.Ritchie2@bluecare.org.au).

Supporting people transitioning to the NDIS

People with disability living in Brisbane, Gold Coast, Logan, Cairns and Fraser Coast are able to participate in the National Disability Insurance Scheme (NDIS) from July. UnitingCare Queensland has been working hard to support employees, individuals and families prepare for the change through a series of workshops. The workshops debunk myths about the NDIS, explain disability jargon and talk through the transition from old funding to new. Lessons learnt from Queensland regions where the NDIS has already rolled out are also being shared. To support clients in your area:

- [Link people to NDIS contacts in your team](#)
- [Learn as much as you can](#)
- [Sign up for NDIS updates and alerts](#)

Read the latest [edition](#) of the Disability Services Project newsletter. 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](mailto:Disability.ServicesProject@bluecare.org.au)

#### Are you following the UCQ Control of Documents Procedure?

The UCQ Control of Documents Procedure (PGOV009-001) describes the process for controlling documents that relate to the quality management system. Various documents need to be controlled including policies, procedures, forms, templates and checklists.

#### *What do you need to do?*

Read this [one page overview](#)

Share this [PowerPoint](#) with your teams

Use this document to [audit your service's key documents](#)

#### *Questions or need help setting up your registers?*

Contact your policy team liaison partner – a list of partners available [here](#) or the Governance and Policy team at [policy@ucareqld.com.au](mailto:policy@ucareqld.com.au)

#### Enterprise Agreement update

There is an update regarding the Blue Care and Wesley Mission Enterprise Agreements. To view, please [click here](#). For any questions please contact your Manager.

#### Data Governance

Latest [update](#) now available. Due to changes within Digital and Technology the normal process for updates through MyServiceDesk are under review. For any changes to Clusters, Sites, Services, Centres, Departments, Funding Sources and Organisation Units, please log a Change Request with Jacqui Beres directly. The Data Governance Change Request Process is on the Blue Care Intranet.

#### 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](mailto: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](mailto:library@bluecare.org.au)

#### 22 – 29 April - Foster and Kinship Carer Week

Next week we recognise and thank our 480 carers who provide children and young people with a safe, loving and stable home. A number of events will be held by our UCQ services across Queensland to acknowledge the difference they make in young lives. Carers will also receive a thank you card from our CEO, Craig Barke and Group Executive Child and Family, Brent McCracken.

#### 25 April – ANZAC Day

Is your service recognising ANZAC Day? We would love to share your stories and images on the UCQ intranet; please email [editor@bluecare.org.au](mailto:editor@bluecare.org.au)

#### Save the date - Lifeline fundraising events

[Learn more.](#)

10-12 May – Maryborough Bookfest

19-20 May – Geebung Warehouse \$2 Clothing Sale

25-27 May – Rockhampton Bookfest