

Friday, 10 August, 2018

Friday, 10 August, 2018

News

Happy Anniversary, Blue Care!

Friday, 24 August, 2018 Blue Care celebrates its 65th anniversary, and becomes a senior itself – what a milestone!

Blue Care could not have made it this far without the dedication and hard work of our employees and volunteers – your commitment to our residents and clients is what makes the organisation what it is. Thank you for everything you do.

We invite you to hold a celebration, and what better way to celebrate than with a cup of tea - for our **6-TEA-5th**?

A morning tea, afternoon tea, or even a high tea – get people around for a cup of tea, maybe some cake and a chat; it can be whatever works best for your team or service. Invite residents and clients if you wish... it's your celebration.

More information will be available in the coming days - keep an eye out on the intranet!

September is Dementia Awareness Month

This September there will be a number of interesting events happening to celebrate Dementia Awareness Month.

*10 September: 192 Ann Street, Brisbane. 10.00-11.00
Training Room T5.03 192*

This event will showcase the fantastic work that Wirunya aged care facility have been doing on their journey to implement Montessori Environments and their ACSA award for innovation.

*11 September: 192 Ann Street, Brisbane. 10.00-11.00
Training Room T5.03*

Speaker, Eileen Taylor lives with dementia and her support Dubhglas Taylor will talk about Dementia from the perspective of a supporter.

*20 September: 166 Sibley Road, Wynnum,
08.00-13.00 Wynnum Training Room Inclusion is a right;
Together we achieve more.*

This is an event organised by a local group of people who live with dementia, and their supporters. It will be an informative session with topics such as: how to become a dementia friend, a current virtual reality project, a dementia-safe working

program and Dementia Café's. Nerida Pankhurst will be sharing work achieved at Coopers Plains. Morning tea and a light lunch provided. The event will be organised through [Eventbrite](#) and will be able to be [accessed via Zoom](#) if you are unable to attend in person.

We will also be re- launching an updated version of Blue Cares *Tailor Made* Memory Support Services Program and launching Blue Care's new e- learning resource on responsive behaviours.

Friendly reminder – outstanding phones to be returned to D&T

There are currently 176 outstanding phones across all Blue Care teams that need to be returned to the Digital and Technology (D&T) team.

Please return these phones so D&T can recommission them and send the phones to other team members.

All phones are due back by **15 August** to ensure we keep an adequate supply in circulation.

For more information please contact
D&TTransform2@ucareqld.com.au

Queensland Road Safety Week 27-31 August 2018

Join the drive to save lives. Speak up for road safety and remind your teams of how they can stay safe on our roads.

Road Safety Week information sheets and printable resources [here](#).

Contact: Manager Fleet and Business Support, Mark Stephens
mark.stephens@ucareqld.com.au

Provider feedback reflected in new pricing for disability services

The National Disability Insurance Agency has released updated pricing that providers can charge disability services. The NDIS 2018/2019 Price Guide takes into account recommendations from a recent independent pricing review which recognised the cost to providers of NDIS transition and delivering services. Read more [here](#).

Revised Child Safe, Child Friendly 2018 Framework now live

Our revised Child Safe, Child Friendly Framework launched in July, 2018. It incorporates best practice in the emerging field of child protection and prevention of abuse in organisational settings and includes expanded guidance about risk exposure assessment, clarifies responsibilities under the Framework,

and strengthens training and supervision requirements for employees and volunteers in child-related roles.

Resources to support Framework implementation are available at [Child Safety on the UCQ intranet](#).

For concerns about any risk to children, or the safety of a child at current services please contact UnitingCare Queensland's Child Safe Contact Officer on 1800 297 745 or childsaf@ucareqld.com.au, the Queensland Police Service or the Department of Child Safety, Youth and Women.

Keep Our Kids Connected campaign launched

Child and Family Services has launched a new campaign to recruit Indigenous carers to 'care for their mob.' Keep Our Kids Connected guides potential foster and kinship carers through the journey of becoming a carer; at its heart keeping Indigenous children connected to the support and strength of their community and culture.

For more information, visit the [webpage](#), or [click here](#) for the intranet story.

Have you read our latest UNITED e-newsletter?

A few of the stories featured:

- Message from CEO Craig Barke
- Rural Health Connect eases travel stress
- Lifeline Text4Good
- Enhancing care at the end of life
- Traineeships open up pathways to work
- Fleet vehicle support now in one central location

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. UNITED prints easily in a newsletter format so it can be shared with non-IT connected employees. 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. For more information, or to subscribe, email: communications@ucareqld.com.au

Organisational update

Host a trainee?

Our next round of traineeships opens this month so if you would like to host a trainee in your team, head to the [Reconciliation](#) page on the UCQ intranet from mid-August and complete an Expression of Interest form or contact Kim Ezzy on 3253 4514.

Recruitment to attract local talent gets underway in September, so if you know anyone who would be interested in a fulltime or school-based traineeship, get them to keep a

lookout for our advertising or reach out to Karla Hume on 0448 092 680.

These traineeships are part of UCQ's proud commitment to reconciliation.

More information about our third Reconciliation Action Plan [here](#).

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

In this edition:

- A mother and son share their insights, two years into their NDIS journey
- Jodie Gorrel and Ann-Maree Pantoja to play a guiding role in future disability service design
- Updates on NDIS awareness and Procura training
- Improvements to the Customer Billing and Exception Report explained

If you have a great story to share about our disability services, [click here](#) to access a story submission form.

For more information contact:

Disability.ServicesProject@bluecare.org.au

Tagging our IT assets

To provide you with better support and help you manage the lifecycle of the IT devices and assets vital to your work, we recently started tagging our IT equipment so we can understand how many IT assets we have across our 460 locations in Queensland and the Northern Territory. We began by tagging obvious items such as laptops but now we want to expand our knowledge of additional IT equipment across the organisation. [Read more here](#).

If you have any concerns, please email us at

Saba Update and Newsletter

The [latest newsletter](#) includes updates and changes to the Centralised Reports, changes to the Fire Drill course and an update to the Maybo Lone Worker course as well as answers to some frequently asked questions.

Contact: [Julie Chapman-Smith](#) on 3855 0483 or 0417 720 716.

Community Management System (CMS) Newsletter

The [CMS Newsletter](#) for July 2018 is now available on the CMS Intranet Site. Service Managers / Team Leaders are asked to pass this important information onto to all CMS users in their service.

This edition of the CMS Newsletter contains the following topics:

- Functionality to Support Recording of Restrictive Practices
- Contacting the CMS Team: New Functionality
- MDS and Data Exports: Timely Notification
- Geocoding Address: Do not Update Address on Client Record
- When all Communication is to be with Nominated Contact

- Tip of the Month – Adding Contacts Correctly

Any queries or comments related to items in this newsletter should be sent to [this email address](#). Until further notice you can also use this email address for Service Requests to the CMS Team.

Phone: Service Desk on 1300 136 757 if the matter is urgent

Data Governance

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](#)

Work Processes

MyServiceDesk Progress Update

Thank you for your continued feedback on our MyServiceDesk processes and services and how we can help you to get the most out of our MyServiceDesk capability. [Click here](#) for some updates around key concerns you have been raising and how we have responded to improve your experience.

Request new user access with one simple form

A single page form in the Service Catalogue has been released so you can apply for an email ID and access to drives and applications for your new employees. [Read more here](#).

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

14 August – Blue Care Live Well, Morayfield Health Hub open

19 August – Blue Care Sunday

Find resources [here](#).

24 August - Blue Care Birthday, celebrating 65 years!

More information to come.

31 August – Wear it Purple Day

September – Dementia Awareness Month

What's On

18 – 26 August – Queensland Seniors Week

More information to come.