Connect

Fortnightly organisational update

UnitingCare

Proudly representing
Blue Care | Lifeline | ARRCS | The Wesley Hospital | Buderim Private Hospital
St Stephen's Hospital | St Andrew's War Memorial Hospital

Friday, 5 October 2018

News

Host a fulltime or school-based trainee

In 2019 we will be hosting another round of trainees and are looking for expressions of interest from services to become hosts. Our traineeships offer a vast variety of fields including Certificate III level qualifications in Business Administration, Community Services, Customer Service, Health Services, Food Services and Individual Support (Aged Care, Disabilities and Home and Community Care).

Applications to host a trainee close on Monday, 8 October, so please ensure you have submitted your formal request by this date. Click here for more information. Contact: kim.ezzy@ucareqld.com.au

Procurement Hub brings bulk buying power concept to UCQ

Senior procurement teams from across eight major UnitingCare Network (UCN) organisations have been working collaboratively to reach significant savings. Last week we went a step closer with contracts between participating organisations, and our preferred supplier Accenture, having now been executed. For further information on the Procurement Hub project, contact procurement@ucareqld.com.au

Success story: How the Customer Relations Team (CRT) and HCP Finance helped us manage phenomenal growth in Home Care Packages

As part of the Community Business Optimisation Programme (CBOP), the Customer Relations Team (CRT) and HCP Finance Team were created in 2017 to streamline processes across enquiry, intake, finance and discharge. Reallocating these administrative tasks freed up Home Care Package Partners to focus on helping clients to achieve their goals. The introduction of these teams improved the experience for our customers and also resulted in significant time and cost savings to Blue Care. Over this period, we also saw significant growth in the number of Home Care Package customers. These teams were able to work with our HCP Partners and the many people who support our HCP customers to successfully manage this growth.

Upcoming training for the new myHCP Dashboard

Over coming weeks, Home Care Package (HCP) Partners and their managers will receive training on the new *myHCP Dashboard;* a 'one-stop shop' that provides automated reporting about HCP portfolios including monthly package movement, revenue trends, key performance metrics and data quality checks.

One of the challenges for managing HCP business is to understand what is happening at a portfolio level. This dashboard will aid better understanding of the HCP portfolio and new visibility of this data can be used to inform business decisions. Invitations have been sent to Leaders and HCP Teams and training will take place over the next month.

If you have any questions about the *myHCP Dashboard* or the training, please contact your manager or the Community Business Optimisation Programme (CBOP) on CBOProgramme@bluecare.org.au.

NDIS News

Leap in! to NDIS

Have you see our two new NDIS Planning Apps, to help people with disability create the life they want to live? Available for iPads and tablets, the Blue Care and UnitingCare apps can be downloaded from the Apple App Store and Google Play.

Read more here

NDIS enhancements in Procura

From this week, training will be held across Blue Care to ensure Procura users understand new enhancements, including:

- Intake/transitioning existing client to NDIS
- Recording of NDIS Service Agreements/Service Bookings
- End dates to Episodes/Service Plans
- NDIS Service Types
- Cancellations

For more information:
Disability.ServicesProject@bluecare.org.au

NDIS participant booklets

New booklets have been produced by the NDIS to support current and future participants, their families and carers.

- Booklet 1 – Understanding the NDIS

- Booklet 2 – Planning
- Booklet 3 – Using your NDIS Plan

Braille and versions in languages other than English are also available.

https://www.ndis.gov.au/people-disability/fact-sheets-and-publications.html#participant

Updates to Procura

The release of Procura 8.2 in late September will allow more functionality for the NDIS. This will help improve our billing and business processes which will save services time by reducing errors and subsequent investigations and rework.

Upgrades include how we:

- Transition or add a new NDIS customer into Procura
- Record NDIS Service Agreements in Procura, using the Service Plan functionality to record information

Are you up to date with the latest disability services news?

Subscribe to the September disability services newsletter and you will have the latest fact sheets, NDIS news and contacts delivered directly to your inbox.

Click here for the latest disability services news.

Revised Child Safe, Child Friendly 2018 Framework – July 2018

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 childsafe@ucareqld.com.au, the Queensland Police Service or the Department of Child Safety, Youth and Women.

Have you read our latest UNITED e-newsletter?

A few of the stories featured:

- UnitingCare's new customer-savvy site
- United against Dementia
- Birthday surprise hits the right note at Buderim Private Hospital
- Lifeline systems now online thanks to D&T
- Sue wins Village Manager of the Year!
- Homelessness Hub serves up more than a meal

 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

Community Management System (CMS) Newsletter

The CMS Newsletter for September 2018 is now available on the CMS Intranet Site.   Service Managers 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:

- Environment Options not retained
- Outage for Addition of Version 8.2 NDIS Enhancements
- Issues Noted since Version 8.2 Upgrade
- Contacting the CMS Team
- Care Documentation: Revised and New Assessments
- Updated CMS KIPs: NDIS
- Update to Information Sheet: *Cancelled Visit / Client Not Home* Processes
- Additional *Formal Contact* Type: Nurse Practitioner
- Red Car (Travel / Mileage Report)
- Tip of the Month: How to easily view visits with expenses

Any queries or comments related to items in this newsletter should be sent to this email address. Any queries re CMS matter should be logged via MyServiceDesk following the process outlined in this Information Sheet

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.

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

What's On

October is National Safe Work Month – Cick here for more details

8-14 October – Queensland Mental Health Week

10 October – 10/10 World Mental Health Day

15 – 21 October – National Carers Week