

Friday, 19 October 2018

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## News

### Colour me in to win - Universal Children's Day competition for all children!

November 20 is a day *for* children, *by* children, all over the world to help save children's lives, fight for their rights and help them fulfill their potential.

In our commitment to being a child safe, child friendly organisation, we continue to not only strive to keep children safe from harm, but also provide welcoming and nurturing environments for all children.

So, to celebrate Universal Children's Day, we are hosting a colouring in competition!

Grab some coloured pens and pencils and set up a small station for kids. Include print outs of the colouring in page, and let children know they can colour the pages in and enter!

Look for the colouring in page in your workplace or [download it here](#).

Visit the [Universal Children's Day 2018 page](#) for details on who can enter, competition dates and prizes!

### UnitingCare joins the War on Waste! Enter to win!

As part of UnitingCare's sustainability commitment we have set a recycling target of 30% by 2020.

To help us reach that target, we encourage you and your teams to [plan a recycling activity at your workplace for National Recycling Week \(12 – 18 November\)](#).

It can be as big or small as you want... and there are prizes up for grabs for three lucky teams! Cleanaway, UnitingCare's waste management provider, is sponsoring \$50 morning teas for the best initiatives. Fun and creativity is encouraged!

[Click here](#) for info on how to enter, and event ideas. Contact [simone.elias@uccommunity.org.au](mailto:simone.elias@uccommunity.org.au) for more information.

### UnitingCare Brand FAQ's

#### *Should I use 'UnitingCare' or 'UnitingCare Queensland' when writing for business purposes?*

'UnitingCare Queensland' as our business name is the official legal name of the organisation. 'UnitingCare' is our brand

name, the name we want our customers, clients, partners, employees and other stakeholders to know us by.

You can use either 'UnitingCare' or 'UnitingCare Queensland' when writing communication materials. However 'UnitingCare' is preferred because it is simpler and consistent with our brand identity.

#### As a guide:

- Use 'UnitingCare Queensland' in more formal communication such as legal contracts and registrations, banking/financial documents, property leases, invoices and employment agreements and the like.
- We also refer to 'UnitingCare Queensland' in documents that are produced to meet legal or regulatory obligations such as the Annual Report, Annual Statement of Missional Intent, submissions to inquiries and the like. In these instances, we refer to 'UnitingCare Queensland (UnitingCare)' in the first instance, then to 'UnitingCare' after that.
- Use 'UnitingCare' in marketing, advertising, internal communications, websites, signage and less formal correspondence where we're not required to reference our legal name.
- UnitingCare is written as one word, with a capital 'U' and capital 'C'
- Discontinue the abbreviation 'UCQ'. In more formal communication (and when required), UnitingCare Queensland should be written in full.
- **Avoid shortening UnitingCare to 'UC'**. UnitingCare should be written in full.

If you have any questions, please email [marketing@ucareqld.com.au](mailto:marketing@ucareqld.com.au)

You can also find more information like this in our [FAQ's](#)

### 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](mailto: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.

### 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.

### Revised Child Safe, Child Friendly 2018 Framework

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 [childsafes@ucareqld.com.au](mailto:childsafes@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](#):

- Arms of care embrace regional and remote communities

- Reconciliation AllStars win the first Reconciliation 'Rugby League' Cup
- Lifeline Retail gets mobile in a new van
- Flamingo Fundraiser helps Buderim Private Hospital PINKUp for PINKTOBER®
- Family Fun Day at Brassall Aged Care Facility
- Hello, Spring at Mt Louisa Residential Aged Care
- Colour me in to win! Universal Children's Day competition for all children!

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](mailto:communications@ucareqld.com.au)

## Organisational update

### New Learning and Development Intranet Pages

Learning and development have recently launched our new Intranet pages which provide you with information on who we are and what we do.

To find these pages go to the UC Intranet > Work Areas > People and Culture > Learning and development, or simply [follow this link](#).

For any learning requests or queries please contact [Learning@ucareqld.com.au](mailto:Learning@ucareqld.com.au)

### New Bring Your Own Device and Information Classification Policy in place to protect our data.

As an organisation, Uniting Care is committed to improving our cyber maturity and capability to keep our data safe.

Last month, two new policies around Information Classification and Bring Your Own Device (BYOD) were approved. Both of these policies have now been published on the policy portal that you can find them on the intranet, via the links below.

As good custodians of our data it is important you read, understand and act on these policies. Please take some time to fully understand your new responsibilities to ensure we can work together to keep our information and systems safe.

You can find the new policies below:

#### 1. [Information Classification Policy](#)

Articulates the principles around how to classify and secure Uniting Care information, particularly highly confidential and confidential information.

#### 1. [BYOD Policy](#)

Highlights the principles which must be met by staff while using personal devices to conduct work related activities on the Uniting Care network. Over the next few weeks, BYOD Wi-Fi users will receive a notification pop up asking them to accept the updated terms and conditions.

The Digital and Technology team will continue to work with your teams to support changes to templates and forms as appropriate.

We have a shared responsibility in keeping our data and customers safe, so if you have any questions, please reach out to your manager.

#### 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 [CBOPprogramme@bluecare.org.au](mailto:CBOPprogramme@bluecare.org.au).

#### 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.

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](#)

#### 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](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)

## What's On

October is [National Safe Work Month](#) – see here for more details

October is [Indigenous Workforce Month](#)

15 – 21 October – National Carers Week