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

Monday, 5 November, 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**!

Nominations Open to Recognise Meaningful Support

Everyone in disability services plays a role in creating opportunities alongside the people we support to build full and meaningful lives. The UnitingCare and Blue Care Disability Service Awards Celebration acknowledge and highlight the value of the work and outstanding performance of individuals and teams who are working to make a difference now in the lives of people with disabilities.

Registrations and Nominations close 12 November 2018.

For nomination forms or more information contact Penny Hamilton on disabilityengagement@uccommunity.org.au or call 0457 896 062

Click here to register for tickets. Note that priority will be given to nominees.

For the nomination categories and more information, please click here.

UnitingCare joins the War on Waste! Enter to win!

Did you know UnitingCare sends 4,812 tonnes of waste to landfill each year from our largest sites? That's equivalent to 357,000 wheelie bins, or 3,500 households' worth of waste.

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 for more information.

My Life My Community

"Hearing people's stories at the symposium is a chance to see different ways of looking at our work and people's lives," Employee participant, Symposium 2017

Register now for the UnitingCare & Blue Care Disability Service Symposium 2018 to join a celebration of inclusive lives and inclusive communities.

Be inspired by stories of people with disabilities working with supporters to create lives that are full, inclusive and personally meaningful.

Guest speaker Nathan Basha is a long time ambassador for people with disabilities having real work opportunities and being encouraged to live their dreams and live life to their full potential.

"It's an inspirational reminder of what's possible in people's lives and a great opportunity to step out of being caught up in our day to day to reflect on our role in support of people," Fiona, Lead Practitioner, Symposium 2017.

Places are limited. Follow this link to express your interest in attending.

UnitingCare Brand FAQ's

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

To see the answer, click here.

If you have any questions, please email marketing@ucareqld.com.au

You can also find more information like this in our FAQ's

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

Please subscribe to the Disability Services Newsletter so you have the latest NDIS and disability news straight to your inbox.

 In the latest newsletter:

- From Bundaberg - Brian's life-changing year
- Support for families in the Far South West
- Consultation opportunity for Queensland disability reform

Subscribe by clicking the link inside.

http://unitingcareqds.schoolzineplus.com/newsletter/48618

Have you read our latest UNITED e-newsletter?

A few of the stories featured:

- Ernie loves village life
- Understanding spiritual care
- Honouring place and country
- Blue Care Nowlanvil residents are crafty winners
- Lifeline ready for storm season
- Meet Barb Powers, UnitingCare Child Safe Principal Practitioner
- Hello, Spring @ The Wesley Hospital

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

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

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 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

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: Click here to view the policy

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

1. BYOD Policy : Click here to view the 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.

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

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.

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

9 November - Official re-opening Mackay Homefield Residential Aged Care and Wellness Centre

11 November - Rememberance Day

12-18 November - National Recycling Week

14 November - World Diabetes Day

24 November - Official re-opening Terrace Garden Residential Aged Care

25 November - International Day for the Elimination of Volence against Women

5 December - International Volunteers Day