

Hello to all the team and welcome to the June 2010 Newsletter.



NEW UNIFORMS



All Simply Helping staff must wear the Simply Helping uniform when undertaking work assignments. Simply Helping is changing to a new style of uniform. We're hoping this will more adequately reflect the professional work we do and the professionalism with which we do it.

The shirts are in a comfortable stretch, easily washable material. Our Logo is embroidered onto the left breast of the shirt. The shirts will be available from your local office and cost **\$41.00** each. Contact your local office for your size requirements and orders.

POLICY of the MONTH REMINDER

This month's policy reminder is all about the Staff Information Handbook. This is basically a "how to" manual, and explains in greater detail everything you need to know about Simply Helping, and how to go about your work in a professional manner.



If you haven't already read the Handbook, it is strongly recommended that you do as soon as possible. As lawyers are forever telling us "Ignorance is no defence", so you really need to read and pay attention to the contents of the Handbook.



IDENTIFICATION BADGES

We have noticed that due to an administration error, some team members have not been issued with an I. D. Badge. These are an absolute necessity.

If you don't have a current Badge, please contact your local Simply Helping office. You need to supply two passport-sized photographs (one for the Badge and one for office records) and your new I. D. will be sent to you as soon as possible.

Please ensure that you wear this new I. D. Badge whenever you service a client.

WORK AVAILABILITY

Simply Helping's office staff are fully aware that many of our team members work in similar positions for other organisations and appreciate that it is often easy to become a bit puzzled with assignments passed onto them by those organisations and Simply Helping.



Having and maintaining a **good** diary is very important. It may even be newer than the one shown here.

This will assist all team members in:
making a quick response as to whether you can undertake an assignment;
recording the assignment's details and information; and
the **precise** completion of the Timesheet.

TIMESHEETS



Well we're sorry to have to bring this up yet again, but there's a continuing problem with some team members completing their Timesheets incorrectly.

NOTE: It is a legal requirement that correctly completed Timesheets are readily available to a variety of federal and state government bodies, and private organisations.

Each Timesheet has basic information requirements, and these are not always filled in with regard to "Pay Period Ending". This is often not completed at all or shows an incorrect date.

We have a small computer file available to all staff by e-mail (also in printed form for mailing) that gives details of when Timesheets should be:

- Completed;
- The Pay Period Ending date;
- The final date we need the Timesheet at the office;

The date we process pays; and
The date pays will be credited to bank accounts.

There is also a problem in determining what is written on some Timesheets.

Whilst there are those carers that write clearly and precisely, there are others that write in a language that's almost foreign: impossible to read and oftentimes a telephone call is needed to help interpret. This is both time consuming to office staff and the carer alike, in addition to the added expense.

If the very simple measures outlined above are not implemented by offenders **ASAP**, Timesheets will **NOT** be processed. The Timesheet will be returned and payment will be deferred until the problem is rectified by the employee.

TIMELY PROBLEMS

It is **MOST IMPORTANT** that when an assignment is given to a carer, he or she contact the client as soon as possible **within** 24 hours. If the carer is unable to make contact within that time frame, he or she **MUST** immediately ring their local Simply Helping office and advise of the problem. There will be no exceptions allowed.

It is also stressed that Simply Helping is here to meet, if not exceed, the client's needs and requirements according to the assignment given. Should a carer find these needs unachievable, he or she **MUST** contact their local Simply Helping office.

Following the acceptance of an assignment by a carer, the local office staff must be advised (**within** 48 hours of acceptance) of the **ACTUAL** times and dates that the assignment is arranged for, unless those times and dates have been otherwise been pre-arranged (i. e. by a Care Manager, et cetera).



PUBLIC HOLIDAYS and WEEK-ENDS

When an assignment is given to a carer, the Start and End Dates (or other specific times and/or dates) given, may (or may not) include week-ends and/or public holidays.

Unless otherwise advised, carers **are to attend** their clients on week-ends or public holidays. If for some reason you are unable to work the shift, you must advise your local Simply Helping office as soon as possible. Other arrangements for an alternative carer will then be made.



CLIENT FEEDBACK

We receive encouraging feedback from our clients all the time, but occasionally it is not so positive.

It is so important that you contact your client within 24 hrs or earlier if advised, to arrange a time and date; to arrive **ON TIME**, as many of the clients have appointments or outings to go to; and staff not **COMPLETING** the full time that has been allocated to the assignment. REMEMBER your role is to provide assistance, thereby relieving our client's often stressful lives.

FRANCHISE NEWS



We would like to extend a warm welcome to:

Carmen, Janyce, Rachael, Amanda, Donna, Lesley, John, Leonie, Julie, Jennifer, Heather, Simone, Bev, Barbara and Hayley from **Gippsland – South & West** to our team.



Melissa, Tracey, Rhonda, Cassie-Lee and Anne from **Central Highlands & Djerriwarrh**.

"We would like to thank all those who have chosen to continue with Simply Helping under the new franchise. In particular, our gratitude is extended to Glenda whose dedication and support has been such a huge help in the transition." Stephen and Beryl.

Jade, Julie, Helen, Tania, Donna, Lisa, Leanne and Margo from **Lodden Mallee**; Arianna, Cheryl and Kristina from **Geelong**, Natasha from **Wallan**, and Marjory and Sally from **Mildura** to our team

SIMPLY HELPING – SOUTH WEST

We are happy to advise that Simply Helping South West has been sold to Rosie Whitehead. Rosie will be taking over on 1 July 2010 and the new office will be located in Horsham, the address of which will be advised later. The telephone number is 5310 5970 and facsimile number 5310 5972. Rosie will be sending out letters to all South West staff shortly.

The new e-mail address will remain the same as previous: southwestvic@simplyhelping.com

Timesheets **FOR WORK DONE UP TO 12:00AM 30 June 2010** are to be forwarded to: marjanah@aussiebroadband.com.au

Timesheets **FOR WORK DONE AFTER 12:01AM 1 JULY 2010** are to be forwarded to the new office: southwestvic@simplyhelping.com

We welcome Rosie to the Simply Helping System and wish her all the very best with her endeavours.



WAGE INCREASE

Fair Work Australia has just awarded a minimum wage increase of \$26.00 per week This affects all staff paid the Award rates and will be seen in pays done on 22 July 2010.

MODERN AWARD – SOCIAL, COMMUNITY, HOME CARE AND DISABILITY SERVICES INDUSTRY AWARD 2010

This new Award is a combination of multiple awards and as a consequence is a rather complicated and quickly put together document... in fact, it is still being finalised even though it was supposed to have commenced 1 January 2010. There are issues being addressed, particularly in relation to conditions of employment, and the Commission have to consider many requests for variations to the clauses within the Award by employers and employer industry bodies.

In a nutshell, you will no longer be paid for doing .5 of an hour of work, BUT will be paid for a full hour even though you may only work the .5 hour.