

Support for
Independent Living



NEWSLETTER WINTER 2015

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From the Chief Executive

It's been another busy few months at DUO. Our business has continued to grow and develop, and we're now offering more services than ever. As we move into our next phase of growth, we'll be relying on two-way communication with you to transform DUO into an innovative leader in our sector and our community.

To support this, we've put into place a number of initiatives to ensure you are being heard and that you see progress and results – whether it be through the Results Based Accountability survey, the Customer Feedback Forums or the Enhancing Customer Service project.

DUO has also embarked on a number of independent reviews from external sources. One such is the Australian Aged Care Quality Agency quality review to determine if DUO is meeting the Home Care Common Standards; focusing on how DUO manages its business including policies, procedures and processes. Meeting all three standards across the Home Services and Personal and Community Services areas has been particularly encouraging – solidifying outcomes that we are on track with our current operations, person-centred approaches and knowledge of how best to meet our customers' needs.

The 'Enhancing Customer Service Project,' is another business review we have undergone; some of you may have been aware of it from having been contacted by the consultants to participate in interviews. The report has been a useful tool to give us an accurate picture of customer and staff perceptions on DUO services.

From the Chief Executive (cont)

It's also providing focus and a way forward to finalise the framework of actions we have incorporated in our Strategic and Business Plans. The Strategic Plan runs for a period of three years from the start of this financial year, and the Business Plan (which puts operational tasks against the objectives of the Strategic Plan) runs for one year.

You may remember I touched on the Strategic Plan (available to view on our website) in our last newsletter but the core of it is built on principles of our *Customer Focus*, our *Service Innovation and Growth*, our *Brand and Communications*, our *People and Culture*, and our *Governance*. With these objectives in place, we can pursue our business activity to become the leading provider of personal, home and community support services in and around Canberra.

On a related note, you may have noticed a few changes in our organisational structure and makeup lately. With a few long time staff members retiring and/or moving interstate or to other roles, it provides an opportunity for us to take stock of our business needs, and develop and train a customer care team to ensure we are responsive and flexible in the way we deliver our services. This is a work in progress that aims to provide a better customer experience.

DUO has many ways to support you now and in the future, and we can help make the shift to the National Disability Insurance Scheme (NDIS) and Consumer Directed Care (CDC) easier for you. We are here to support you and I am also available and keen to meet or talk with you on 6287 2870.

As expressed by a customer to a group of staff just last week:
"in this changing environment, I want to work only with people who speak my truth"...

CHERYL POLLARD
Chief Executive



INVOLVE.

CANBERRA DISABILITY COMMITMENT

Imagine living in a community where all people, including people with disability, feel welcome, can access all aspects of community life and reach their full potential. Imagine if every person understood and valued the contributions that people with disability make and recognised that they had a part to play in the creation of welcoming and accessible communities. We want to work together as Canberrans to live up to the promise of the most livable city in the world for all our citizens.

Involve is a movement of people with and without disability, community organisations, industry and government acting together to achieve change that empowers people with disability.

What you do matters. By getting involved, you are helping to shape what our community becomes. Go to www.involvecbr.com.au to find out what you can do right now.

Our people, our culture...



While our Support Workers are usually the first point of contact with DUO, there are other people behind the scenes who are also contributing to that valuable work - our service delivery coordinators, our administration staff and our finance team. What ties us all together is that we pride ourselves on our customer service.

In this rapidly changing environment, the needs of our customers, our people and our community remain at the core of every decision and action DUO makes. Further, we recognise that while many elements contribute to the success of an organisation, excellent customer service is what makes people come back.

Customers are our number one priority. The services we offer are continually under review to ensure that customers are getting what they need and more. On a day to day basis, this is actioned through a variety of means. Staff undertake ongoing training to value and listen to customers, ensuring a welcoming and exceptional experience each and every time they come into contact with DUO.

At DUO, we know **good service is good business.**

We are all about 

NEW FACES

David Britton
Coordinator - Home Mods

Celeste Croteau
Coordinator – Personal & Community Services

Ken Filewood
TCM Project Manager

Marie-Anne Robinson
Manager – Personal & Community Services

Sunnie Li
Intern - Finance

Varun Saggur
Finance Officer

Olivia Thomas
Service Support Officer

Rosie Wilder
Coordinator - Domestic Assistance

Ruth Winchester
HR Officer

Lindsay Woodward
Handyman



SUPPORT WORKERS AREA

Your National Disability Practitioners network membership

The NDP network provides ongoing professional resources and opportunities in the sector. All DUO personnel can access the NDP network as members.

Your NDP membership card will shortly arrive in the mail. You will get an email from an NDP representative to confirm your home address.

Visit www.ndp.org.au for more information.

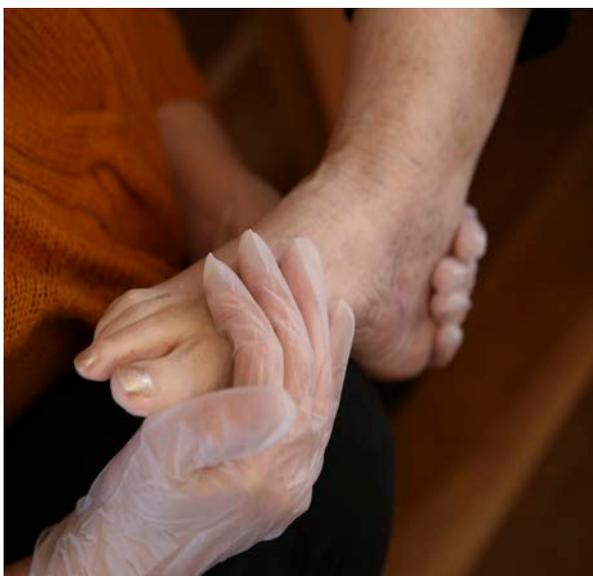
Online Inductions

The Online Induction Tool for all staff is now successfully underway starting with new support workers. As a refresher, all office staff and existing support workers are also completing these modules.

There are 7 modules in total, including: Welcome and Introduction; Standards and Quality; Work Health and Safety; Workplace Behaviours and Expectations; Service Delivery and Practice; Individual Support; and Medication Support.

If you haven't already completed your modules, they can be done on any computer, laptop, tablet, or smartphone – all that's needed is sound and an internet connection. We also have computer stations available in the office for those who do not have access to a computer.

Contact HR on 6287 2870 if you would like additional assistance.



HAND, NAIL AND FOOT CARE

The first group of support workers have successfully undergone the Hand, Nail and Foot Care training in the past month.

Hand Nail and Foot Care is an added dimension to the personal care services we offer. Training for support workers includes simple massage techniques to help people improve wellbeing and mood and relaxation as well as monitoring skin integrity and circulation.

This service offering is now available. If you would like more information, contact Marie-Anne Robinson on 6287 2870.

After School Care at TANDEM HOUSE

There's always something going on at Tandem House, from afterschool care to school holiday programs to weekend sleepovers to daily living skills and craft groups.

Tandem House is located within Westwood Farm, amidst the peaceful semi-rural setting in Kambah. In the photos below, the children gather to enjoy afternoon tea, arts and crafts, gardening and playing in the back yard on the trampoline and swing.



As part of our review of service offerings, we are keen to know your thoughts on how we can best serve you at Tandem House. Contact Robyn Bloomfield on 6287 2870 to discuss and enable us to grow and expand what is currently available.

YOUR SAY...

As part of DUO's commitment to continuous quality improvement, we're always pleased to receive feedback on what we're doing right and what we can be doing better.

A number of interrelated initiatives have been put into place in the last few months to effectively capture and implement this valuable information.



Customer Feedback Forums (CFF): for Over 65s and Under 65s



After holding our first CFF meeting in February, it was decided that we would split the group into two (Under 65s and Over 65s) to focus on the issues most relevant to each audience – the disability and aged care environments.

CFF meetings are scheduled quarterly, and provide direct feedback to DUO on current and future service delivery issues and opportunities.

Members are drawn from current customers, and if you are under 65 and would like to have a say in this forum, please send in your expression of interest to Helga White on 6287 2870.

RESULTS BASED ACCOUNTABILITY (RBA) survey: outcomes so far

Thank you for taking the time to participate in our survey. The feedback you've been providing is a valuable tool to gauge the quality and quantity of the work we do.

The survey responses so far indicate that:

- 78% satisfied or very satisfied with customer service; and
- 91% satisfied with quality of services provided – with 88% satisfied with coordination and consistency of services provided.

Overall, 87% of respondents say they are receiving services which meet their expectations.

To give these figures some context, 81% of respondents are over 65 years, with 69% of respondents being women. 66% of respondents access domestic assistance.

There's still time for you to complete the survey. We can re-send you the electronic link to Survey Monkey or else a hard copy version you can return to us via postage paid envelope.



Would you like to be part of the recruitment process for new support workers?

As a service user, we value your input and are committed to providing a supportive and engaging workforce to meet the needs of each and every individual we support.

Sitting on a panel with DUO staff, you'll participate in interviews with potential new workers in a group setting.

Please contact Ruth Winchester on 6287 2870 or go to our website for more information.



Comments, Compliments and Complaints

All additional questions or feedback can be directed to your Coordinator, Executive Manager - Services or Chief Executive.

Alternatively, contact the ACT Human Rights Commission (www.hrc.act.gov.au); ACT Health Directorate (www.health.act.gov.au); ACT Community Services (www.dchs.act.gov.au) or Department of Health and Ageing (www.health.gov.au)

OUT AND ABOUT...

Winter Fire Safety

With the frosty Canberra winter well upon us, remember that almost half of all home fires start in the kitchen and 43% of all fire fatalities occur in winter. The key to reducing the risk of fire occurring in your home and surviving a house fire is to be prepared.

With that in mind, here are a few reminders on home fire safety:

- Instal smoke alarms throughout your home and make sure that you test them regularly.
- If you have a fireplace in your home, check the chimney is clean and use a fire screen.
- Take care to keep curtains, tablecloths and bedding away from portable heaters.
- Only plug in one appliance per power point and switch off when not in use.

For more fire safety information, contact ACT Fire & Rescue on 6205 2927.

AFTER HOURS DOCTOR CANBERRA • BULK BILLED HOME VISITS

From 4pm weekdays, 10am Saturdays, all day Sunday and public holidays



DID YOU KNOW?

The National Home Doctor Service, Australia's largest network of bulk-billing home visiting doctors, is now available to Canberrans.

The service is available to more than 196,600 households and 27 aged care facilities in Canberra, and provides a simple to use alternative for when GPs and medical centres are closed and the illness is not serious enough for the emergency department.

Anyone who might find it hard to leave the house during the night (including the elderly, people without transport, people with carer responsibilities, parents with children, people with a chronic illness or palliative care patients) can access this service.

Do you have unwanted clutter you want to clean up, clear out or dispose of?

The ACT Government Bulky Waste Pick up Service offers one FREE bulky waste pick up service per residence to concession card holders every twelve months.

You must hold a current Centrelink Pensioner concession card, ACTION Gold Card, Department of Veterans Affairs Gold Card or a Seniors MyWay card to be eligible for this service.

Contact them on 6249 7974 for more information or to arrange a pick up.

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Follow us on FaceBook to see what's happening within DUO or in the Canberra community:



Let us know if you would prefer to receive future editions of our bulletins and newsletters electronically.