

WHAT'S INSIDE

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SPRING IS IN THE AIR, HOORAY!

Can you feel it? The days are getting longer, we have bursts of sunlit days amid the clouds and occasional warming gusts to chase away to freezing winds. Spring, in all its colourful glory is almost here.

We have been very busy over the winter, bringing on board some great skilled support workers to our numbers in an effort to provide more opportunities and choices to the people who look to us for support. We will be recruiting again beginning early October so if you know anyone who would shine in the support worker role please tell them to look out for our next information session flyers later this month.

We hope you can find a warm sunny corner to take some time out to enjoy reading your newsletter full of tips, tools and information just for you.

- Anna and Bern

RECEPTION MAKEOVER

Have you visited us at our Yose Street office recently? If not then you're missing out on seeing our new upgraded reception area which is now complete!

Thank you for your patience to everyone who visited the office while work was underway - it is much appreciated and we think the final result was worth it!

Along with the changes to our reception area we also have some changes to how we receive your timesheets.

TIMESHEETS

If you are visiting us when handing in your casual support worker timesheets, there is an in-tray for casual timesheets on the reception desk. All staff (casual and permanent) can put their casual timesheets in here and payroll or reception will pick them up from there and file them.

Remember this can be done at any time throughout the pay period which allows us to progressively work through timesheets during the fortnight. We are still accepting timesheets faxed and emailed to us.

IS YOUR EMAIL
UP TO DATE?

Let us know your email so we can send the
Support Worker Newsletter directly to you!

AVAILABILITY UPDATE

When are you available?

Has your availability changed?

Have you updated us with your new uni timetable?

Make sure you update us with your new availability to ensure you are getting calls at times that work for you about shifts that you can do.

Worker's Availability (Double Click the Day to make a new entry)	02:00	04:00	06:00	08:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00
Sunday											
Monday											
Tuesday											
Wednesday											
Thursday											
Friday											
Saturday											

The rostering team look forward to receiving your email or call and will update our database with your availability. Don't forget to let rostering know about shifts you're no longer able to work as early as possible, to ensure people do not go without support.

You can use the attached form to update rostering if and when your availability changes.



TRAINING

Emma Robertson has returned from maternity leave to resume her position as training coordinator with IOE.

Emma will be looking into the training needs at IOE and will be happy to hear from support workers about training they would be interested in taking part in. Emma will send information and updates on courses as they are locked in.



If you have any training needs or questions regarding training at IOE then Emma is happy to talk to you.

THINK SUNSMART

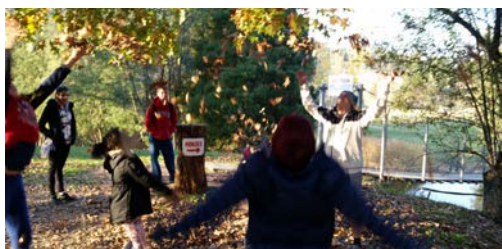
It's hard to believe, with the recent freezing weather, but the sun is on its way so now is a good time for a reminder to be sunsmart.

'No hat no play' is already in place in school as it should be on shift. Think sunblock, hat, shirts, shade and appropriate activities once the winter finally takes its leave of us and the warmer days arrive.

WHAT DO WE WANT OUT OF OUR RECREATION EXPERIENCES?

How do you think a person will feel or what will they remember at the end of an activity?

Think about a time that you have had away with friends or family, maybe a camping trip or weekend away in a nice beach house. Think about the memories you have surrounding that time away. There was probably nothing extraordinary planned; you might have gone fishing or to the beach, cooked a meal together or taken walks.



However, you have memories that you can laugh about and share with each other, 'remember when we went away and Sarah fell in the river trying to reel in that fish...' You might have great memories, based more around the people that you were with and the fun that you had together, rather than around the specific activity or why you with there in the first place.

“ Create opportunities - Be part of the experience. ”

We aim to facilitate these experiences for people with disabilities who may otherwise not have the opportunities to create these memories. As a recreation support worker, it is your role to engage with the people you work with, help identify and foster friendships, encourage people to go beyond their limits and try new things.

ROSTERING

How to help rostering work for you.

Here's a few tips the Rostering Team have shared to help you in the work you do:

- Make sure all your contact details are accurate and your preferences and availabilities are clear.
- Update your availability when your commitments change ASAP. Preferably by email to rostering so we have written record.
- Introduce yourself. Come into IOE and meet people face to face, not just rostering but co-ordinators too so we can put a face to a name. Bring your diary so you can write down possible shifts/dates, etc
- Don't sit back and wait for shifts, be proactive. We have a board with ongoing shifts that need to be filled or one-off shifts that become available, as well as a place to highlight SW who actually contact us looking for shifts.

“ Be prepared to step out of your comfort zone! ”

- Be prepared to step out of your comfort zone with the shifts you accept. It is good experience and you may enjoy different areas you had not considered.
- Let us know ASAP if you are cancelling your shift, or even if you are late to a shift. Your actions impact on families plans, so the sooner we know, the better.
- Doing specialised training such as epilepsy or gastronomy tubes for example, will increase the types of shifts you are suitable and/or available for.
- Be willing to work outside of your preferred "area" of children or adults shifts. We will be looking at ways to "flow" between shifts in the future so if you are prepared to work a children's shift then an adults it may help everyone.
- It is OK to say NO, rather than a maybe or not even reply. Please check your diary before saying YES.

Be patient with us, working together we can all benefit.

NEW FACES



We welcome Kylie Russell to the Rostering Team.

You will be hearing from Kylie regarding shift bookings and information and may also chat to her when you contact rostering about your availability. Welcome to the team Kylie!

We also welcome our new support workers who attended induction in August. We hope you enjoy working with us!



RESTRICTIVE INTERVENTIONS

RIDS REPORTING

Are you aware of the requirements for support workers in relation to restrictive interventions, uses and reporting?

A document defining restrictive interventions and the requirements to report on their use when working with the people we support is included in the 'Support Workers Resource Folder' you received at sign up. Support workers are required to sign the monthly reporting sheet each time a defined restrictive intervention is used and the sheet must be handed in to the coordinator on the first day of every month. Physical restraint is always reported as an emergency intervention and must be reported at the time and not held over until the end of the month.

If you have any questions about the use of, or reporting of, restrictive interventions please either speak to the coordinator of the person concerned, or speak to Bec Casey. If you think restrictive practices are being used without being reported please let the person's coordinator know.

Restrictive interventions are defined in the Disability Act as:

"any intervention that is used to restrict the rights or freedom of movement of a person with a disability including chemical restraint, mechanical restraint, physical restraint or seclusion."

Four types of restrictive intervention

[CHEMICAL RESTRAINT](#)

[MECHANICAL RESTRAINT](#)

[SECLUSION](#)

[PHYSICAL RESTRAINT](#)

Restrictive interventions are considered as the absolute last resort as a method of intervention when supporting people with disabilities with behaviours of concern.

Any person who is subject to restrictive interventions must have a *Behaviour Support Plan* developed.

All four forms of restrictive intervention *must be reported to IOE.*

COMMUNICATION

A new addition to the 'Support Worker Handbook.'

The process of accepting a shift:

Rostering staff will alert support workers to opportunities for work by SMS, phone call, Facebook or email.

Please respond with a YES if you are available or No if not available as soon as possible. It is very important and helpful that you respond after receiving a request to work.

If you are booked for the shift, rostering will send confirmation by SMS or email.

If you have any questions about shifts you are booked for, or interested in, please contact a member of the rostering staff; they will direct you to a coordinator if necessary.

The process of being booked for shifts with individuals for the first time:

You will receive a 'snapshot' from rostering about the shift and how best to support the person.

1. You should send your expression of interest to rostering as soon as possible. Rostering will pass these on to the relevant coordinator.
2. If the coordinator thinks you are the best match to support the person they will contact you to take you through support information, the shift goals and other relevant information.
3. If both you and the coordinator think this will work, you will be booked on the system and will receive confirmation via email or SMS.
4. Coordinators will provide ongoing support to ensure you will be successful in working with the individual and/or family.

RESTRICTIVE INTERVENTION SUPPORT WORKER REQUIREMENTS

- Read and use a person's BSP
- Complete restrictive intervention recording sheets when mechanical restraint is applied (e.g. arm splints), chemical restraint (medication), seclusion (e.g. locking someone in their room), physical restraint (e.g. stop head banging).
- When requested, return restrictive intervention recording sheets to IOE.
- Complete incident report for any emergency physical restraint or PRN chemical restraint.
- Inform coordinator, if requested, to apply restraint and unsure if a BSP is approved.

IT'S OK TO COMPLAIN!

Complaints are important. It is important to reflect on practices and improve services for people. We have created a new email address that can be used if you are unsure of who to direct your complaint to, or if you feel more comfortable raising your complaint in this manner.

Please email ioecomplaints@ioe.org.au if you wish to complain about any aspect of our service.

Please note; it is not essential to use this address to raise a complaint. You are absolutely still welcome and encouraged to raise any complaints to our staff in person or over the phone. This email is simply another option, for anyone who is unsure who to direct a complaint to, or for those who may feel more comfortable using this avenue to raise a complaint.

A full copy of the complaints policy can be found here; <http://www.ioe.org.au/wp-content/uploads/2017/06/Complaints-Policy-and-Procedure.pdf>



TRAVEL PASSES

Do you know that the Myki travel access pass (free myki for people with disabilities <https://www.ptv.vic.gov.au/tickets/fares/free-travel-passes/access-travel-pass/> is actually only meant for people with a disability who independently access public transport?

If the person requires assistance from someone to access public transport they are not eligible for the access travel pass. Instead, they are required to purchase a ticket (with the assistance of a support person) and then that support person is covered by their companion card (if eligible).

If they have a scooter and wheelchair travel pass, <https://www.ptv.vic.gov.au/tickets/fares/free-travel-passes/scooter-and-wheelchair-travel-pass/> they can still use a companion card for free travel with their companion.

Are you aware which pass the person you are supporting has? You are at risk of potentially receiving a fine if supporting someone with the access pass without having a ticket yourself.

LAST LAUGH

Dad jokes, in honour of Fathers Day...

- As I get older and I remember all the people I've lost along the way, I think maybe a career as a tour guide wasn't for me after all
- I used to work in a shoe recycling shop. It was sole destroying
- Milk is also the fastest liquid on earth – it's pasteurised before you even see it.
- A steak pun is a rare medium well done
- How many apples grow on a tree? All of them



MEDICATION ADMINISTRATION RECORDING

Just a reminder that you only need to report on medication you administer. If the person you support self-administers (as per the definition of self administering in the medication policy), you are not required to sign a medication sheet. If you do not administer a medication which is listed you do not have to mark N/A on the sheet. If you miss a medication in error you are required to submit an incident report.

CLAIMING TRAVEL ALLOWANCE

Please be aware that you should only claim allowance for kilometres that have been allocated for the shift as detailed in your booking confirmation. If you drive for more than allocated kilometres, and there is a good reason i.e. different pick up/drop off address than usual, then you must let the coordinator or rostering know before claiming on your timesheet. Any kilometres over those approved will need to be claimed back on your tax return and cannot be claimed on your timesheet.

MOBILE PHONE USE

Parents have mentioned to us that support workers often seem to be using their phones while on shift.

Coordinators and rostering may send voice and sms messages while you are on shift. Please delay responding to messages until after a shift is over. If you receive a call that is not about the shift you are currently working, ask the person to call back after your shift has ended. Coordinators try to be considerate, but do not necessarily look at a support workers diary when sending a message so they don't always know you are on shift.

It is also the case that incidental checking of devices such as snapchat, Instagram, tweets and Facebook are distracting us. We often are not even aware of how often we are glancing at them. They ding and demand our attention and parents notice.

Mobile phone usage expectations are detailed in the support worker handbook. Mobile phone use can take away our focus from the people we are working with, so please be aware of only responding to emergency calls and do not respond to calls or texts if it impacts the quality support you provide.

- What's brown and sticky? A stick
- You know, people say they pick their nose – but I feel like I was just born with mine
- Dad, can you put my shoes on? No, I don't think they'll fit me
- Dad, did you get a haircut? No, I got them all cut
- (when driving in the car) Me: "Where are we Dad?" Dad "In the car"
- Two pears on a table. Dad picks one up and says "They're not a pair anymore"

Download a copy of our Newsletter from our website www.ioe.org.au/newsletters/

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