



Welcome to 2021

I trust you all enjoyed a happy and safe festive season! I'm looking forward to a great year full of challenges and rewards. Let's all hope that 2021 turns out to be a more positive and stable year than 2020 (and the end of 2019, come to think about it).

Time Sheets.....

As you are all aware, time sheets are to be submitted on the same day that a support takes place. There are a number of reasons for this:

- If you don't submit a time sheet on the day of the support, mistakes inevitably happen. This unfortunately crops up every fortnight. Staff approving timesheets commonly see late submitted time sheets with confused dates requiring a phone call or message be sent to the relevant employee requesting the time sheet be re-submitted. Sometimes it is possible to edit the timesheet without contacting the employee but this also takes extra time - time that could be used to do other tasks.
- Submitting time sheets after the day of the support, particularly several at once, confuses our admin systems. Again, this needs to be sorted manually and is time consuming.
- Time sheets and history notes go hand in hand. When history notes are delayed, your co-workers do not have access to them, disadvantaging both them, and the participant.



.....and History Notes

Wherever possible, history notes should be completed with the participant in the last 15 minutes of the support shift. Again there are good reasons for doing this. For example, this practice is a means of involving the participant in the support by reinforcing what was learned, or reinforced, during the support. It is also an important means of fostering a partnership with the participant and promoting a sense of responsibility. Furthermore, it is an opportunity to reflect on our support, and try and better plan experiences in the future. If you are currently not including your history note completion within your support, please give serious consideration as to how you might do so in the future. Please be in contact with me if you would like to discuss this further.

Of course, life sometimes gets in the way or it is just not possible to complete history notes during the support. When this is the case, please complete the notes and time sheet as soon as possible after the support on the same day as the support.

One final note, if you have access to speech-to-text you might like to consider using this application to complete history notes. Be warned however, careful editing is required before submitting.

Individual staff supervision

Thank you to those of you who have responded to my calendar invitation for your individual supervision session. If you haven't responded yet...I know where you live :-) ha ha!



New support staff

Angela Clark joins FOCAS in the role of community facilitator this month. Angela makes a wonderful new addition to our team. If you have contact with Angela please be sure to say hi and share the information she needs to settle into her role smoothly.

Participant support plans

In the coming months, new and/or updated FOCAS participant support plans (PSP) will start to appear in participant's 'Profile Information' on the FOCAS website. However I need to ask for your patience (and quite possibly your help) when it comes to the completion of this task. FOCAS provides direct support to over 50 participants and the full completion of one PSP can be an involved and complex process. Each PSP contains contact/personal information; NDIS plan information (when available to us); an individual risk assessment; a FOCAS support plan containing goals, strategies and outcomes; and a schedule of supports provided by FOCAS. The completion of a PSP for every FOCAS participant is a major undertaking which will be repeated each time a participant's NDIS plan is reviewed.

Confidential Disclosures

In issue #1 of WTF, I reinforced the fact that confidential disclosures should not be recorded in detail in history notes. If you have things you want to record that don't belong in history notes - email them directly to me and I will store them securely.

Internal Communication

On a similar note, when you share responsibility for providing support to a participant, and you want to communicate with co-workers about the participant (aside from using history notes), please do not use social media apps. Please use email or sms only and always double check the details of the addressee are correct.

Mid term Audit: 25 Feb, 2021

On 25th Feb FOCAS will undergo an Audit as part of our obligations as an NDIS provider. Neither the Audit itself, nor the preparation for it, will impact on the day to day running of FOCAS. Although, if you are dropping into the office over the next few weeks you might see an extra level of frenzied activity and you might be contacted if your staff file is missing a mandatory document or one of your 'checks'/compulsory requirements has expired or is due to expire very soon. Obviously your cooperation in providing these documents promptly would be very much appreciated. This Audit requires a small number of staff and participants to be interviewed and I am currently organising this. So I will be in contact with some of you and your participation would be greatly appreciated if you can help out.



'Admin Notice board' with Zali

Hello everyone! I may have spoken with some of you via email or met when you've popped into the office, however for those that do not know, my name is Zali Annesley and I am the Office Administrator at FOCAS. In each WTF Bulletin there will be an 'Admin Notice Board', where I will keep everyone posted with any admin related information.

For Jan/Feb 2021:

- ★ Thanks to everyone for being so receptive to the calendar reminders for your document expiry dates and for getting those documents back to me in such a timely fashion.
- ★ As part of the development of each participant's PSP (see above), we are currently working on the Individual Risk Assessments (many were completed on the Staff Training Day last July). You will be notified if we need any further assistance on completing this document for anyone that you support.
- ★ As previously sent via a group email, I am trying to collect Consent Forms for all of the participants and am finding the most effective way to get them filled out is via your assistance as Community Facilitators. I've emailed you all a copy of the consent forms (if you need a hard copy there are plenty in the office), if you could all keep working on asking the participants to fill these out and get them back to the FOCAS office that would be a huge help!

If you have any feedback or questions, please do not hesitate in reaching out to me via the admin email: admin@focas.org.au

Zali