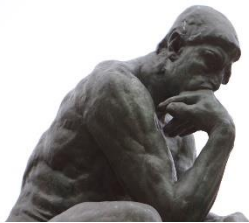


Issue 03, Feb 2021

### A Reflection on Support Work...

I wanted to start the Feb edition of 'What the FOCAS' with a reflective passage inspired by one of our colleagues. Thank you TB 😊.....

Support work is not just another job or a job you just get up in the morning and 'do'. It requires reflection, careful planning, strategic direction, experimentation, and focused intention. If you haven't thought about your role incorporating these areas, I strongly encourage you to take a moment to do so.



FOCAS Community Facilitators perform a role that makes a direct, significant and substantial difference to the lives of other people. How we perform our role is incredibly important to the people we work with in the present and for the future. Participants grant us the privilege of letting us into their lives and share that life with us. Not too many other jobs carry that distinction, or that level of responsibility. I feel a sense of great pride when I see FOCAS Community Facilitators make key differences in participants lives through the committed, skillful and purposeful work that they do with them. While this work often goes unrecognized in the wider community, I can assure you that those 'in the know' have a very strong appreciation of it and the difference it makes. Be proud of what you do and what it takes to do it well.

### Troubleshooting the submission of timesheets

A few staff have recently reported having trouble submitting timesheets. A couple of key things will solve the majority of problems. These are;

- Use Google Chrome as your browser (other browsers will work but Chrome is the most compatible)
- Resetting your password

### Phones at work

Communication technology is an essential tool that makes all our working lives so much easier. I don't know where we'd be without it. We must always remember though, during work, to use it as a tool, and not for recreational or social purposes. The distractions of mobile technology are very tempting. They're designed so that we are constantly lured back to them. Remember it is FOCAS policy that phones and other devices only be used for work purposes during work hours. Don't be distracted from doing the valuable work that you do.



Below is a copy of the FOCAS policy regarding the use of phones in work hours...

## **Driving**

*It is an offence under the NSW road rules to use a mobile phone whilst driving a motor vehicle, unless an approved hands-free kit is employed. FOCAS Shoalhaven employees may have access to organisational mobile phones in addition to their own personal mobile phones with them whilst at work. It is a requirement of most positions within the organisation that these mobiles are to be taken with the employees when leaving the FOCAS centre to access the wider community. Due to this the following procedure needs to be adhered to within the organisation.*

*If in the event that the employee receives an incoming call, text message and / or email whilst driving during work time including to and from work they are **not** to answer this call. This also covers the car being stationary but still on the road such as at a Stop Sign, Give Way Sign and Stop Light. The employee is required to safely park the vehicle before taking and making calls or replying to messages. In the event of an employee using a mobile for any purpose whilst driving there may be disciplinary action taken by the Employer. FOCAS employees may also be liable by law to lose 3 demerit points as well as be fined for this offense.*

## **Other**

*The personal use of mobile phones is inappropriate at any time while providing services to participants. There will be occasions when the use of a mobile phone is necessary or can assist in the provision of services. For example, when obtaining information relevant to participant activities, when taking photos, when completing history notes with a participant in the last 15 minutes of a support shift or in the event of having to take a call from the FOCAS office. However, making or receiving personal calls, or the use of social media for personal purposes, are activities that should be limited to urgent matters or emergencies and should not interfere in any significant way with service provision.*

## **New Support Staff**

A warm welcome to some new members of our support team - Anne Marie Rudd, Abby Shaw and Cindie Pearce. It's great to have you on board at FOCAS and I hope you find your experience with us valuable and fulfilling.

## **WHS Return to work program**

At FOCAS we take our duty of care to our employees seriously, and the health and safety of every one of us is a primary concern. While we will continue to direct all efforts to promote and maintain a safe working environment, sometimes accidents do happen. Please remember to report as soon as possible any injury you sustain, no matter how minor. FOCAS are committed to providing whatever assistance you may need to recover from an injury. Early intervention is the most effective means of



doing so. Also, research has shown that recovery from work-related injuries happens fastest when the injured worker remains at work. Whenever practicable we will make arrangements for you to be provided with duties that keep you at work. FOCAS have access to professional assistance with managing a return to work after injury. Don't hesitate to let me know if you need help.



## Admin Notice board *with Zali*

Hi everyone! Firstly, a big thanks to everyone again for being so prompt in getting your admin docs back to me. Earlier in the month I sent out an email regarding Working With Children Checks (WWCC). Just a reminder, that at this stage they are not essential, however we are keeping a register of those of you that do have them. If you have a current WWCC, please email me at [admin@focas.org.au](mailto:admin@focas.org.au) with your WWCC number and expiry date.

I also have put in the google calendar all of your admin document expiry dates. When I put them in the calendar it will send you an automated invitation, even if the event is later in the year. I know this has caused a bit of confusion, but just refer to the date of the event if you believe the wrong date has been entered. It will also give you an email notification four weeks prior to the expiry to give you time to renew and send through the qualification/license/check details.

As always, if you have any questions please email me on the admin email.

*Thanks!*

*Zali*