

# Connect

**HC+**  
HomeCare+  
Supporting your potential

December 2017

## Sue's Snippet

Hi All,

As we quickly move into summer and toward the festive season, it is an opportune time to remind you of a couple of things:

- We're all looking forward to bringing out our summer footwear, however whilst working with clients, footwear must be sturdy and enclosed covering the toes, heel and top of the foot with flat or low heels. Sandals and thongs are not permitted, except during certain activities, such as being at a pool for the duration of a client's hydrotherapy session.
- If you are planning on having time off or wanting to work additional shifts, please contact your local HomeCare+ office to let us know.
- Our office will remain staffed during the festive season as always, however it will be unattended from 11am - 4pm on 25 December. We will be contactable for emergencies only during this time by calling **1300 559 331**.

Christmas means a lot of things to different people. Australia is a multi-racial society with people of different religions, race and cultures, and these groups celebrate Christmas in different ways. My Christmas in 2017 will include a very traditional lunch at home with family (including my dear little dog) and friends. I am even cooking!

Christmas for me means sharing good times with my family and friends whom I value so dearly. Sadly, many people are not so lucky, and it is an opportunity for me to reflect and be grateful.

So, my message is to thank each and every one of you for your hard work and support during 2017 and hope that 2018 sees more happiness, good health, prosperity and kindness for all.

I wish you and your loved ones a safe and happy Christmas, filled with love and laughter.

Merry Christmas and a joyous 2018!

Cheers, Sue  
Operations and Business  
Development Manager HomeCare+



## Head Office Headlines

On behalf of all of the HC+ Adelaide staff, I would like to take this opportunity to thank all Support Workers for their hard work and endeavours throughout the year. Your efforts are much appreciated, and a very significant contributor to the continued growth we have achieved over the last 12 months.

We hope you all get the chance to enjoy the coming Christmas and New Year period spending time with family, friends and loved ones.

Given the time of year, if you have increased (or decreased) availability please let the office know so that we can set up rosters to suit everyone.

Best wishes from the Adelaide HC+ team,

Gavin  
HC+ Operations Supervisor



## HSR Representative



Hi All,

My name is Andrew McCaskill and I'm the new Health & Safety representative for the Adelaide Northern Region. I have lived in Adelaide's North-Western suburbs for the majority of my life.

I have been employed with HomeCare+ for approximately four years, primarily in the North -Western suburbs.

My interest in becoming a Health & Safety representative has developed, as I have become more aware of the necessity for workers and clients to practice workplace safety for everybody's health and wellbeing.

Thanks, Andrew

## Mid North Mutterings

Hi Everyone,

We have been busy over the past month, bringing on five new clients with HomeCare+. Our recent joint recruitment in the Mid-North and Yorke Peninsula was very successful, bringing on five new workers which we have been delighted to welcome into the region.

We have another upcoming recruitment with new workers ready to commence in the new year. Linda from our Adelaide office recently visited the region to host NDIS sessions for HomeCare+. We also had our NDIS expo in Port Pirie recently, which has proven to be an excellent opportunity to provide information to our community.

Merry Christmas and a Happy New Year!

Thanks, Kathy

## Riverland Ramblings

Hi Everyone,

I hope you have all enjoyed the unseasonal warm weather in spring - a prelude to the summer to come perhaps?

We have been very busy in the Riverland for the last few months, with the NDIS rolling out on 1 October. A lot of planning meetings have been held, a lot of questions answered (mixed with a little confusion just to keep it interesting!).

I have been attending meetings with the Regional Development Board, who have co-ordinated all like agencies in the disability sector, to come together to talk and assist each other with problems they are facing a variety of issues in the Riverland. It has been fantastic getting to know these people, learning more about other agencies and finding out so much about what is on offer in the local region.

We have also been doing a recruitment and must say I am extremely happy with the selection of candidates we had apply. The successful applicants are going to be a total asset to our team. Our shop sales have exploded, with a great partnership between ourselves and Riverland Community Health.

Looking forward to ending off this year on a positive note and more so, starting off 2018 running full steam.

Kind regards, Jules

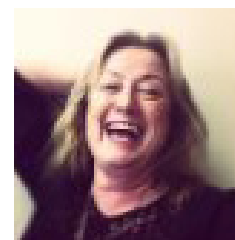
Riverland Team Leader



## MEET ANNIE!

Well Hello!

My name is Annie Davis-Ross and I have recently joined the hard-working HR / Training team as a Training and Assessment Officer, where my focus will be on the continued development of the E-Learning Program, as well as helping Paula with face-to-face training when needed.



I come to PQSA with a background in nursing, supporting people with a disability, corporate healthcare sales and education. I have been immediately impressed with the integrity and passion of the team here at PQSA/HC+ and very appreciative of the warm welcome I have received.

Outside of work I enjoy spending time 'at home on the farm' with my husband, dogs and horses, as well as visits from our four children. Although my new favourite thing is spending time with my newborn granddaughter, Annabelle.

I am a one-eyed Crows Supporter, prefer Pinot Gris with lots of ice and can lose myself in a book for days if allowed... I think that makes me a couch potato!

Cheers, Annie



## MEET CHLOE!

Hi Everyone,



My name is Chloe and I have been working in Human Resources at PQSA/ HomeCare+ as a Human Resources Assistant for the past four weeks. I am extremely lucky to have been given the opportunity to join the dynamic team, and would like to thank everybody for making me feel so welcomed.

I have a background in recruitment in the labour hire industry, predominately focusing on the recruitment of tradespersons and account management for the industrial, engineering and defence industries which I thoroughly enjoyed. However, am very excited now to learn new skills and gain valuable experience here at PQSA/Homecare+.

In my spare time, I enjoy reading books, walking, cooking, shopping, yoga and cuddles with my beautiful cat Friday.

I look forward to working with you all!

Thanks, Chloe

# Learn the first aid method of DRSABCD

First aid is as easy as ABC – airway, breathing and CPR (cardiopulmonary resuscitation). In any situation, apply the DRSABCD Action Plan.

## DRSABCD stands for:

**DANGER** – always check the danger to you, any bystanders and then the injured or ill person. Make sure you do not put yourself in danger when going to the assistance of another person.

**RESPONSE** – is the person conscious? Do they respond when you talk to them, touch their hands or squeeze their shoulder?

**SEND FOR HELP** – call triple zero (000). Don't forget to answer the questions asked by the operator.

**AIRWAY** – Is the person's airway clear? Is the person breathing?

If the person is responding, they are conscious and their airway is clear, assess how you can help them with any injury.

If the person is not responding and they are unconscious, you need to check their airway by opening their mouth and having a look inside. If their mouth is clear, tilt their head gently back (by lifting their chin) and check for breathing. If the mouth is not clear, place the person on their side, open their mouth and clear the contents, then tilt the head back and check for breathing.

**BREATHING** – check for breathing by looking for chest movements (up and down). Listen by putting your ear near to their mouth and nose. Feel for breathing by putting your hand on the lower part of their chest. If the person is unconscious but breathing, turn them onto their side, carefully ensuring that you keep their head, neck and spine in alignment. Monitor their breathing until you hand over to the ambulance officers.

**CPR** (cardiopulmonary resuscitation) – if an adult is unconscious and not breathing, make sure they are flat on their back and then place the heel of one hand in the centre of their chest and your other hand on top. Press down firmly and smoothly (compressing to one third of their chest depth) 30 times. Give two breaths. To get the breath in, tilt their head back gently by lifting their chin. Pinch their nostrils closed, place your open mouth firmly over their open mouth and blow firmly into their mouth. Keep going with the 30 compressions and two breaths at the speed of approximately five repeats in two minutes until you hand over to the ambulance officers or another trained person, or until the person you are resuscitating responds. The method for CPR for children under eight and babies is very similar and you can learn these skills in a CPR course.

**DEFIBRILLATOR** – for unconscious adults who are not breathing, apply an automated external defibrillator (AED) if one is available. They are available in many public places, clubs and organisations. An AED is a machine that delivers an electrical shock to cancel any irregular heart beat (arrhythmia), in an effort get the normal heart beating to re-establish itself. The devices are very simple to operate.

Just follow the instructions and pictures on the machine, and on the package of the pads, as well as the voice prompts.



If the person responds to defibrillation, turn them onto their side and tilt their head to maintain their airway. Some AEDs may not be suitable for children.

## Infection control when performing CPR

To avoid contact with potentially infectious bodily fluids such as blood or saliva, everyone with training in resuscitation is advised to carry a resuscitation mask in their purse, wallet or first aid kit. This helps take the worry of infection out of helping someone in a life-threatening situation. These masks are available from first aid providers or from your pharmacy.

## THINGS TO REMEMBER

Some knowledge of basic first aid could mean the difference between life and death.

CPR is a life-saving skill that everyone should learn.

Keep a range of first aid kits handy at home, in the car and at work.

## WHS

### First aid for burns

If you have a burn or a scald:

- Make sure you are safe
- Put the burnt area under cool running water for at least 20 minutes, but don't use ice
- Use a hydrogel for first aid if water is not available
- Remove any clothing near the burn that is not stuck to it
- Remove any jewellery near the burn if that is easy to do
- If it's a chemical burn, take off any contaminated clothing
- For dry chemicals, brush off the chemicals before putting the burnt area under water
- If the burn is to the arm or leg, raise it whenever possible to reduce swelling.

### Some things to avoid:

- Don't put a child with burns into a bath full of cold water
- If blisters develop don't pop them, and seek medical treatment in case they need to be removed
- Don't use any ointments or creams on a burn - they seal heat in and cause more damage.

Most small burns will heal themselves in 10-12 days. If the burn does not have any blisters or broken skin, such as sunburn, a simple moisturiser such as sorbolene is the best treatment. For all other burns seek medical treatment for appropriate dressings.

If there is a need for urgent treatment call triple zero (000) or, if safe to do so, go to the nearest emergency department.

If the burn occurs while you are at work, contact the office when it is safe to do so, to report what has happened. Complete an Incident/Concern Report and a Hazard Report form.

SAFETY IS NO ACCIDENT

Your Work, Health, Safety and Environment Committee





# Yorke Yabberings

Hi Everyone,

As busy as ever, this region and others are preparing for the transition to NDIS for all adults. If anyone has questions please ask.

I have handed the Clare Region over to Tracey Ralph in the Adelaide office, however I still manage the Moonta Bay Respite Weekends that occur at least monthly.

The end of 2017 is fast approaching and with Christmas just around the corner, I would like to wish everyone a safe and happy Christmas with families and friends.

Thanks, Ann

## Season's Greetings from the Training Team

### What a year!

We have had 14 pre-employment sessions and in excess of 64 refresher training sessions across the state. Given that each of these sessions requires large amounts of preparation and follow up we are sure you would agree that this is a phenomenal effort and we couldn't do it without you. Your support and positive comments about the training, makes it all worthwhile.

We introduced our eLearning this year and you all deserve a huge CONGRATULATIONS on your uptake. To date we have created eLearning accounts for all staff; administration, support workers and management. 50% of you having already completed your annual Medication and Manual Handling theory training online. This is a great result and we thank you for taking up the challenge and making eLearning such a success.

### What are we up to in 2018?

More modules are being added to our eLearning. If there are any special topics that you would like to see online please drop us a line. We are working towards all pre-employment theory topics being online.

Remember, that you are welcome to complete any of the topics whenever you have time or if you feel you need a refresher. However, the compulsory topics are:

- Hazardous Manual Tasks and Medication Management  
– must be completed annually
- WHS which includes - food safety and infection Control  
– must be completed bi-annually
- Protecting Children & Vulnerable Adults  
– must be completed bi-annually.

Please feel free to contact us if you are unsure when your training is due. Merry Christmas and a safe New Year. See you in 2018!

Paula and Annie

## MEET MONIKA!

Hi Everyone,

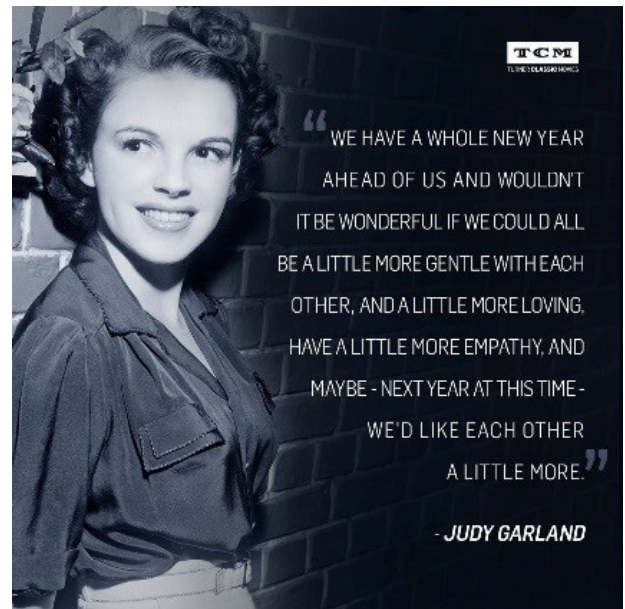
My name is Monika Lamz and I have recently taken on the position as Team Leader Eyre Peninsula whilst Dani Cave is on a well earned break looking after her new son.

I have worked for Homecare+ for 3years here in Port Lincoln as a Support Worker, and am now enjoying the challenge of being able to lead this amazing team of people.

My previous work experience has been in the Finance and Hospitality sectors, which allowed me to satisfy my wanderlust and lead me to work in many regions around Australia. Completing a Bachelor Degree in Business Management was a life time goal that I finally achieved back in the mid 90s. Now I look forward to a new chapter working in the Community Services sector, bringing with me the many skills I have learnt along life's path. I enjoy an active lifestyle; walking, gardening and am the Treasure of the Port Lincoln Tunarama festival held over Australia Day weekend. Hope to see some of you over here for that!

Busy times here on the Eyre Peninsula for all the team, while we wait for Santa to visit. I would like to take this opportunity to thank everyone both here and in Adelaide for all the wonderful support I have had while I transition into my new role. Looking forward to meeting more of you and working together during 2018!

Thanks, Monika



## SOME REFLECTIONS OF CHRISTMAS AND NEW YEAR FROM HOMECARE+...

*Christmas is a season not only of rejoicing but of reflection.*

*Christmas is the time to be together with family and friends. The festive season brings love and hope, and the New Year brings new beginnings. Share the magic! Love, peace and joy for the season.*