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CUSTOMER SURVEY

Recently, MHA sent out a customer survey to gauge how we are performing in terms of our customer satisfaction. The survey overall provided some very positive feedback and reiterates what a fantastic job our carers and office staff are doing.

The report to the board (attached) outlines some recommendations which MHA Care will be working on over the coming months.

TRAINING

Recently Care Worker staff have been engaging in some organisation wide training on 'Excellence in Home and Personal Care'. We thank those workers who presented at these sessions, as the feedback was very positive. We hope staff have gained some insight into a high level of domestic and personal care so we have consistency across the board in our delivery of services. We look forward to more mandatory training starting at the end of the month, and Wellness and Re-enablement training for all staff scheduled for June.

STRATEGIC PLANNING

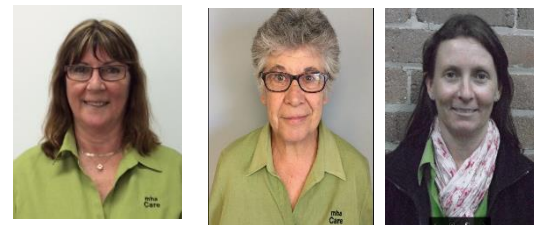
The MHA Care Board are soon to commence planning for a new MHA Care Strategic Plan. This plan will focus on MHA Care moving forward during a time of change. At some stage in the near future, staff will be asked for their input into the planning for the new plan. Stay tuned for more information to come.



BRAVO! Awards!

Thank you to all staff who have been voting for outstanding employees at MHA Care.

With great pleasure we can announce that our March Bravo winners are:



Mandy Harris – CCW Cobram

Trish Hawks – CCW Numurkah/Nathalia

Jackie Stott – CCW Yarrawonga

Leanne Adams Heather – Payroll Officer, Yarra

All have been rewarded with a \$100 gift voucher of their choice. We thank them for their hard work and look forward to rewarding our next group of employees in June.

EASTER 2018

Happy Easter to all at MHA Care. We are hoping everyone had a lovely easter. We also thank all the staff who worked over the long weekend and put aside their public holidays to provide care for our customers. Thank you also to the coordination staff who work tirelessly before these weekends to have everything rostered. We appreciate the commitment by our staff to providing services over these long weekends.

Policies and Procedures recently updated

We have been busy updating Policies and Procedures over the past few months.

Please see the below list of new and recently updated Policy and Procedure documents:

Instrument of Delegation

Grant Approval Policy & Procedure

Tendering Guidelines

Opportunity Shop Policy & Procedures

IT Security

Flexible work arrangements

Meals on Wheels Policy & Procedures

Customer Service Charter

Privacy & Confidentiality Policy

Information and Records Management Policy and Procedure

Please ensure that you read any of the above Policies and Procedures that are relevant to your role.

All Policies and Procedures are available on the Employee Services Portal (ESP).

Education on any mandatory Policies and Procedures will be provided at upcoming staff meetings.

If you have any queries in relation to this please speak with your Coordinator or Manager.

FOODSHARE WIN!

Congratulations to Robin Harwood and the volunteers at Foodshare, who are winners of a recent competition held by Foodbank Victoria. They won \$500 worth of credit at Foodbank which should go a long way to helping us satisfy the needs of the people in the community that we support through our Foodshare program. Great work!

RECRUITMENT UPDATE

We are currently recruiting for CCW's in Yarrawonga and Cobram. Closing date is today Tuesday 3/4/18. We will begin the shortlisting process this week and interviews asap.

Throughout March, we have had no new employees.

For the month of March, we said goodbye to the following employees:

Gordon Wilson – CCW Yarrawonga

Jo Kiely – CCW Cobram will be leaving us shortly on the 7/4/18.

We wish both of these employees the best of luck with their future endeavours.

NEW EMPLOYEES at MHA Care

Name	Position	Location	Start/End Date
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No new employees for March 2018

EMPLOYEES EXITING

Gordon Wilson	CCW	Yarrawonga	16/3/2018
Jo Kiely	CCW	Cobram	7/4/2018

EMPLOYEES MOVING TO OTHER TEAMS

N/A			
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