



Glady's News – 8th December 2020

Getting better not just bigger!

Dear friends!

Glady and Co started in 2018 as just one worker and a hand full of Participants. It's hard to believe just two years later we are a community of 67 staff and over 300 amazing people we have the privilege of supporting under NDIS.

But we don't just want to get bigger - we want to get better! So, I want to let you how we are doing things better, not just bigger.

COVID Success

Our biggest success in 2020 has been sticking with you through the COVID pandemic. We're proud that we kept supporting you when many other services reduced or closed services.

Our new Hub in Boronia is now open and buzzing with people. So great to see old faces back and new friends joining!

And, I am writing to you from Phillip Island where Adam and I are running our first *Getaway* over three nights with nine of our Participants! A chance to get away, see the sea, enjoy the fresh air, and relax in lovely company.

New staff

If you are one of our many new members you've already met the bubbly Nikita, our new Welcome Specialist. Most of you have met our new Lead workers - Louise, Paul, and Jimmy – who've been with us for over three months. Camille is our new HR Lead, supporting our growing team. In Bendigo, our fledgling team is now 7 strong and growing. And our new Psycho-social Recovery Coach, Sean, will be starting soon.

Improved 1300 866 47

Behind the scenes we are also getting better at taking care of things. This month alone we have set up a new computer system and are expanding our [1300](tel:1300866474) number service to you.

From next Monday you can call [1300 866 474](tel:1300866474) for everything: cancel or change visits, speak to a Lead support worker or a Glady and Co Support Coordinator, enquire about your payments. I'll be working on [1300 866 474](tel:1300866474) myself over some of the Festive Season so I look forward to talking to you!

Happier Support Workers

Our Glady&Co staff are so dedicated! They often take work calls when they're not working. This means they're not eligible to be paid for their time. All our outreach Support Workers are casuals. Some work second jobs. All have busy lives. So, from next Monday I'm asking our participants and their Coordinators to kindly call [1300 866 474](tel:1300866474) instead of Support Workers. If you forget – no problems! The voicemail message on our workers phones will remind you!



Better support

Recently, one of our workers rang their participant to say they were unwell and couldn't make that day's visit. Unfortunately, the worker forgot to ring their Lead. The participant really needed a fill-in worker and eventually the Lead got a call, happened to be free, and jumped in their car to fill in.

In future, our Support Workers will call [1300 866 474](tel:1300866474), not you. One of our Leads will then call you to let you know your worker is sick, check how you are, and give you the choice of a fill-in worker () or rescheduling your visit.

It's the same if you want to change an visit. Just call [1300 866 474](tel:1300866474)! We'll let your worker know, reschedule your appointment, and be able to check worker availability using our new database. All in one call.

And, if you like, take the time to talk with us a bit longer. Perhaps there's something about your supports that has been on your mind?

Smarter Systems

Speaking of our new database, we are switching over to it next Monday. The biggest change you'll notice is your worker asking you to sign off on their work phone-app at the end of each visit. NDIS require us to ask you this, though you can decline for any reason. No need to explain.

NDIS also requires your worker to make a few notes about each visit to show Glady and Co is delivering the supports you've asked and been funded for.

So, from Monday, your worker will also write a brief note in their phone-App at the end of each visit. If time runs out, don't worry. Your worker will do their notes in their car afterwards. That way any plans you have for the rest of the day aren't interrupted.

I hope all these improvements make Glady and Co a better service for you. I do appreciate your help adjusting to these better ways of doing things.

Please email feedback@gladyandco.com.au or call [1300 866 474](tel:1300866474) with any questions or suggestions.

Thank you in advance for your help in taking Glady and Co to a better place. I'll be in touch again soon!

Glady

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