

After a long, dark, and not so wet winter we can finally look forward to the spring! I hope that you and your loved ones didn't get hit too hard by this winter's flu, and that you were kept busy working all the shifts that you could manage!

PULSE certainly experienced a spike in bookings over the winter months, with staff being sick or on holidays from various facilities. Luckily, we were able to cover most of the shifts that came in, thanks to a successful recruitment drive earlier this year. Most of our recruitment is based on word-of-mouth and referrals, so the applicants are aware of the criteria they need to meet before they can be successfully employed by our agency. Thanks to all of you out there spreading the word about PULSE - we really appreciate your effort to help build a successful and reputable agency!

Enjoy the spring weather and stay warm and dry!

*Karoline :o)*

### RESPIRE EXPO 18TH MAY: Refresh - Reflect - Refocus

The Respite Expo on the 18th May in The Burswood Grand Ballroom turned out to be a success, with a big turnout of industry representatives from the Aged Care and Community Care sectors. PULSE had a stand set up where interested parties could obtain information about the staff and services we provide. A large number of people approached us to find out about what services we could provide them with in terms of home care, cleaning services, assistance with shopping, etc, and it turned out that many were unaware that these services were available to them. Kathryn, Lucy and Karoline all attended the stand throughout the day, and met with representatives from other providers such as Amana Living, the Bethanie Group, Home Instead, and Perth Home Care Services, to name a few.

The expo was a good opportunity for PULSE to get exposure in the industry, and to spread the word about the services we can provide - both to people in the community needing help in their home and to community organizations that need staff replacements to cover their services.



Homecare Coordinator Kathryn Harris speaks to an interested client

### SHIFT CANCELLATIONS - CALL DON'T SMS!

Sometimes it is unavoidable to cancel shifts due to unforeseen circumstances such as illness, injury or other personal reasons. In these instances, it is very important that we are informed as early as possible so that we can find someone who can replace you for the cancelled shift.

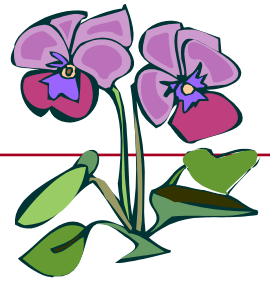
It is essential that you **call our office number** if you need to cancel a shift - this is the **only way** to cancel. Failing to notify us of a cancellation could lead to the termination of your employment with PULSE, as we regard this is a very serious breach of policy. Our clients depend on us, and letting them down means that they will not trust our staff in the future. One quick phone call can save us and you a lot of trouble - so don't forget to call!



### GROUP CERTIFICATES

Tax time is here and you should have received your group certificate from PULSE in the post a couple of weeks back. Should you not have received your group certificates yet, please call the office immediately so we can issue you with a copy, or we can email a PDF version to you so you receive it quicker. Remember to always keep us updated with your details so that important messages don't get lost in the mail!





### UNIFORM POLICY

This is a reminder of our uniform policy, as we have received reports about PULSE staff attending shifts without complying to our dress code. You **must** wear your uniform and a clearly visible ID badge, black/navy trousers and closed-in shoes at all times whilst on duty for PULSE. Remember to keep your hair up and away from your face, wear minimal jewellery (wedding band only), trimmed nails, and keep a neat and clean overall appearance. Failing to adhere to this dress code means a breach of PULSE's policies, and potentially the termination of your employment with us.



### TIMESHEET ENTRIES AND SPECIAL RATES LEVELS

There are a few things to remember before you sign off on PULSE's timesheet. First of all, ensure that you have put your breaks in, and that your total hours worked are correct. If you are an RN who have worked as the sole RN on a shift, record it as an "RN 1.9" rather than just an RN in the staff level column. If you are an AIN 3 and have done meds on your shift the correct level should be "AIN 3 med comp" (you must have a current med comp certificate). Help us get your pay slip correct the first time around!



### STAFF SPECIAL RECOGNITION:

#### Robbie Le'Nepveu - RN

We have been lucky to have Robbie as part of our team for nearly two years now. She is an exceptional nurse who takes great pride in her work and gets along with everyone she meets on her shifts. Robbie is a star example of an agency nurse - she reports back on any concerns or incidents she comes across at the facilities she works at, she is always on time for her shifts, and last but not least: she updates her availabilities regularly which makes life so much easier for the staff rostering shifts. Thanks for all your hard work and professionalism Robbie - you certainly are an asset to PULSE!



### COFFEE BREAK

Three retirees, each with a hearing loss, were playing golf one fine March day. One remarked to the other, "Windy, isn't it?" "No," the second man replied, "its Thursday." And the third man chimed in, "So am I. Let's have a beer."

OLD IS WHEN.....going bra-less pulls all the wrinkles out of your face

OLD IS WHEN....."getting lucky" is when you find your car in the parking lot

OLD IS WHEN.....an "all-nighter" means not getting up to go to the bathroom

OLD IS WHEN....."getting a little action" means there's no need to take any fiber today

<http://www.crosskit.com>

### IS IT TIME YOUR HOME LOAN HAD A HEALTH CHECK?

Life is busy enough, why waste **your** time searching for the best home loan when I can do that for you. I have over 8 yrs lending experience with access to over 30 lenders.

A review of your situation could help you achieve your financial goals, For example:

- changing your loan structure to perhaps reduce repayments or shorten your loan term
- releasing some equity in your current home to allow you to realise that dream holiday or perhaps purchase that investment property

As an added bonus for **PULSE Healthcare Employees** all new settled loans will qualify for a **\$50 Coles / Myer voucher** (including any referred loans), so tell your family and friends to get a home loan health check as well.

**Become energy efficient and make just one call to me.**

Craig Sawkins (Accredited Mortgage Consultant)



### THE GRAND PLAN

PULSE is an ACSWA (Aged & Community Services WA) Corporate Supporter Member, and we are supporting their current campaign "The Grand Plan". The campaign aims to improve the conditions for older Australians and ensure they receive the care and services they need. Hopefully this campaign will lead to more awareness about issues in the Aged Care sector, so that politicians are forced to address these when they campaign for this Federal election. For more information, see: <http://www.thegrandplan.com.au/>

