

As we move towards the end of another year we would like to thank all of our staff for your hard work in 2010! PULSE is growing continuously and so is our good reputation. We have had enquiries from new staff as well as clients who want to know more about us, how to join us or how to start using us. Many of the facilities book PULSE staff to cover supervisory positions, which says a lot about the quality of staff we have on our books!



Our homecare division is growing steadily now too, and we get referrals from a range of homecare organisations that are interested in brokering services from PULSE Homecare. Christmas is not the busiest time of year for agencies as most of you would know, so let us take this time to prepare for busy times ahead in the New Year! Have a wonderful Christmas and stay safe!

*Karoline :o)*



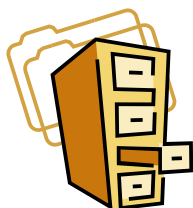
### MOVING OFFICES

We have been busy moving our offices over the past week and everything is in place now. As our team is expanding we have found that we needed more space to fit everyone in!

You can now find us in Suite 4, still in Building A, 33-37 Murray Rd South in Welshpool.

Feel free to come in for a chat, or to drop off your updated registrations and licences when they are due.

Remember we are your agency and we are here for you if you need to talk to us—whether it is about difficulties you are experiencing as an agency nurse, or if there is anything else you would like to report to us. We're here to listen!

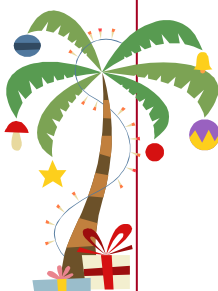


### 2011 CALENDARS - A PRESENT FROM US TO YOU!

Your 2011 diary is enclosed and we hope it will be filled with all the shifts you want next year! Remember to keep your calendar up to date with the shifts you receive from us, and it is also useful to make a note of the days you have made yourself available to work as well, in case your plans change. We need to know as early as possible if your availabilities change so that we can provide facilities with a fast, reliable and quality service.

### HEALTH AGEING TRAINING HAS MOVED

Health Ageing Training Services (HATS) have moved from their offices in Midland to 109 Caledonian Avenue in Maylands. They are close to the train station, and there are lots of free parking outside, which makes it a lot easier to get to. If you need to book for a CPR or manual handling refresher they can be contacted on: 9374 7966.



### CHRISTMAS AVAILABILITIES

Christmas is approaching - fast! - and we are getting bookings in for the Public Holidays already. Make sure your Christmas availabilities are up to date to secure the shifts you want. You will be paid at Public Holiday rates on Sunday 26th, Monday 27th, Tuesday 28th of December, and Monday 3rd January. Christmas Day shifts (Saturday 25th) will be paid at Christmas rate like previous years.

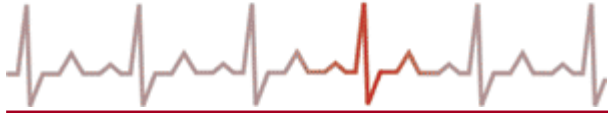
### NEW TRAINING CALENDAR

Training calendar for the first quarter of 2011 is enclosed and the most important courses have been included. For more information about available training courses please contact the office.

### CHRISTMAS OFFICE OPENING HOURS

We can be contacted as usual by phone from 05.00-22.30 7 days per week, however our office will only be open between 09.00-13.00 between Christmas and New Year, except for the Public Holidays (27th 28th Dec and 3rd Jan) where the office will be closed all day. If you need to come in and see us, make sure it is within these hours. Normal office hours will recommence on Tuesday 4th January.





## NEW PHONE STAFF - WELCOME!

Most of you would have noticed that we have a few new people on the phones now. Three new ladies have joined our team to help out with bookings:

**Glenis** works in the office a few days per week during office hours and her experience from working in an agency office before has proven very valuable to us.

**Emily** and **Jean** attend the phones after hours and have settled into their roles quite quickly and they enjoy getting to know all of you!



## MICHAEL LEAVING

After more than three and a half years as PULSE's "morning person", Michael is changing direction and is committing full time to his love for Graphic Design!

Michael has helped us with developing the graphics for our advertisements and our website so we can thank him for looking so good!

We will miss having Michael as part of our phone team, but wish him all the best in the future!



## STAFF SPECIAL RECOGNITION:

### Brigita Mhembere RN

Brigita has been part of the PULSE Team for nearly a year now and she has become a very valuable member in that time and a popular nurse amongst our clients.

Brigita always displays professionalism, and is extremely flexible with the shifts she can cover—she often helps out even at the last minute!

As with all our great staff she also updates her availabilities regularly.

**Thanks for doing a great job Brigita!!!**



## COFFEE BREAK

**What beats his chest and swings from Christmas cake to Christmas cake?** Tarzipan !

**Mum, Can I have a dog for Christmas ?**

No you can have turkey like everyone else !

**What did the big cracker say to the little cracker ?**

My pop is bigger than yours !

**Who is never hungry at Christmas ?**

The turkey - he's always stuffed !

**What did the bald man say when he got a comb for Christmas ?**

Thanks, I'll never part with it !

**Whats the best thing to put into a Christmas cake ?** Your teeth !

**We had grandma for Christmas dinner ?**

Really, we had turkey !

**Whats happens if you eat the Christmas decorations ?** You get tinsel-itus !

<http://www.theholidayspot.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)



## MERRY CHRISTMAS FROM THE PULSE TEAM!

The team at PULSE wishes you and your loved ones a very Merry Christmas and a Happy 2011!

We would like to thank you for all your hard work in 2010, and for promoting our agency in a professional, friendly way.

Here's to a busy 2011 (our 4th year!) with new and exciting challenges ahead!

