



Incredibly, we are already two months into winter! I hope you are staying healthy and warm, and that you have avoided the flu so far!

The flu season means that more staff are off sick and more shifts need to be covered in facilities. It is important that you have basic hygienic standards in place such as washing your hands often to ensure that diseases do not spread from facility to facility. And if you are not well, please stay at home until you feel better and ready to work!

There have been a few changes here at PULSE. We have had some staff leave and some join us, and we have also moved office recently. More information can be found in this newsletter.

Until next time - stay warm and enjoy the cooler months!

Karoline :o)

CALL VS. SMS - PLEASE READ!

We often send you SMSes with available shifts - in most cases we do this when you are not picking up your phone and we need a quick response. It has proven to be a good way to communicate about shifts and we are planning to keep this method of communication going. However, some of you have started SMSing us when you need to cancel a shift or when you want to find out if we have shifts available. In these instances ALWAYS call the office number. The PULSE mobiles are not manned 24/7 and messages can be missed. If you do not receive a response to your SMS this means no one has received your message. It is your responsibility to ensure that messages get through to a PULSE staff member.

TAX TIME - UPDATE YOUR DETAILS

Tax time is coming up and we will be sending out your group certificate soon. It is important that we have all your details up to date - especially your postal address.

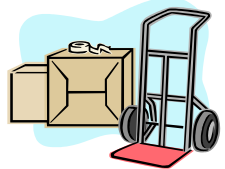
Your group certificate will be sent out by the 14th July. If you have not received it by then, please contact the PULSE office.



NEW OFFICE

PULSE recently moved office - from Suite 2 to Suite 3 in Building A, 33-37 Murray Road South. Our office is now to your right when you enter the building.

Feel free to drop in and see us face to face if you want to discuss anything, or if you have any questions at all.



IMPORTANT MESSAGE ABOUT ID BADGES!

As mentioned in previous newsletters we have had reports that staff have turned up for their shift without their ID Badge or uniform shirt. Due to security concerns, facilities can turn you away from your shift if you are not wearing your ID badge and/or your uniform shirt. In a case of this happening, you are not entitled to any pay, seeing as it is your responsibility to follow PULSE's uniform policy.



Should you need an additional uniform shirt or a new ID badge, please contact the office so we can arrange it for you.

A MESSAGE FOR OUR SOUTH-WEST STAFF

Our Mandurah representative is busy doing business building in the South West region at the moment, so the Mandurah office is not manned every day.

Should you want to drop in and discuss anything in person with the Mandurah Representative, please contact the head office to arrange a time for an appointment.

Any general queries can be directed to the head office, including requests for additional shirts/ ID badge, clarification of your roster, availabilities, etc.



GOODBYE TINA

We are sad to see Tina Franklin leave PULSE to start fulltime work elsewhere. Tina worked mainly as a client liaison officer for PULSE, and also assisted with bookings. We will miss her here in our office, and I know a lot of our staff will miss her too.

WELCOME KAY!

Most of you will already be familiar with Kay, having spoken to her on the phone. Kay arrived in Perth in January from London and is enjoying the WA climate and lifestyle. She has years of experience in administration and sales roles, as well as experience in home care. Her role within PULSE is as an administration officer.

We are pleased to welcome Kay to our team!

CRAIG - OUR BUSINESS DEVELOPMENT MANAGER

Craig started in the role as a business development manager for PULSE in early June, and has already created a good rapport with staff in the facilities he has been in touch with. Craig's role will be to create awareness about PULSE and its' services to new facilities and other potential clients. He has previously worked as a Business Development Manager, which will be an asset in his role with PULSE.

Being Lucy's husband, Craig has had an involvement with PULSE since its start-up, and he is familiar with how the organization works as well as the ins and outs of the aged care industry.

STAFF SPECIAL RECOGNITION:

Rhonda McShane

Rhonda has been a part of PULSE for a long time and she is such an asset to our agency! She is well respected among her peers and clients are very impressed with her hard work and professionalism. She seems to take everything in her stride and does not let anything faze her (which probably helps when she spends most of her time in dementia wards!).

Thanks for doing a great job, Rhonda!!



COFFEE BREAK - MEDICAL REPORTS...

While acquainting myself with a new elderly patient, I asked 'How long have you been bedridden?' After a look of complete confusion she answered . . . 'Why, not for about twenty years - when my husband was still alive.'

Submitted by Dr. Steven Swanson- Maidenhead Royal Kent

One day I had to be the bearer of bad news when I told a wife that her husband had died of a massive myocardial infarct. Not more than five minutes later, I heard her on her mobile phone reporting to the rest of the family that he had died of a 'massive internal fart.'

Submitted by Dr. Susan Steinberg Royal London Hosp.



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 5yrs 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)

A1 Finance "We do the work for you" **0432 545 590**



KEEP AN EYE ON YOUR TRAINING UPDATES!

It is important that you keep track of when your training updates are due. It is compulsory for AINs to do a manual handling refresher course every 12 months. Make sure you schedule an update well in advance so your license does not expire. Without a current written license you are not covered by our insurance should you injure yourself or someone else while on duty for PULSE. RNs and ENs need a current senior first aid certificate in addition to an updated manual handling license.

See enclosed training slip for course updates and seminars relevant to you.

