



# MONTHLY NEWSLETTER

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## **Stand Up/Active Staff**

It has come to my attention that a small number of staff are napping whilst on shift and/or not completing tasks. This is unacceptable!

Whilst completing Active shifts you are required to be awake and completing your duties, there is always something that can be done.

Notes, cleaning, monitoring young people and many other tasks. Actives are not for relaxing, catching up on tv or anything else other than what you are employed to do.

Active shifts/staff are an integral part of both the CSO house and the Phoenix team, with this in mind and our want to bring exceptional service and support to the sector. Staff who cannot fulfil the requirements of these shifts will not be offered them.

We are currently developing a training package directed at team members who work actives. It will be mandatory to attend to ensure that you will be offered shifts in the future. This will be delivered once the current restrictions are lifted.

I would like to send my gratitude and thanks to those staff who are doing the right thing. The feedback that I receive speaks for itself along with you being requested team members at the homes you work at. I encourage you to keep up the good work! If you are ever rostered with somebody that is not completing their tasks or sleeping on shift I encourage you to bring this to our attention. Phoenix prides itself on the calibre of their team members and believes it is everyone's responsibility to hold team members to account, both for your safety and that of the young people we are charged with caring for.

## Stand down

Phoenix team members are required to sign a document at the beginning of their employment stating that they will have a minimum of 8 hours stand down between shifts. Many team members work for more than one employer and unless you tell us we do not know what your current working situation is.

If we do become aware that you are doing the wrong thing and accepting back to back shifts with different employers your employment with Phoenix will be terminated. This is a safety issue for both you. The staff you work with and that of the young people.

## COVID SAFE!

Please always to remember to wear your PPE whilst on shift! All houses provide equipment for your use. Thanks to the Warrigal team for sharing their photo. Our office team are also maintaining all the relevant requirements including PPE, social distancing etc and continue to be here to support you.



# RANDOM ROT

The scientific term for brain freeze is “sphenopalatine ganglioneuralgia”.



## OUR NEW HOME

Suite 1, Building 31, 270 Ferntree Gully Rd, Notting Hill

