

# SHARE & CARE TIMES

**FEBRUARY 2007 Issue 21**



**We hope you enjoy this edition. If you would like to submit an article or even request articles or Information, call Christine in Administration.**

**For those that continue to**

## **The importance of Staff holiday time**

**Ever wonder why we are such sticklers about our staff using their holidays within the prescribed 12 months?**

The costs to our organisation can be considerable in terms of lost productivity, there can be a considerable effect on morale in the workplace and the costs associated with high staff turnover. Leaving aside the cost to our organisation, the human costs for staff actually suffering from stress can ultimately be life threatening. Numerous studies have shown that there is a link between stress levels and killer diseases such as cancer, heart disease and diabetes. Other symptoms from stress can include Irritable Bowel Syndrome (IBS), skin problems, hair loss, depression and loss of self esteem.

At Share & Care we endeavour to reduce stresses in many ways such as the monitoring of work loads, ensuring TOIL time due is utilised, ensuring staff are aware of their roles and comfortable in fulfilling them, "down-time" in offices occasionally, allowing personal leave as required and of course ensuring holidays are taken annually.

Burnout is not something we wish to see developing in our staff or volunteers, therefore organisational policy demands that unless for a very good reason, all of our employees utilise their holiday breaks within the time frames. It demands that staff have the time they need when they need it to sit back, maybe take a holiday break, debrief with a colleague, enjoy a laugh and always feel supported by colleagues and Management.

## **POLICY & PROCEDURE - Phone - Personal Use**

**Personal use of work phones and personal mobiles are limited in the following manner:**

If you bring your personal mobile phone to work, ensure that during your working times the mobile is switched off or you leave incoming calls until your break time - unless you have pressing/urgent family matter you need to attend to.

\*\* The exception to this is our Field staff that are required to leave their phones on for contact purposes by one of our programs.

If no other time is suitable outside of working times for a call to be made you may use the program phone. If you make use of the work phone, please ensure you reimburse our programs for the cost of the call.

In the case of personal (family) emergencies we do not mind your use of the phone for necessary calls.

Incoming calls from family & friends should be related to necessary matters only.

## **P&P - Police Clearances**

All volunteers and staff employed by Share & Care MUST have a current Police Clearance. Employees involved in Child Care MUST complete their Working with Children Check every 3 years.

These Clearances and Checks must be renewed every 3 years. This cost is covered by the employee. Volunteer costs are covered by the organisation.

Any employee or volunteer that does not hold or refuses to renew their Police Clearance or Working with Children Check will no longer be able to work within Share & Care.

Accountability Principles that preclude a person from employment within Share & Care include (but are not limited to):

Has been convicted of murder or sexual assault or

Has been convicted of and sentenced to imprisonment for, any other form of assault.

Other considerations based on individual assessment at the time of interview.

Share & Care will at 3 year intervals require all staff and volunteers to produce evidence of a renewed Police Clearance or Working with Children Check. These will be logged by Administration and copies placed in staff files to adhere to the compliance requirements of several Funding Bodies. These records are accessed only by the CEO and Financial Controller and are safe and secure for privacy reasons.

In addition to the Police Clearance or Working with Children Check, a Statutory Declaration must be completed. This Declaration need only be completed once.

**Any change to a Police Clearance or Working Children Check status MUST be divulged to the CEO immediately.** Failure to do so will see the employee or volunteer dismissed as soon as the information is discovered and the possibility of further legal actions taken against the employee.

These provisions are made to protect our Client base, which can be very vulnerable. They are not only essential to continued funding and a step necessary to avoid prosecution; they are best practice processes that Share & Care take pride in promoting.

## POLAR BEARS AS A THREATENED SPECIES?

There are moves afoot to designate polar bears as a threatened species, the accelerating loss of the Arctic ice that is the bears' hunting platform has led biologists to believe that bear populations will decline, perhaps sharply, in the coming decades.

Polar bears like this one are excellent swimmers but use floating sea ice as pathways to coastal areas and as platforms from which to hunt seals.

But in a conference call with reporters, Interior Secretary Dirk Kempthorne said that although his decision to seek protection for polar bears acknowledged the melting of the Arctic ice, his department was not taking a position on why the ice was melting or what to do about it.



The scientific analysis in the proposal itself, however, did assess the cause of melting ice. Most of the studies on the Arctic climate and ice trends cited to support the proposed listing assumed that the build-up of heat-trapping gases was probably contributing to the loss of sea ice, or that the continued build-up of these gases, left unchecked, could create ice-free Arctic summers later this century, and possibly in as little as three decades.

The worldwide population of polar bears currently stands at 20,000 to 25,000, broken into 19 groups in Russia, Denmark, Norway, Canada and the United States. One-quarter to one-fifth of that population occupies waters off the shores of Alaska or the nearby coastlines, with separate groups in the Chukchi Sea off north-western Alaska, the Northern Beaufort Sea and the Southern Beaufort Sea off the North Slope of Alaska

The most-studied bear population, in the Western Hudson Bay in Canada, dropped 22 percent, to 935 from 1,194 from 1987 to 2004, the Department of Fisheries & Wildlife said.

The International Conservation Union, in its latest red list of endangered wildlife, gave polar bears threatened status in May, projecting a decline of 30 percent by mid-century from current populations, mainly due to projected losses of sea ice in a warming world.



Polar bears are dependent on sea ice as a platform for hunting seals, and as a pathway to coastal areas. The ice shrinkage has meant that polar bears, which are strong swimmers, have had to cover longer distances between ice and land.

They have survived previous Arctic warming periods, including the last warm stretch between ice ages some 130,000 years ago, but some climate experts project that nothing in the species' history is likely to match the pace and extent of warming and ice retreats projected in this century and beyond, should emissions of heat-trapping gases continue unabated.

# Louisiana Bayou Shrimp with Cajun

## RECIPES FROM AROUND D THE

### Bayou Shrimp:

- 1/2 cup vegetable oil, peanut preferred
- 3 tablespoons chopped green onions
- 2 cloves garlic, chopped
- 1 teaspoon ground cumin
- 1/2 teaspoon dried rosemary
- 1 pound, 31-35 count shrimp, shelled, de-veined, tails left on
- 1/4 teaspoon dried oregano
- 2 teaspoon freshly ground black pepper
- 1/2 teaspoon ground cayenne
- 1/2 teaspoon dried thyme

### Cajun Butter:

- 1/2 cup butter
- 1/4 teaspoon dried thyme
- 1/4 teaspoon freshly ground black pepper
- 2 teaspoons Louisiana-style hot sauce
- 1/2 teaspoon basil
- 1/2 teaspoon dried marjoram
- 1/4 teaspoon white pepper
- 1/4 teaspoon garlic powder

Combine all the ingredients for the shrimp in a bowl and toss the shrimp to coat. Marinate, covered, at room temperature for 1 hour. Remove the shrimp to a plate and place the marinade in a saucepan and simmer for 20 minutes.

To prepare the butter, melt butter in a saucepan over low heat stir in remaining ingredients. Keep warm.



Place the shrimp in a grill basket and grill over a medium fire for 4 to 7 minutes, turning and basting frequently with the marinade.

Serve with Cajun Butter for dipping.

Yield: 4 to 6 servings

Heat Scale: Medium

## 'No Dig' Veggie Gardens

### A 'no dig' garden is:

Easy to set up and requires very low on-going maintenance

Saves on water and fertiliser

Potential to fully recycle kitchen scraps and garden waste

Can be built as a garden bed or in any container to any shape or size

### How to build a no-dig garden on an existing lawn or onto soil:

1. Mark out and form walls of no dig garden. The walls should be at least 20cm high, but may be a lot higher. You can use anything including old rocks or sleepers or bricks, blocks, pavers etc.
2. Line the base with a 3 – 5mm thickness of newspaper to suppress weeds; and wet thoroughly.
3. The idea is to then to stack alternating layers of fine and coarse compostable materials. For example, start with a layer of pea straw, then a thin layer of cow manure, then a layer of compost, and then repeat the layers finishing with a thick compost layer.
4. Planting can be done into the top compost layer. Trowel a small hole to fit the seedlings in and plant. Water in well. The plant will eventually establish a strong root system in its nutritional base.
5. As the seedlings grow and the layers rot down, top up with more layers of manure and compost.
6. Mulch around your seedlings well with a pea straw and dig this into the soil as it rots down, before topping the mulch up.

You can also build a no dig garden in a large container, simply do the same as above, but omit step 1.

### To build a No dig Garden on a sealed surface:

1. Mark out the size of the beds and construct the sides. If using bricks, sleepers or other rectangular shaped materials, make sure you leave some gaps for drainage. The walls should be at least 50 cm high.
2. Place a 7 – 10mm layer of coarse screenings or scoria at the base for drainage.
3. Layer the materials as listed above.
4. Plant the bed.
5. Top up layers as they rot down.



# Make your own Perfumes

## Whispering Rain Perfume Recipe

Let the sound of the rain sweep your heart away with our easy to make at home perfume recipe. Create your unique fragrance today.

### Ingredients:

- 2 cups distilled water
- 3 tablespoons vodka
- 5 drops sandalwood essential/fragrance oil
- 10 drops bergamot essential/fragrance oil
- 10 drops cassis essential/fragrance oil

### Directions:

Mix all the ingredients together, shake well. Place in a dark bottle. Then allow the perfume to settle for at least 12 hours. Store in a cool dry area.

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## Exotic Aftershave Recipe

This easy to make aftershave is sure to soothe any man's skin. Give him a personalized gift from the heart. We are sure it will become his favourite.

### Ingredients:

- 3 tablespoons witch hazel
- 5 tablespoons cider vinegar
- 5 tablespoons orange flower water
- 15 drops bergamot essential/fragrance oil
- 10 drops lemon essential/fragrance oil
- 8 drops neroli essential/fragrance oil

### Directions:

Directions: Combine all the ingredients into a bottle, shake well. Set aside for 1 week. Shake once a day. Store in a cool dark area



## Aboriginal language had ice age

Judy Skatsoon

ABC Science Online

A researcher has suggested that the origin of Aboriginal language can be traced back to a time when Australia and New Guinea were one (Image: Queensland Department of Natural Resources and Water)

Aboriginal languages may be much older than people think, argues a linguistic anthropologist who says they originated as far back as the end of the last ice age around 13,000 years ago.

This challenges existing thinking, which suggests Aboriginal languages developed from a proto-language that spread through Australia 5000 to 6000 years ago. The key to the new hypothesis is prehistoric Australia's single land mass 13,000 to 28,000 years ago, when New Guinea and Tasmania were still attached, says Dr Mark Clendon in the journal *Current Anthropology*.

Clendon says the continent, known as Sahul, was relatively densely populated on the land bridge connecting northern Australia to New Guinea, now separated by the Arafura Sea. The other populated area was along what is now Australia's eastern seaboard.

The two population groups were separated by a vast, cold, windswept, arid stretch of land that covered most of the continent, says Clendon, who was with the Batchelor Institute of Indigenous Tertiary Education when he published the research.

The eastern group spoke a tongue that became what is known today as Pama Nyungan and includes languages like Pitjantjatjara, Yolngu and Warlpiri. And the Arafurans spoke another family of languages used in northern Australia today.

"What I'm suggesting is that Pama Nyungan and non-Pama Nyungan languages go back about 13,000 years to when there was a land bridge between New Guinea and Australia," he says. Until now, the reason why these two Aboriginal language groups are so different, each with a distinct grammar and vocabulary, has been a mystery.



## Climate change

Around 11,000 years ago what was the Arafura plain was flooded by rising seas as the ice age ended. This caused the northern people to migrate into either New Guinea or to northern parts of Australia.

Meanwhile, increased rainfall and warmer temperatures made inland parts of the continent more habitable and sparked a westward migration of eastern dwellers.

This introduced their language group to more central areas of Australia. Both groups maintained their distinct languages, Clendon says.

His hypothesis provides an alternative picture to the traditional view that 6000 years ago a single proto-language spread from the Gulf of Carpentaria around Australia, eventually giving rise to existing Aboriginal languages.

"We know about changes in climate and sea levels at the end of the Pleistocene era," Clendon says. "I'm suggesting the way languages are configured in Australia today are a result of those changes that happened at the end of the ice age."

Writing in a reply to Clendon's article, Professor Nicholas Evans, an expert in Aboriginal languages from the University of Melbourne, describes Clendon's hypothesis as "fresh and provocative".

However, he says there are flaws in the argument, including that there is only weak evidence of similarities between southern New Guinea and northern Aboriginal languages.

Evans says he remains to be convinced about Clendon's proposal.

"[But] it adds a welcome alternative to a field in which we are still a long way from having any clear picture of the unimaginably long human occupation of Sahul," he says.

## Amber fossils a first for Australia

Huge chunks of amber containing the remnants of ancient rainforests have been found along beaches in Far North Queensland, the first amber fossils to be found in Australia.

The amber pieces, some as big as a football, contain flies, beetles, spiders, flowers, fungi, moss, fern spores and pollen as well as bubbles of gas and water from the time, the researchers say.

The fossils are at least 4 million years old, they say, possibly much older.

"It turns out that it was the very first discovery of true amber in Australia," says Godthelp, who was invited to analyse the fossils and reported the find at the [Riversleigh Society](#) meeting in Sydney this week.

While amber-like substances such as copal and coal resin are found in Australia, no-one had found true amber, he says.

Godthelp, who studies the evolution of rainforests, says the fossilised resin is most likely from kauri pine, which grows in rainforests.

He says amber is very good at preserving living creatures trapped inside it because it stops the air from getting to them and also contains chemicals that act as preservatives.

Godthelp says he doesn't know how old the amber is yet but it would be at least 4 million years old, possibly much older.



Based on the distribution of the amber along the Cape York beaches, and an analysis of the currents along the coast,

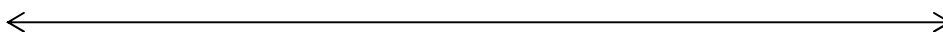
Godthelp says it probably came from an area 200 kilometres away.

He says the team wants to protect the exact location of the amber discovery as the researchers don't want to get a rush of people looking for it. The research team includes scientists from the [Australian Museum](#) in Sydney



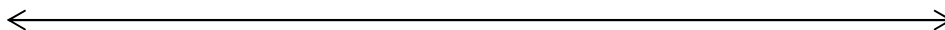
**Child care** – Child Care Staff all returned to work on 22<sup>nd</sup> January. Susanna is being kept busy with new enrolments. The floor boards look fabulous but no-one can sneak around any-more. We look forward to our new second qualified staff member (Hannah Burrige) starting with us on 15<sup>th</sup> Feb.

**Family Day Care** – Our utilisation for December and January was very low with many Carers taking leave and children on holidays. Rhonda will be away in Canberra to attend the inaugural CCMS reference group meeting in the beginning of Feb. Christine Wesolowski has reached ten years of service with the Family Day Care Scheme as a Family Day Care Provider. We have a work experience student starting with us for the first term every Wednesday from NSHS.



**DJOOKANKA HOUSE** - Our support worker Simone has just had a new baby girl named Billy, Billy is a new sister to Paris and Jayellen and unfortunately for Djookanka Simone has tendered her resignation as permanent support to a casual position. Cassie, Maria and Nuressa have been holding the fort as Rebecca has been on annual leave. Reasonably quiet over the Christmas break.

**WAMINDA HOUSE** - I am finally back at work after a three week break and fortunately didn't come back to any disasters. Staff have been very busy since before Christmas with clients and case work. Work has finally started on the front gate we have a new pillar and the gates have been erected but not working as yet. In February we are having a company called Gone in 5 to do training with the staff on emergency evacuation, our first training for 2007.



**Home and Community Care** HACC submission for non-recurrent funding for a new/replacement bus was successful and the funding for this was received last week as well as an increase in recurrent growth funding for assessment. Huge sigh of relief all round as the current bus was starting to cost mega-bucks for repairs and our first breakdown was with the Men's Social Group who only made it as far as Mundaring. Thank goodness the small bus was available to go down and taxi the high needs men back to their homes. No harm done as everyone treated it as a bit of an adventure.

**Community Care Packages** are running at 100% with no spares but this can change over night.

**Mental Health** has had a busy month with group outings to Perth for Slot cars and movies. Alex and three clients off next month to a Forum with Lotteries funding the costs and sponsoring the consumers.

We said farewell to Maxine last month and wish her and her family all the best in their new farming venture. She will be sorely missed as a quiet achiever always willing to pick up the slack to support her co-workers. Iris Carter was another who left due to health reasons and will also be missed by staff and clients alike. Welcome to Lynette and Silvana .

#### **Watch out for snakes!!!!!!!**

John (H/M) the snake man. Sets forth daily with tape measure and colour chart endeavouring to track down the snake that scared the living daylight out of Merryl. So far both snakes he has slain have been the wrong size and wrong colour.

He says they are very hard to measure or colour code as they won't stay still or stretch out for him to measure before he whacks them and proudly displays his kill to her.



#### **FINANCIAL SERVICES**

Funding is late again for Emergency Relief, putting pressure on the families assistance program which we are trying to allocate to school fees, books and uniforms only.

The review with the Funding Officer Kay Chan for Financial Counselling went well, considering the nerves and the fact it was my first program review. **(CEO comment: Rhonda did very well)**

Our fundraiser to get a hearing aid worth over \$2000.00 for a client is nearly complete with generous donations coming in from a variety of sources - client received his hearing aid last month.

## NORTHAM BIKE SHOP



Avon Valley Advocate, January 10, 2007

**Handover:** Share & Care financial counsellor Rhonda Livingstone accepts the bicycle from Wade Carter of Northam Bike Shop.

# Bike donated to Share & Care

WADE and Helen Carter from the Northam Bike shop donated a bike to Share & Care Community Services Group Inc. to give to a local child.

The child was chosen by placing the names of all eligible children in a hat and the draw was made by the financial

counsellor Rhonda Livingstone.

The lucky winner was Jake Clarke from Northam.

Share & Care has been extremely fortunate in the Northam community.

The philanthropic actions of local businesses was astounding last

year, from donations of brand new toys, clothing, assistance towards medical equipment and many other donations.

"We thank the community for its compassion and wish all a safe and prosperous new year," said Share & Care chief executive Carol Jones-Lummis said.

PLEASE,  
when your  
bike needs a  
service,  
when you  
need some  
parts,  
when you're  
thinking  
about a new  
bike,  
and  
when you're  
talking to  
others,

think

NORTHAM

BIKE  
SHOP

first!

Ph: 96 223434



# RESTLESS LEG SYNDROME

As many as one in 10 people may have trouble getting to sleep because they suffer from restless legs syndrome (RLS). In this condition unpleasant sensations, often described as 'tingling', 'itching', 'creeping', 'crawling', or 'pulling', are felt in the legs.

RLS can happen at any time, but seems most common when the affected person is trying to sleep. It is more common in women and in older people.

The unpleasant sensations are relieved by movement so, not surprisingly, people with RLS move their legs around a lot, often to the annoyance of the person sharing their bed.

## How is it caused?

There is no known cause for RLS, although it sometimes occurs in the presence of a wide range of other medical conditions including iron deficiency anaemia, kidney disease, diabetes and arthritis.

Certain drugs such as anti-psychotics and anti-depressants can also increase leg restlessness in some people.

As many as one in four women experience RLS in pregnancy, particularly in the third trimester. However, the condition usually goes away after the baby is born. Most people with this annoying problem are otherwise perfectly well.

## How is it managed?

People whose RLS is associated with iron deficiency anaemia are often helped by iron supplements, although they also need to find out the cause of their anaemia.

Discussion with a doctor will help determine whether any medications could be contributing to the symptoms of RLS, and these could be discontinued on a trial basis if possible.

Reducing or abstaining from caffeine (found in coffee, tea, cola and chocolate), nicotine and alcohol may also help RLS symptoms.

Mental alerting activities such as playing video games can sometimes mask the symptoms of RLS.

Recently in Australia, ropinirole was approved specifically for the treatment of restless legs. The treatment is believed to be very effective and have less severe side-effects than some of the other RLS treatments though it can cause nausea in some people.

SOMETIMES A PICTURE IS WORTH A THOUSAND





## VITAMIN D & Multiple Sclerosis

A new study provides the most compelling evidence yet that vitamin D, the so-called sunshine vitamin, may protect against the neurological disease multiple sclerosis (MS).

[Harvard University](#) researchers who reviewed the medical data of more than seven million US military personnel found the risk of MS fell dramatically as the level of the vitamin circulating in the blood rose.

The relationship was particularly strong in the under-20 age group, according to the study published today in the [Journal of the American Medical Association](#).

Individuals who ranked in the top 20% of the sample for vitamin D levels had a 62% lower risk for the chronic autoimmune disease than those in the bottom 20%.

The study also found that there was a 41% decrease in risk for MS with every increase of 50 nanomoles per litre of circulating vitamin D.

"The study strongly suggests that vitamin D has a protective effect, and one which could potentially prevent thousands of cases of MS," says co-author Alberto Ascherio, associate professor of nutrition and epidemiology at the [Harvard School of Public Health](#).

The findings add to a growing body of evidence that vitamin D could reduce the incidence of the incurable condition.

MS is a chronic inflammatory disease of the central nervous system that afflicts some two million people worldwide.

The illness can be relapsing and remitting or progressive, with symptoms that range from fatigue and slurred speech to tremors, stiffness, and poor coordination and in the most severe cases paralysis.

Vitamin D, dubbed the sunshine vitamin because it is naturally produced in skin that is exposed to the Sun's ultraviolet rays, is thought to rein in the overzealous immune system cells that cause the condition.

# ORGANISATIONAL

## "Coordination" Must Exist or There's No Organization -- Only an "Experience"

Regardless of the negative connotation of the word "control", it must exist or there is no organization at all. In its most basic form, an organization is two or more people working together to reach a goal. Whether an organization is highly bureaucratic or changing and self-organizing, the organization must exist for some reason, some purpose, some mission (implicit or explicit) -- or it isn't an organization at all. The organization must have some goal. Identifying this goal requires some form of planning, informal or formal. Reaching the goal means identifying some strategies, formal or informal. These strategies are agreed upon by members of the organization through some form of communication, formal or informal. Then members set about to act in accordance with what they agreed to do. They may change their minds, fine. But they need to recognize and acknowledge that they're changing their minds.

This form of ongoing communication to reach a goal, tracking activities toward the goal and then subsequent decisions about what to do is the essence of management coordination. It needs to exist in some manner -- formal or informal.

The following are rather typical methods of coordination in organizations. They are used as means to communicate direction and guide behaviours in that direction. The function of the following methods is not to "control", but rather to guide. If, from ongoing communications among management and employees, the direction changes, then fine. The following methods are changed accordingly.

Note that many of the following methods are so common that we often don't think of them as having anything to do with coordination at all. No matter what one calls the following methods -- coordination or control -- they're important to the success of any organization.

### Various Administrative Controls

**Organizations often use standardized documents to ensure complete and consistent information is gathered.** Documents include titles and dates to detect different versions of the document. Computers have revolutionized administrative controls through use of integrated management information systems, project management software, human resource information systems, office automation software, etc. Organizations typically require a wide range of reports, e.g., financial reports, status reports, project reports, etc. to monitor what's being done, by when and how.

### Delegation

**Delegation is an approach to get things done, in conjunction with other employees.** Delegation is often viewed as a major means of influence and therefore is categorized as an activity in leading (rather than controlling/coordinating). Delegation generally includes assigning responsibility to an employee to complete a task, granting the employee sufficient authority to gain the resources to do the task and letting the employee decide how that task will be carried out. Typically, the person assigning the task shares accountability with the employee for ensuring the task is completed.

## Evaluations

**Evaluation is carefully collecting and analysing information in order to make decisions.** There are many types of evaluations in organizations, for example, evaluation of marketing efforts, evaluation of employee performance, program evaluations, etc. Evaluations can focus on many aspects of an organization and its processes, for example, its goals, processes, outcomes, etc

## Financial Statements (particularly budget management)

Once the organization has establish goals and associated strategies (or ways to reach the goals), funds are set aside for the resources and labour to the accomplish goals and tasks. As the money is spent, statements are changed to reflect what was spent, how it was spent and what it obtained. Review of financial statements is one of the more common methods to monitor the progress of programs and plans. The most common financial statements include the balance sheet, income statement and cash flow statement. **Financial audits are regularly conducted to ensure that financial management practices follow generally accepted standards, as well**

## Policies and Procedures (to guide behaviours in the workplace)

**Policies help ensure that behaviours in the workplace conform to federal and state laws, and also to expectations of the organization.** Often, policies are applied to specified situations in the form of procedures. Personnel policies and procedures help ensure that employee laws are followed (e.g., laws such as the Americans with Disabilities Act, Occupational Health and Safety Act, etc.) and minimize the likelihood of costly litigation. A procedure is a step-by-step list of activities required to conduct a certain task. Procedures ensure that routine tasks are carried out in an effective and efficient fashion

## Quality Control and Operations Management

The concept of quality control has received a great deal of attention over the past twenty years. Many people recognize phrases such as "do it right the first time", "zero defects", "Total Quality Management", etc. Very broadly, quality includes specifying a performance standard (often by benchmarking, or comparing to a well-accepted standard), monitoring and measuring results, comparing the results to the standard and then making adjusts as necessary. Recently, the concept of quality management has expanded to include organization-wide programs, such as Total Quality Management, ISO9000, Balanced Scorecard, etc. Operations management includes the overall activities involved in developing, producing and distributing products and services

## Risk, Safety and Liabilities

**For a variety of reasons (including the increasing number of lawsuits), organizations are focusing a great deal of attention to activities that minimize risk, avoid liabilities and ensure safety of employees and clients.** Several decades ago, it was rare to hear of an organization undertaking contingency planning, disaster recovery planning or critical incident analysis. Now those activities are becoming commonplace.

## **CONGRATULATIONS TO:**

Leanne who will begin work as support staff (Cleaning) in CCS

Lynette who has begun working with our Homes Support Services programs

Silvana who has also joined our HSS team

**Welcome to our team!**

### **S & C Mission Statement**

**Share and Care's mission  
is to lead communities in Support, Education and Advisory Ser-  
vices.**

**Values:**

- Recognition of the communities rights to equitably access information and services;
- Sensitive to the needs of those from cultural and linguistically diverse communities and special needs;
- Recognition and appreciation of the diverse skills and values our employees bring to the services delivered;
- Provision of philanthropic opportunities;
- Development and maintenance of complimentary relationships across all sectors;
- Recognition and appreciation of the skills brought by the Board of Management that ensures transparency, accountability, good governance and leadership for the Organisation;
- Operate on the best practice models, ensuring delivery of services to the communities are always of the highest standards.

**To acknowledge and encourage**