

Tanya Fox — CEO

As Tanya enjoys a well deserved break, we welcome everyone to 2021 with Brighter Access – another year with the promise of growth and great possibility.

Every new year brings new opportunities, and every day we can bring energy and positivity to our work and life. We hope that this is a great year for you and those close to you. Happy New Year!



Take care, Kathy.

Joe Holahan—General Manager Quality and Projects

A reminder for Staff to take care when completing Incident Reports for Participants. Make sure only facts surrounding the incident are included, and NOT opinions or judgements.

Remember that all Incident Reports are reviewed by your Line Manager, Brighter Access Executive and, in cases of the most serious incidents, by NDIA Quality & Safeguards.

For those of you that like statistics: The year 2020 saw us complete 2,438 Incident Reports. Of these, 96 were a Category One Incident, which our Procedures describe as an “incident that has resulted in a serious outcome.”

Matt Old— Operations Manager CoS and Special Projects

During the month of January, we will be featuring the people behind Brighter Access’ CoS Team on our social media pages.

Learn more about CoS, your co-workers and their role within BA.

First up: **Warren Sullivan, Coordination of Supports (CoS) Team Leader.**



Warren Sullivan

Warren has been with us at Brighter Access for more than six months and describes CoS as a close parallel to the LAC role in many aspects.

Warren says the most satisfying part of his role is when he can support participants to feel confident enough to manage their own plans to the extent they no longer need CoS moving forward.

“Participants become empowered to realise their own goals and make their own life choices. I try and demystify the NDIS so participants can make their own informed choices and linkages within the communities they live.

“Our role is to assist people with a disability to integrate into the community and become accepted members of the community.

“Part of that role is to educate the wider community as to how they can assist so we are truly accepting and embracing communities,” he said.

Together, Warren and his wife are raising two granddaughters with disabilities and know how important and life-changing true acceptance by community, which focuses on the abilities of the individual not the disability, is to young people’s lives and how they view the world, and their future.

Lisa Fulton— General Manager Operations

There have been errors coming through the timesheets in relation to first aid and kilometre allowances being input in the wrong spot. Here are some tips and instructions for entering both correctly:

First Aid Allowance

Remember that you are only able to claim first aid allowance for the ACTUAL support hours you are providing which means that you do not claim any first aid during a sleepover period. Please see example for the correct way to calculate

your first aid allowance:

Shift: 3pm – 10pm + sleepover, then 6am – 9am the following day.

- 7 hours first aid for the period 3pm – 10pm.
- 3 hours first aid for the period 6am – 9am.

Total first aid to be claimed when checking out = 10.

It is suggested that staff please refrain from inserting your first aid allowance when checking in, as shift finish times may change.

You may forget to go back and correct the allowance accordingly. Also, if you don’t have a current first aid certificate please contact your line manager to discuss this immediately.

KM allowance claims

Please see below where your KMs should be entered – note that if entered in the top section they will not be paid. You will need to click the plus to add an additional line after you’ve entered your first aid allowance.

Remember that KMs should always be approved by your Manager prior to them being accumulated and must always include a description about what they were used for. If this is unclear or you have any questions, please contact your Line Manager.