

# OLOC STAFF NEWS

Our Lady of Consolation  
Aged Care & Services

ISSUE 3

JUNE 2023



- UPDATES AT OLOC
- NOTES FROM THE FMM
- HEALTH & WELLBEING

- CELEBRATING DIVERSITY
- IMPORTANT INFORMATION
- EDUCATION & TRAINING

- SPOTLIGHT ON
- POLICY UPDATE
- NOTICE BOARD

# Contents

---

3	Updates Updates about OLOC.
4	Notes from the FMM A Voice from the Wilderness.
5	Health & Wellbeing Winter Wellness.
6	Celebrating the Diversity of our Staff Getting To Know the OLOC Staff.
8	Important Information Salary Packaging; Volunteers Needed.
10	Education & Training Online Learning - Alis; Bottle Lid Collection; Code of Conduct; Education Calendar.
12	Spotlight On AN-ACC Classifications.
13	Policy Updates Staff Policy Updates; Work Place Health & Safety Nominations.
14	Competency Bath Trolley Procedure 3.2.3.
16	Notice Board Support FMM Sisters' Projects in Indonesia and Ethiopia; Charter of Aged Care Rights; Employee Assistance Program (EAP); Public Holidays NSW 2023/2024.



APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY  
*you are welcome here*

# Updates

## Re-accreditation Update

5 Quality Assessors from the Aged Care Quality and Safety Commission have completed their 4-day re-accreditation unannounced site visit to Our Lady of Consolation Nursing Home and Hostel on 6, 7, 8 and 9 June 2023.

Well done and thank you to all of you for all your hard work in helping with the re-accreditation process, especially over the 4 days of the site visit in helping the visit run smoothly.

A big thank you especially to those who spoke with the Assessors over the 4 days of the site visit.

The Assessors are now compiling their report and we expect to receive a draft shortly.

While the new re-accreditation system provides only limited feedback during and at the end of the visit, the preliminary verbal feedback we received was that overall, the residents and representatives spoken with by the Quality Assessors over the 4 days were satisfied with the level of consultation, information provision and care delivery they received. Further, the Assessors told that OLOC's overall clinical systems and governance systems were sound.

We expect the report will highlight some areas for improvement and response and we have, as far as possible at this time, already revised our plans for continuous improvement to include those recommendations, for example, how we ensure that all staff complete their Mandatory 'Block' Training every year and participate in an Annual Review process with their supervisor.

## Staff 'Pulse' Survey

We have started conducting a Staff 'Pulse' Survey.

10 staff are selected at random every month and are contacted to complete a 10 question survey. This takes about 5 minutes. Many companies use the 'Pulse' method for conducting their staff surveys over the course of a year so that any issues raised can be followed-up- and responded to in real time. We have been using a similar approach with residents for the last few years.

If you are selected for a survey, please take the time to respond.

## Mandatory 'Block' Training

### All Staff:

Mandatory 'Block' Training covers: the Aged Care Quality Standards, Restrictive Practices, the Serious Incident Response Scheme, Harassment Prevention, Consumer Experience and Chemical Safety.

It is the responsibility of each individual staff member to book and attend the Mandatory 'Block' Training every year.

**For staff who have not already attended Mandatory 'Block' Training in 2023, please call the Education Team to arrange this through Sonja (ext. 494) or Shivani (ext. 429) as soon as possible.**

**Every staff member must complete the Mandatory 'Block' Training by the end of November 2023 at the latest.**

Staff who, according to our records, did not complete their Mandatory 'Block' Training in 2022 and are yet to attend in 2023.

Staff in this category have already received a separate text message with specific instructions that they MUST complete their Mandatory 'Block' Training by the end July 2023 at the latest:

The available dates and times for

### **ALL NON-ADMIN STAFF** are:

Wednesday 21 June 2023 - 3.00pm- 5.30pm

Thursday 22 June 2023 - 3.00pm- 5.30pm

Monday 10 July 2023 - 11.00am - 1.30pm,  
3.00pm- 5.30pm

Tuesday 18 July 2023 -1.30pm - 4.00pm

Wednesday 19 July 2023 -1.30pm - 4.00pm

Monday 24 July 2023 - 11.00am - 1.30pm,  
3.00pm - 5.30pm

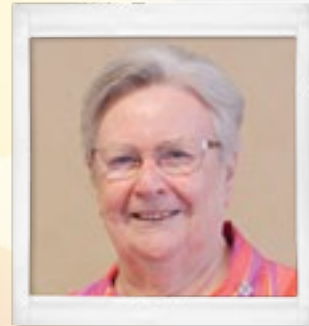
### **ADMIN STAFF**

Tuesday 4 July 2023 – 10.00am – 12.00pm,  
1.00pm – 3.00pm

Please call the Education Team to arrange this by calling Sonja (ext. 494) or Shivani (ext. 429) as soon as possible.

Please note that your annual attendance at mandatory training forms part of your employment conditions.

# Notes from the FMM



- Sr Janice

## *A Voice from the Wilderness*

During the coming month of June, we celebrate a 'Voice from the Wilderness'. The voice is that of John the Baptist, someone with whom I have a great affinity - and we even share the same birthday! John was chosen by God to call the Israelites to change their ways and prepare for the coming of the Messiah.

John's birth was a surprise because his parents were not young when he was born – for them he was a gift from God. He was the last prophet before Jesus, and as he preached to the people their need for repentance, his constant cry often carried the message – "He must increase, but I must decrease." Many of his followers believed that John was the Messiah who would save Israel, but John knew that God was sending someone greater than him, about whom he preached.

Before beginning his preaching role, John the Baptist had prepared himself by living in the desert and seeking out the will of God. His preaching often ended with the crowd receiving the Baptism of Repentance in the Jordan River and it was there that John first met Jesus. Jesus presented himself for Baptism by John before commencing his ministry after he too had spent a time of preparation in the desert.

Some in Israel had hoped that the Messiah, whether John or Jesus, would free Israel from Roman occupation. But Jesus knew that He had come to do the will of the Father: to free people from slavery and falsehood and dehumanizing sinful ways and conflicts. This was the mission and preaching of Jesus.

The lesson that we can learn from the lives of both John the Baptist and Jesus is that the message we live, as individuals and as a church, is about this love and the will of God. The moment our lives lose this focus then we have lost the meaning of true humility: we can tend to think that we are greater than the message! Within our lives we too need to learn the meaning of "He must increase, but I must decrease" or, in the words of Jesus, "I come to do the will of my Father in Heaven".

May our prayer for the month of June be that John's humility and total dedication to his call might guide us as we endeavour to live the will of God and help others in our daily lives.



# Health & Wellbeing

## Winter Wellness

**Winter is the easiest time of the year to blow off a workout, binge comfort food and enter full hibernation mode the moment the sun sets. It's too cold, it's too dark, it's nice and warm inside – the excuses are endless.**

To get through the season in the best health, ignore the excuses and the winter blues, your body needs the boost exercise, good food and proper sleep provides.

### Exercise

If it's not raining, get outside and go for it. Once you're moving, you'll warm up. However, if the idea of a workout leaves you feeling overwhelmed, you can always add more incidental exercise to your day. Think about parking the car further away or taking the stairs.

Every little bit of activity counts, so there's no need to pump iron or break a sweat. Low intensity activities like walking or yoga are great for your metabolism also, which is essential during this time of the year when we're spending lazy days inside, avoiding the cold and filling up on comfort foods.

When you are at home, try to sit less. Get active around the house, gardening, cleaning or dancing in the comfort of your own home.

Use an activity tracker to keep track of how many steps you're taking a day. Set a target to achieve the same number of steps you would during the warmer months.

### Sleep

When the sun goes down early and rises late, you may be tempted to slip into hibernation mode and go to bed as soon as it gets dark. Try to keep your sleep schedule on track, waking up and falling asleep the same time every day, regardless of the view outside your window.

By keeping consistent sleep patterns, you'll eventually train your body to naturally stick to that schedule, meaning you'll be ready to fall asleep when it is time and wake up feeling more energised. This advice is helpful all year, but is especially crucial for the winter months when you want to spend more time in bed.

### Eating

Winter is a great time to re-think the size of your meals, especially with foods such as rice, pasta and potatoes. While they fill you up and keep you warm, they can be easy to over serve. Choosing a healthy amount for you can help you to manage your weight, while freeing up space on your plate for more immune boosting vegetables.



# Celebrating the Diversity of our Staff

We'll be getting to know you in each edition of the OLOC Staff News. It would be great if you would keep the conversation going and get to know one another a little better.

## THE QUESTIONS

1. What three words would you use to describe yourself?
2. What does your average weekend look like?
3. Where is the best place you've ever travelled to?
4. What is your favourite family tradition?
5. What's on your bucket list?
6. What job would you be terrible at?

## Teresa

Accounts



1. Always happy, energetic, and quiet.
2. I like to read and ride my electric scooter. I also cycle on the M7 track, but only short trips!
3. The United States, particularly Oregon. I love it there!
4. We celebrate Chinese New Year. We have a big feast with family and we play Mahjong.
5. I have wanted to climb the Sydney Harbour Bridge, so I booked it for July!
6. I've only ever worked in accounting because I'm only interested in numbers!

## Shanti

St Helens CSE



1. Happy, loving and makes everyone smile.
2. Cooking and cleaning, of course! But mainly spending time with my family. We go out and find new places to see.
3. Rotorua in New Zealand. There is a big beautiful lake and I just loved it.
4. Tihar, the Festival of Lights. It goes for 3 days; we fast, pray, decorate the house with lights and colour rangoli.
5. Skydiving!
6. Nothing! I think I'm good at multitasking and I love to learn. There's nothing that I won't learn to do.

## Isabella

St Francis CSE



- 1.** Hardworking, responsible and has good time management.
- 2.** I am studying nursing, so I study and watch Netflix.
- 3.** Probably Australia! It's the first place I travelled to internationally and I love the weather here. I like the Opera House and Harbour Bridge too.
- 4.** Christmas; my family returns to the Phillipines from all over the world, we sit at a long table together to eat. When the clock strikes 12, we share gifts.
- 5.** I would love to travel. Asia is first on my list and then Europe.
- 6.** Anything with art. I hated drawing when I was a child and I'm still not good at painting!

## Samrawit

Cleaning Services



- 1.** Polite, responsible and always doing my best.
- 2.** I spend it with family. We go shopping and to church on Sundays.
- 3.** When I went back home to Eritrea to see my family. It's in Africa, near Ethiopia.
- 4.** We celebrate Christmas and Easter. We invite family over to celebrate, where we cook and go to church at night.
- 5.** To see my children study at university.
- 6.** I would not be a good doctor! I hate injections and the sight of blood.

## Til

Home Care



- 1.** Honest, hardworking and a team player.
- 2.** I spend most of my time with my daughter, playing and going to beaches.
- 3.** The Gold Coast. The weather is warm and the beaches are nice.
- 4.** Dashain; we give blessings to the youth and spend all day eating, drinking and playing with family.
- 5.** Skydiving!
- 6.** I don't like doing the laundry, so I couldn't work there.

FUTURE  
EDITIONS

*If you'd like to nominate somebody to be in the magazine, talk to your manager or coordinator.*

## Why not Salary Package?

Salary packaging helps you to save tax on your fortnightly pay. OLOC is a not for profit organisation, so we can offer permanent full-time and part-time staff (*contracted for a minimum of 32 hours per fortnight*) the opportunity to salary package.

### How does it work?

You can have up to \$ 611.50 a fortnight paid to you tax free (or \$15,899 a year). That amount can be paid to you on a debit card, or it can be paid directly to a loan, a mortgage or to help pay your rent.



With this sort of debit card you can use it to pay any day to day expenses you have, such as:

- Childcare fees
- Council rates
- Telephone accounts
- Electricity/gas bills
- Car repairs/maintenance
- Car registration
- Medical bills
- Groceries
- Petrol
- Restaurant bills

If you want to, you can also have an additional \$101.90 a fortnight (\$2,650 a year) paid to you tax free as a Meal Entertainment Card.

The main limitation is that it is not possible to withdraw any cash or transfer monies to other accounts. You also need to assess whether there is any impact on payments like HECS or family payments you might be receiving.

### More Information

Information packages are available in the Administration Office, and you can call Merino at the Pay Office on 9832 5413 to answer any questions you might have.



## Healthy volunteers from Nepal or Tibet who work in Aged Care needed for a health study in Western Sydney

For the last 15 years immigrants to Western Sydney from either Nepal or Tibet seem to have higher than expected rates of Tuberculosis (TB). Dr Stephen Corbett from the Centre for Population Health and Dr Jin-Gun Sho and Evan Ullbricht from the Parramatta Chest Clinic are leading a pilot research project which has been funded by NHMRC Centre of Research Excellence in Tuberculosis Control and the Australian Respiratory Council.

We know that there are many staff in Aged Care facilities in Western Sydney come from Nepal (and a smaller number from Tibet). We need healthy volunteers from this community.

Becoming a volunteer involved firstly giving informed consent to us for your participation.

Secondly you will be asked some questions about your health and where you lived in Nepal before you migrated to Australia. We are particularly interested in the effects of the changes in altitude of people emigrating to Sydney from Nepal. This interview takes about 15-20 minutes.

We are also asking participants to have a single blood test to assess Haemoglobin and Vitamin D levels, a screening test for TB and a genomic analysis. These genetic tests are being done to look for “Tibetan” genes which are thought to help Tibetans live at high altitude and which we know are present in some people from Nepal. We hope that this study will lead to early detection or even prevention of TB in Nepalese and Tibetan immigrants.

**We are giving a \$30 Uber Eats voucher to all those who volunteer for the study.**

If there are Nepalese or Tibetan employees at your aged care facility who would like to volunteer for this study we would visit the facility at an agreed time, obtain consent, conduct interviews and collect blood samples.

Dr Stephen Corbett will ring your facility in the next few days to determine whether there is interest among staff. He can be contacted by email [Stephen.corbett@health.nsw.gov.au](mailto:Stephen.corbett@health.nsw.gov.au) or send him a text on 0411207545.

**For more information contact Jenny on 9832 5418**

## Online Learning – Alis

**The Aged Care Quality and Safety Commission is committed to supporting aged care providers with access to learning content anywhere at any time. Aged care workers can access learning content developed by the commission through the Aged Care Learning Information Solution – Alis.**

Alis is an online platform that can be accessed from any PC, laptop, table or phone with an internet connection. The platform contains engaging content to help people working in the sector to understand their obligations and provide safe, high-quality care.

Alis contains a wide range of learning content about providing safe, high quality aged care. Modules include:

- **Welcome to Aged Care** – details the work of the Commission, the obligations of aged care providers and resources available.
- **Aged Care Quality Standards** – supports on how to demonstrate the Aged Care Quality Standards and deliver safe and quality care.
- **Serious Incident Response Scheme (SIRS)** – information about incident management and reportable incident obligations in regards to SIRS.
- **Clinical Governance** – provides support in understanding the role of clinical governance in aged care and the resources available.

*If you are interested in registering for Alis, please contact Sonja Paynter on 9832 5494 or at [spaynter@oloc.com.au](mailto:spaynter@oloc.com.au)*



### Our Lid Collection has started!

If you have any lids to donate, please deliver them to Jo in the Hotel Services and Leisure and Lifestyle office in Alverna.



**Kitchen and Catering Staff: with all the drinks we pour, the meals we make there's bound to be a few lids left over, please collect them when you can!**



**CODE OF CONDUCT  
FOR AGED CARE**

- A.** Act with respect for people's rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
- B.** Act in a way that treats people with dignity and respect and values their diversity.
- C.** Act with respect for the privacy of people.
- D.** Provide care, supports and services in a safe and competent manner with care and skill.
- E.** Act with integrity, honesty and transparency.
- F.** Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- G.** Provide care, supports and services free from:
  - i. all forms of violence, discrimination, exploitation, neglect and abuse and
  - ii. sexual misconduct.
- H.** Take all reasonable steps to prevent and respond to:
  - i. all forms of violence, discrimination, exploitation, neglect and abuse and
  - ii. sexual misconduct.

**EDUCATION  
CALENDAR**

**JULY 2023**

<b>TUESDAY 4TH</b>	Admin Block Training
<b>MONDAY 10TH</b>	Block Training
<b>TUESDAY 11TH</b>	WMG Meeting
<b>WEDNESDAY 12TH</b>	St Josephs Staff Meeting St Helens Staff Meeting Community Care Fire Safety
<b>TUESDAY 18TH</b>	Block Training Alverna Staff Meeting
<b>WEDNESDAY 19TH</b>	Block Training St Francis Staff Meeting
<b>THURSDAY 20TH</b>	Laundry/Maintenance Fire Safety
<b>MONDAY 24TH</b>	Block Training
<b>TUESDAY 25TH</b>	WMG Meeting
<b>WEDNESDAY 26TH</b>	St Anthony Staff Meeting
<b>THURSDAY 27TH</b>	Nursing Home RN Meeting

**AUGUST 2023**

<b>FRIDAY 4TH</b>	Block Training
<b>TUESDAY 8TH</b>	EMG Meeting
<b>WEDNESDAY 9TH</b>	St Joseph Staff Meeting St Helens Staff Meeting
<b>FRIDAY 11TH</b>	Block Training
<b>TUESDAY 15TH</b>	Alverna Staff Meeting
<b>WEDNESDAY 16TH</b>	St Francis Staff Meeting Hostel Block Training
<b>FRIDAY 18TH</b>	St Francis Fire Safety
<b>TUESDAY 22ND</b>	WMG Meeting
<b>WEDNESDAY 23RD</b>	St Anthony Staff Meeting
<b>THURSDAY 24TH</b>	Nursing Home RN Meeting

## AN-ACC Classifications

The AN-ACC funding model was designed to provide adequate funding to service providers by focusing on the individual characteristics of residents and how that impacts costs.

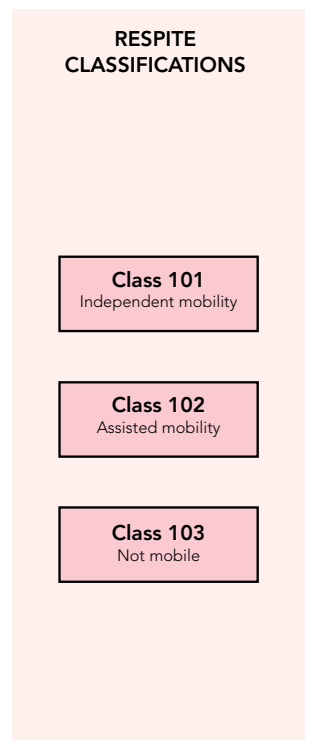
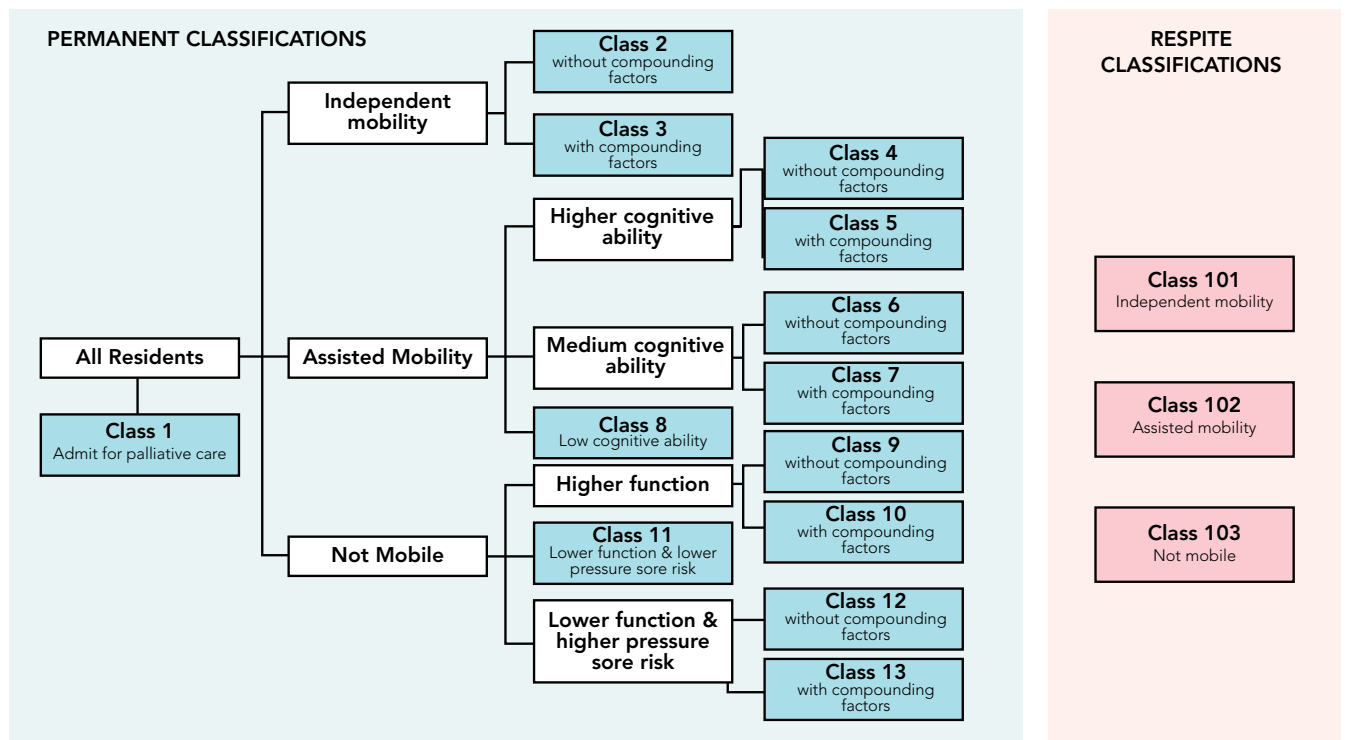
The factors impacting the cost of care include:

- Mobility
- Cognitive ability for people with assisted mobility needs
- Function and pressure sore risk for people who are non-mobile
- Wound Care
- The risk of Falling
- Medical needs such as daily injections

To determine the cost of care per person, residents are categorised into classes that represent residents with similar needs, whose daily costs are similar and have similar clinical risks.

There are different classification systems for permanent and respite care.

There are 13 classes of care for permanent residents, including a palliative care class for people near end of life. This class allows residents with a life expectancy of less than 3 months with an approved palliative care plan to enter a facility without an AN-ACC assessment. There are 3 classifications for respite residents.



Providers can ask for a new assessment if a resident's condition changes significantly. For example:

- Change from independently mobile to being mobile only with assistance
- Change from independently mobile to being not mobile
- Hospitalisation for more than 5 days
- More than 12 months have lapsed since the last assessment for classes 2-8 or 6 months for classes 9-12.



# Policy Updates

## Staff Policy Updates

The following policies were updated to reflect necessary internal and external changes with the revised and updated versions distributed into the hard copy Policy Manuals in all areas, as follows:

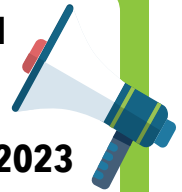
- 7.3A Workforce Planning - Under the heading: 'Work Health Safety', we amended the words under 'Staff Vaccination Status' to align with the wording in the current Staff Handbook: 'Aged care workers are required to provide their employer with evidence of their COVID-19 vaccination status. Aged care providers are required to keep a record of these vaccinations. OLOC is committed to maintaining a safe working environment for both residents, staff and visitors. For this reason we encourage all residents, staff and visitors to have annual influenza vaccines, keep up to date with pneumococcal vaccines and any new Covid-19 vaccines as they become available. All OLOC Staff are required to comply with any mandated vaccination requirements that OLOC is subject to, or any other vaccination requirements that OLOC decides is necessary for the protection of residents and other staff, and are to show OLOC evidence of their current vaccination status.
- 8.3C Corporate Governance – Information Management, we made the following additions to words about authorised use of our information systems networks: Employees using our information systems networks are required to be highly aware of data security and be vigilant to protect our information systems networks from external threats. This means employees are not to click on links, open any attachments or reply to requests from any suspicious emails asking the recipient to download files, software or allow remote access to any OLOC computer or device. Employees that receive such requests, whether from a suspicious email or any other method, are to report the incident immediately to their supervisor. Employees are to actively cooperate with any training initiatives and comply with advice provided to them in regard to the protecting security of information on our system".

### Procedures:

The following Procedure documents were reviewed and changes endorsed by the Clinical Governance Team with the revised and updated versions distributed into the hard copy Procedure Manuals in all areas and where relevant under Assessment Forms in Manad:

- Procedure 3.1 Client Incident Reporting
- Procedure 3.2.3 – Bath Trolley Procedure
- Procedure 3.24.1 - Residential Care Falls Management Procedure
- Procedure 3.78 - Showering a resident
- Procedure 3.92 - Wound Escalation

## OLOC WORK HEALTH SAFETY (WHS) STAFF CONSULTATIVE COMMITTEE - JUNE 2023



### Nursing Home

2 expressions of interest have been received in relation to the 2 Vacant Nursing Home Staff Representative positions.

Ruby Caluag,  
Careworker, Nursing Home  
Diane Napier,  
Careworker, Nursing Home

Should any other staff which to express an interest please contact Peter Squire on ext 406 by Monday 26th June.

Should no further expressions of interest be received, the 2 expressions of interest that have been received will be tabled for acceptance at the next meeting on 26 July 2023.

### Laundry/Maintenance

There is now also a vacancy for a Laundry/Maintenance Staff representative owing to the resignation of the Health and Safety Representative from their OLOC employment.

Should any Laundry or Maintenance staff which to express an interest please contact Peter Squire on ext 406 by Monday 26th June, 2023.

Peter Squire,  
Administration and Compliance  
Manager (*Management  
Representative on the OLOC WHS  
Staff Consultative Committee*)

## BATH TROLLEY PROCEDURE 3.2.3

Before you start, check you have the following:

- Bath Trolley
- Pat Slide
- Slide Sheet
- R2



1. Check the shower trolley (brakes) and pat slide for any signs of wear or damage. If any faults, report immediately and do not use.

Please check that the trolley is clean before use.

2. Roll resident on bed away from where the bath trolley will be.



3. Tilt the pat slide with slide sheet and position. Roll resident back.



4. Reposition resident on pat slide.



## TOOLBOX TALK NOTES

5. Bring bath trolley into position.



6. Slide resident across to the bath trolley. Communicate clearly and count. Staff 1 pulls slide sheet, staff 2 gently pushes the resident across, reassuring the resident.



7. Secure resident in bath trolley with sides (rails up) and remove pat slide and slide sheet.



8. When the personal cares have been attended to please reverse the process and clean the bath trolley before moving onto the next resident. The bath trolley should be cleaned with warm soapy water + R2/oxywear wipes.

9. Clean pat slide and slide sheet before moving on.

### Procedure: Bath Trolley to Water Chair

- After showering, towel dry the resident, keeping them comfortable and warm.
- Use the pat slide and slide sheet with 2 x staff to transfer the resident onto the bed.
- Dress the resident in bed.
- Use 2 x staff and full body lifter to transfer the resident to the water chair.

### Preventing Skin Tears

- To avoid friction and shearing use safe manual handling, with 2 x staff or more for use of lifters and slide sheets.
- NO HOOK LIFTING.
- Avoid long and sharp fingernails or jewellery in contact with the resident.
- Manage dry skin using appropriate moisturiser or emollient.
- Optimise nutrition and hydration.
- Apply protective clothing such as long sleeves and compression garments carefully.
- Ensure the environment is safe; adequate equipment and lighting, no obstacles or clutter.
- Involve the resident or carer in the care or decisions where appropriate.

# Notice Board

## WORKPLACE GENDER EQUALITY AGENCY

OLOC lodged its annual public report with the Workplace Gender Equality Agency (WGEA) on 19th May 2023 in accordance with the requirements of the Workplace Gender Equality Act 2012 (Act). Public data reports for all organisations required to report to the WGEA, including OLOC are available from the following website:

<https://www.wgea.gov.au/>

As employees of this organisation you may make comments on the report to me by email [psquire@oloc.com.au](mailto:psquire@oloc.com.au) or to the Agency. The WGEAs guidelines on making comments are on their website.

## CHARTER OF AGED CARE RIGHTS

### I have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated

CHARTER OF AGED CARE RIGHTS 1ST JULY 2019

## EMPLOYEE ASSISTANCE PROGRAM (EAP)

ACCESS Programs have been engaged by OLOC to provide an Employee Assistance Program for staff members. They provide confidential, professional and free counselling for work related, family and personal problems. Through access to qualified counsellors, our staff have the opportunity to identify problems and find the best way to resolve them. You can contact ACCESS to make a confidential appointment on: **1800 818 728**.

## PUBLIC HOLIDAYS NSW 2023/2024

### Labour Day

Monday 2nd October 2023

### Christmas Day

Monday 25th December 2023

### Boxing Day

Tuesday 26th December 2023

### New Years Day

Monday 1st January 2024

### Australia Day

Friday 26th January 2024

### Good Friday

Friday 29th March 2024

### Easter Sunday

Sunday 31st March 2024

### Easter Monday

Monday 1st April 2024

### Anzac Day

Thursday 25th April 2024