

# Executive Leadership Team update



## Message from Blue Care Executive Team

Hi Everyone,

It has now been two weeks since we all collectively stood up as BlueCare Neighbourhoods across all of Queensland and came together in our new Neighbourhood teams. We want to say a huge congratulations and thank you to everyone who has made this transition possible, from our central enablement and Specialised Services Statewide teams, to our Neighbourhood Leadership teams, and especially to all our hard-working Neighbourhood team members. It makes us incredibly proud to watch you take on this challenge as we all endeavour to make a better BlueCare. Without you, none of this would be possible.

We continue to hear amazing stories from your Neighbourhoods and see wonderful examples of team connections and client care on Workplace. Keep it going! Everyone is doing an exceptional job!

[CLICK HERE](#) to watch a video of our leadership team from the Ipswich & Scenic Rim Sheoak Neighbourhood in Network 8.



While we acknowledge we still have a way to go, we have also had a lot of success in our Neighbourhoods thus far. Across Stage 1 of our rollout, Making BlueCare Better has now seen:

- 116 Operational workarounds created and documented
- 78 properties assessed and allocated across our Neighbourhoods
- 3500+ letters of offer distributed across our Frontline teams
- 325 Neighbourhood Leaders, BlueCare Liaisons and Neighbourhood Administrators appointed across BlueCare

- 752 hours of facilitated training sessions provided.

## **The importance of training**

Our dedicated training team have been working hard on the ground delivering training in our Neighbourhoods around such topics as:

- Scheduling and managing client visits
- Admitting a new client to the Neighbourhood
- Staff rostering and managing availability
- Timecard management
- And a range of processes connected to the lead up to our Stage 2 technology rollout.

The team has done an amazing job providing over 752 hours of training for over 912 staff through instructor-led training and over 631 staff through self-paced eLearning. There is still more training to go, as the team gets our remaining Neighbourhood Leaders, BlueCare Liaisons and Neighbourhood Administrators upskilled in their new roles. We are committed to the continued investment in our people that will support success of our Neighbourhood model and we are developing ongoing training programs that are part of this commitment to support you all in your new roles.

We would also like to acknowledge the effort of our staff who have given their time, attention and enthusiasm to participate in a training program that supports everyone as they take up their new roles in the Neighbourhood. Training is a vital contributor to Neighbourhood success as it ensures our staff are able to perform well in their roles.

## **Supporting Neighbourhoods through change**

Our dedicated team of subject matter experts have also been continuing to support you all in your transition to Neighbourhoods and many will remain with your Neighbourhoods for another week. They are there for any questions you have or support you need, so do not hesitate to reach out to them for help.

Soon our attention will turn to readying our business for the introduction of our new systems.

During this time, we will continue to support you to understand, prepare for and adopt these system changes, including another comprehensive training program and ongoing, on the ground support.

## **Hearing from you**

We of course encourage you to provide feedback throughout this process, so we can ensure your Neighbourhood is the best it can be. Your feedback is really important to us.

No matter what stage we are in for Making BlueCare Better, we remain committed to listening to you. Do not hesitate to reach out to your leader or the People & Culture team at any time if you have any questions or need support during this time.

To provide your feedback about Making BlueCare Better please

email [makingbluecarebetterfeedback@bluecare.org.au](mailto:makingbluecarebetterfeedback@bluecare.org.au)

Sincerely,

Cathy and Maria



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