

PHASE MONTHLY

"A World Full of Abilities"



INSIDE

1. Employee of the Month
2. Updated Trainings
3. Photo Gallery



JONAS SAYS

Dear Valued Employee and Family Member,

Welcome to the PHASE Newsletter of 2023, where we celebrate our strong points and share our exciting plans for the future.

Firstly, I want to express my heartfelt gratitude to the PHASE ecosystem for their unwavering dedication to our mission. Your commitment to excellence has propelled us forward and is a testament to the outstanding work we have accomplished together.

Looking ahead, we're excited about new products and services and opening new office spaces, which we believe will bring value to our clients and drive growth. We also prioritise career advancement, offering support and resources to help our employees reach their full potential through cross-training, mentorship, and leadership development program. We've designated a new office space for our Allied Health team, which will include various professionals. We plan to recruit up to 16 Allied Health professionals to join our team, expanding



EMPLOYEE OF THE MONTH

Celebrating exceptional support work

our reach in the sector. To support this, we will invest heavily in our workforce by offering new training programs and professional development opportunities.

We implemented an open office policy to foster an inclusive and collaborative work environment at PHASE, promoting communication and idea-sharing. It empowers employees to contribute to the company's success, promotes transparency and strengthens relationships between colleagues. All employees are encouraged to take advantage of this policy and collaborate to drive the business forward.

At PHASE, we prioritise feedback as a valuable tool for growth and development. We urge employees and their families to communicate their thoughts, ideas, and concerns with their managers, HR representatives, and colleagues. Our feedback policy ensures every employee has the opportunity to express themselves and receive constructive feedback to improve their performance and advance their careers.

We conduct regular check-ins and performance reviews to offer feedback to our employees, and we also promote peer-to-peer feedback for continuous learning and improvement. We believe that feedback is a vital component of our success as a business and that it enables us to achieve our goals effectively. Therefore, we are committed to providing a safe and supportive environment where feedback is encouraged, valued, and acted upon. We encourage our employees, families and stakeholders to take advantage of this policy and provide feedback regularly, as it helps us all grow and develop together.

In conclusion, I'm confident in our team's ability to drive our business forward and support your professional and personal goals. Thanks for your hard work and dedication. Here's to a successful 2023.

Warm regards,

Jonas Mulombwa | Managing Director

At PHASE we believe that we are only as good as our support staff. They form the backbone of our organisation and we pride ourselves in hiring and nurturing some of the most dedicated talent in the industry.

This month we have two staff who we would like to honour for their exceptional work. Maureen Tuwei and Israel Kiptoo have shown remarkable dedication toward fulfilling their duties and keeping the well-being and safety of our participants at the forefront of their actions. They have gone over and above to serve the best interest of our participants and have lived up to PHASE values.

Maureen has been with us for 4 years. We value all the commitment and dedication she brings to her role. Her calm and pleasant personality make her an excellent support worker. Israel who has been with us for 9 months and is fairly new to our team, but he has proven to be a worthy addition with his hard work and can do attitude. He has been a reliable member of our team.

As a sign of our appreciation for their stellar work, we will be giving both staff a prize. The employee of the month will be selected each month, so all staff are encouraged to bring their A-game to work and have a chance to win.



Israel Kiptoo



Maureen Tuwei

"One person caring about another represents life's greatest value." – Jim Rohn

INTRODUCING OUR TEAM



Our passionate and dedicated staff are what make PHASE what it is. In our first newsletter we would like to take the opportunity to introduce our corporate team.



Jonas Mulombwa - Managing Director

Jonas believes that to succeed in this field, emotional intelligence is required to be at its peak. These are the strengths that have helped Jonas become a leader in challenging behaviour. Jonas' ability to understand, use and manage emotions to regulate stress, communicate effectively, empathise with others, overcome challenges, and diffuse a difficult situation are just a few reasons he is known as the "Challenging Behaviour Whisperer"! Provides management oversight and responsibility to ensure the effective and efficient functioning of the organisation.

Debra Smith - Operations Manager

Debbie has over 7 years experience in the Disability Sector and holds qualifications and experience with working and coordinating transdisciplinary teams to develop plans and support the needs of individuals with a disability. Debbie commenced employment with PHASE in March 2020 as our Office Administration Manager and is currently our Operations Manager, managing the Organisation functions of the company.



Tracy Spadaccini - Service Delivery Manager

Tracy has 19 years of experience in this industry. She looks after and manages the day-to-day running of the accommodation sites and community access participants, Her job is to ensure the smooth running of PHASE services. She also follows up with new enquiries conducts meetings with stakeholders and staff. She is also responsible for documentation of participants, fire safety and is a vital part of the induction training.

INTRODUCING OUR TEAM

Nancye Fa'ave - Scheduler

Nancye Fa'avae, our skilled scheduler, joined our team in November 2022. With extensive experience in aged care and administration, Nancye brings a wealth of professional expertise to her role. Her exceptional scheduling skills, combined with her meticulous attention to detail and friendly approachability, make her an invaluable asset to our team.



Neelam Wadhvani - Psychologist

Neelam, who holds a PhD in psychology, is dedicated to helping people understand the connection between their life experiences and their patterns of thoughts, behaviours, and emotions. She is passionate about empowering her clients to achieve their therapy goals and improve their overall wellbeing. Neelam has extensive experience in developing Positive Behaviour Support Plans and implementing personalized behavioural interventions to meet the unique goals of each participant. Her compassionate approach to therapy makes her a valuable asset to our team.

Arunima Nair - Therapy Assistant

In October, we welcomed Arunima Nair to our team as a therapy assistant. With over 15 years of diverse multicultural experience in Psychology, Social Work, education, and aged care, Arunima brings a unique perspective to her role. She works closely with our psychologist, Neelam, in developing and implementing therapies and creating Positive Behaviour Support plans. Arunima is also responsible for conducting trainings, ensuring NDIS compliance, and preparing reports. Her expertise and collaborative approach make her a valuable member of our team.



INTRODUCING OUR TEAM



Michelle Stewart - Accounts Officer

Michelle joined our team at PHASE in July 2022, taking charge of our Accounts and Payroll. And don't worry folks, she's so on top of things that we never miss a pay run! With a Diploma in Accounts and years of experience under her belt, Michelle brings a wealth of expertise to her role. When Renae is out of the office, she also assists with HR. Michelle's previous work in the Disability Sector has given her a passion for helping others and she is thrilled to be a part of the PHASE Team.

Renae Smith - Human Resource Assistant

Renae is a natural motivator, always eager to encourage and support people to reach their full potential. As a valued member of our team, she is responsible for overseeing end-to-end HR functions at PHASE, including the smooth onboarding process for new hires. Renae is passionate about creating a rewarding professional environment where individuals can thrive. In addition to her HR responsibilities, she also ensures compliance with NDIS requirements and reporting, ensuring that we always meet the necessary standards.



Bronwyn Meecham - Administration Assistant

Bronwyn brings a wealth of knowledge and skills to PHASE. She has worked in the Disability Sector for over seven years, initially as an Employment Coordinator and Compliance and Assurance Officer in disability, where she supported NDIS Participants find suitable employment. Bronwyn is a big believer in equality and respect and wants everyone with a disability to be able to live a happy and fulfilled life.



INTRODUCING OUR TEAM

PHASE DALYELLUP

Danny Phiri - Service Delivery manager

Danny brought his was experience to the PHASE Team in December 2022 and will be in-charge of our new Dalyellup (near Bunbury) branch. He is a qualified Community Development Facilitator, Trainer, and a Social Worker. Originally from Zambia, he has worked in both the Government and the Private Sectors that included Child Protection (CPFS), Office of Multicultural Interest (OMI) and Peel Region. He values respect, professionalism, and professional ethics in all that he does. He works towards success while maintaining his integrity. He looks forward to working with PHASE Team in all aspects of community services.



The past few months have seen a increase in the talented staff that are joining our team. From support staff to corporate staff we have been lucky to find dedicated and passionate people who align with our cause and wish to take our mission forward. The coming months will see more staff joining us, so watch out for this space.

Amongst our support staff we would like to welcome, Prince Ampiah, Salah Eddine Boualleg, Robi Caroline, Eugene Eduafo, Godwin Keter, Emmanuel Madubuko, Patience Makambwa, Cheidza Musara, Ugyen Norbu, Kim Oahn Lily Le, Modester Ugwu, Nyadhot Chuang, Kulwant Singh, Lawrence Sinkololwe, Spenceria Scott and Lillian Nyakundi.

We hope to build long and fruitful association with each one of you and welcome you to the PHASE Family.



Happy Birthday!

*Hope each one of you has an amazing day
and a wonderful year ahead.*

January:

Robi Caroline
Nyadhot Chuang
Richard Kapere
Ruzica Markovic
Mushanganya
Mubalama
Francisca Udochukwu

February:

Tracy Spadaccini
Arunima Nair
Vanessa Kamikazi

March:

Maureen Tuwei
Kulwant Singh
Collins Opuko
Cheidza Musara
Bronwyn Meecham
Patience Makambwa

April:

Prince Ampiah
Lachlan Dowson
Israel Kiptoo
Judith McCleery
Fiona Muriithi
Tshiltrim Phuntsho
Rena Smith



STAFF TRAINING

Ongoing training and development

This year has seen a major surge in our commitment to ensure that our staff is being supported through comprehensive and periodic trainings to ensure better service delivery and alignment with PHASE policies and goals.

Starting in February we held trainings in Incident Management, Restrictive Practices and GOMS for all our support staff. This was done to ensure standardisation and regularity in reporting. And to foster a level of service delivery that is in keeping with PHASE principles and NDIS Standards.

In February we also had trainings in Physical Restraint and Aggression Management for 15 of our staff to better equip them to dealing with behaviours of concern keeping in mind the safety of our participants and staff. We have also extended our induction for new staff to span a full day.

The PHASE Induction Training has been revised and updated to ensure that each new staff entering the field is fully aware and equipped with



the skills and knowledge needed to deliver top quality service. Our aim is to establish a basic standard of requirements that staff must possess before they come into contact with any of our participants. 5 new support staff have already undergone this new induction training. We will continue to improve upon this to ensure that our new staff well trained and informed before they start work.

We also have constant reviews to ensure that all staff are up-to-date with their standard trainings like first aid, CPR training, medication competency and manual handling. We also check to see if our staff have current working with children check, police check, drivers license, passports and visas. If staff have lapsed on any of these they are taken off the roster until they provide proof of compliance.



“Aerodynamically, the bumble bee shouldn't be able to fly, but the bumble bee doesn't know it so it goes on flying anyway.”

-Mary Kay Ash



SCHOOL HOLIDAY PROGRAM

PHASE'S SHP runs 7 days per week 9:00am – 5:00pm, during the school holidays. This program is for children from 5 years old – 18 years old.

SHP is always a great success with our participants. It's all about FUN! FUN! FUN! Last school holiday's they went to places such as: Perth Zoo, outback splash, Aqua, Mandurah Pirate Boat Cruise, Sci Tech, Caversham Wildlife Park, and Fremantle to name a few.

Children are supported by PHASE support workers to participate in our SHP. Everyone meets at the PHASE office (Mon-Fri) at 9:00am. The support staff take the children to the scheduled activity for that day. Staff take photos of the children on the outing to document the memory. The children are encouraged to learn about community safety, personal safety and getting along with others, even making friends along the way.

At about 3.30pm, everyone returns to the PHASE office and are encouraged to participate in an educational activity. Photos taken of participants during these camps are affixed in scrap books that will be given to the children and their families once full. Then another scrapbook will commence. Parents collect the children from the PHASE office at 5:00pm.

If you would like your child to participate in our School Holiday Program, please register your interest at least 2 weeks prior to each school holiday. We can then book your child in.



PHASE HOLIDAY CAMPS

PHASE Holiday Camps offers our participants an amazing opportunity to get back to nature. All participants on our camps, stay in dormitories with kitchen and bathroom facilities. Camping experiences can range from going East to York to have a farm stay, go to Albany and see the history of the whaling station, museums and ships, have a beach experience, maybe even get up close and personal with a quokka at Rottnest.

In the December school holidays, PHASE held 4 camps. Ern Halliday near Sorrento, Isolation Hospital camp in Albany, Lavendale farm in York and Woodman point camp near Fremantle.

Participants were dropped to the PHASE office at 9:00am on the Monday of each camp week. Everyone was introduced and travelled together to the camp destination.

Some of the activities that participants were encouraged to participate in were team building games, beach activities, swimming, ball games, BBQ's, art and craft, board games, karaoke night, movie night, travelling to Wave Rock from York, Museums at each location, as well as local attractions.

Children were encouraged to make friends with other campers and learnt to help each other.

Everyone was encouraged to participate in meal preparation and cleaning up the dormitories and general activities of daily living.

Parents collected their children at 3:00pm on Friday of the camp week. If you would like your child to participate in our next camps and have lifelong memories, please register your interest at least 2 weeks prior to each school holiday. We can then book your child in.



COMING SOON!!

ADULT FRIENDSHIP GROUP

Its hard to make new friends,
but PHASE has got your back!!

Meet with NDIS participants for some
coffee, cake and crafty activities!

Every 2nd Thursday
10:00am - 11:00am
2/226 Balcatta Road
Balcatta

To Register

Email:

tracy.spadaccini@perthealthcare.com.au

Phone:

08 6184 5817

***Limited to 8 individuals

***Will require to have their own support worker if applicable.



PHOTO GALLERY

Pictures worth a 1000 words

