



Action Echo

March
2018

The year ahead!

2018 is an exciting year already. As most of you would know, in 2016 we purchased the house behind Product Action. At the end of 2017 we were presented with the opportunity to buy the Product Action premises and we did. We are now the proud owners of 64 OG Road! Watch this space for exciting opportunities and new ventures.

Easter

We will be closing for the Easter long weekend on Thursday the 29th of March at your usual finishing time. We will be having a special lunch at no cost to Supported Employees. Remember Product Action will only be closed on the public holidays:

Good Friday 30th of March 2018

Easter Monday 2nd of April 2018

Product Action will reopen on Tuesday the 3rd of April. We hope you all enjoy your Easter long weekend.

Uniform Orders

Uniform orders have been placed and should be ready in the next few weeks.

NDIS

Product Action now has 11 of our Supported Employees receiving funding from the NDIS. Most have experienced a smooth transition so far.

Remember that all Supported Employees are invited to have their planning meetings at Product Action but Product Action do not have to be involved in these meetings, unless you wish for that to happen. It is vital however that once each individual receives their NDIS plan and the transition has taken place, that Product Action are made aware of this so that the appropriate processes can take place and paperwork can be completed.

Feel free to contact Kate if you have any more questions regarding these meetings.

Welcome!

We would like to welcome our new Supported Employees, Nathan Grantham and Julia Bereny to the work team. We hope you enjoy working at Product Action.

We are always looking for new people to join our team so if you or someone you know is interested in Supported Employment contact Kate on 8261 2288 to discuss a work experience placement.

Product Action would also like to welcome our new staff member Justin. Make sure to say hi if you see Justin around the workshop.

Flu Vaccinations

Flu Vaccinations will be taking place on the 18th of April at 10am. A letter has been sent home regarding information on the vaccination, along with a consent form that needs to be completed and returned. If we do not receive a completed consent form the vaccination is unable to be administered. Please remember all Supported Employees are able to come into work on that day to receive the vaccination if they wish.

Reminder

Please remember to contact Product Action if you are unable to attend work or will be dropped off early or collected from work late so that everyone is accounted for at all times. Leave forms are always available so please make sure they are completed prior to any annual leave days or medical appointments you are aware of.

HACCP

Product Action is now HACCP certified. HACCP stands for Hazard Analysis and Critical Control Points. This is a preventative food safety system and there are rules we have to apply and follow relating to the manufacture, storage and distribution of food products. Potential hazards are then identified and appropriate control measures are taken.

This is very exciting for Product Action. This will not only help us with our current customers but will also attract different work for us to do.

NATIONAL STANDARDS FOR DISABILITY SERVICES

The **National Standards for Disability Services** are rules that tell Disability Employment Services how to make sure they give people with disabilities a good quality service.

What are the Standards?

The Standards tell your service how to make sure they:

- Have the right attitude to working with you
- Give you the right help to find & keep a job
- Find the right way to help you get the job you want
- Have the right staff to do the work
- Are well managed.

Standard 4: Feedback & Complaints

You can tell people what you think about the services you receive.

What are my rights about Standard 4: Feedback and Complaints?

- You have the right to tell people what you think about the services you receive.
- Your feedback can be good or bad.
- You can tell someone if there is a problem.
- And you can get support to do this.
- You have the right to seek advice from someone like a support person, lawyer or an advocate.
- Your problem should be fixed.
- And you should not be made to feel bad because you said that something is wrong with the service you use.

What should my service do?

Your service should:

- Offer different ways for people to have a say
- Listen to the things that people tell them
- Be prepared to change the way they work if there is a problem
- Work with your family, carer, support person or advocate if that's right for you
- Always work hard to make sure their services are good.

Next Newsletter

If you wish to be featured in the next Newsletter or have something you would like to include, please see the office staff.

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