

Job SMS Confirmations and Visual Care Notes Task Specifications

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Cc: THE OAC GOVERNANCE UNIT <OAC-GOVERNANCE@ssfservices.com.au>

Hi team,

We hope this email finds you well.

The purpose of this email is to emphasize the importance of providing detailed and specific instructions in the job SMS confirmations and visual care notes we send to our workers. Clear and precise communication is essential to ensure the highest standard of care for our clients.

Guidelines:

1. Review Service Requests and Care Plans:

- a. Thoroughly read the service request instructions and requirements.
- b. Familiarize yourself with the client's care plan to understand the details of the service needed.
- c. Upload the care plan on both the ServiceM8 client profile and the visual care client profile.

2. Specificity in Task Instructions:

- a. Clearly outline each task to be performed.
- b. Include any special instructions or preferences specified in the care plan.
- c. Mention any equipment or supplies that the worker needs to bring.

3. Detailed Job SMS Confirmations and Comprehensive Visual Care Notes Samples:

- a. PCA - Showering assistance and please refer to the shared care plan.
- b. TA - Specify the pick-up location and time, the drop-off location, and the appointment time (eg. Transport the client from home to the doctor's office for an appointment at 10:00 AM.)
- c. DA - Tidy up the living room and ensure that the environment is clean and clutter-free.

Adherence to these guidelines is mandatory. Our goal is to provide comprehensive and high-quality care to our clients. By being specific and detailed in our instructions, we ensure that our workers are well-informed and prepared to deliver the best possible service.

Kind regards,

Jasmine A.

OAC-Governance Administrator, Southern Support Family



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