

Memorandum

To: All Employees

Re: vWorker transition requirement for non-compliant support workers

Date: August 15, 2023

The SSF Group Australia (**the Employer**) would like to take this opportunity to advise you of the introduction of the Support worker timesheet issues memorandum.

Support worker timesheet issues

Support workers are expected to submit timesheets in a timely manner and ensure that data are accurate and without false information.

All Support workers who submit timesheet in an untimely manner with inaccurate data and false information should immediately be:

- *Advised of the need to set up a call with them for a vWorker app training.*
- *Trained to use vWorker app.*
- *Added in the list of Support workers who are rostered in Visual care.*
- *Briefed on the importance or advantage of using Visual Care.*

In line with this expectation, service coordinators must be able to position this change in a positive manner and focus on the advantages of using Visual care via vWorker app:

- *Real time update, as the system will immediately be updated of any changes.*
- *Seamless rostering for adhoc and or ongoing shifts.*
- *Information regarding a support workers' shift is readily available via the vWorker app anytime anywhere.*

Please note, that any worker who incurs the aforementioned timesheet issues and were not rostered through Visual care may result in disciplinary action.

Please sign the acknowledgement form by scanning the QR Code below to indicate your understanding of the details confirmed in this memorandum. For any questions or concerns in relation to this matter, please contact the OAC Governance Unit via email: OAC-GOVERNANCE@ssfservices.com.au.

SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING

