

FiSH! the NovaCare Journey

**MAKE THEIR
DAY™**



**CHOOSE YOUR
ATTITUDE™**

BE THERE™

PLAY™



Our Purpose and Mission:

NovaCare provides **quality** cost effective care to enable people to maintain their independence, live in their own homes within the community of their **choice**

Our Values:

Be There: When people need you, they need all of you. Setting aside distractions and judgements to be fully present is a sign of respect. It improves communication and strengthens relationships.

Make Their Day: Simple gestures of thoughtfulness, thanks and recognition make people feel appreciated and valued. When you make someone else feel good, you feel good.

Play: You can be serious about your work without taking yourself so seriously. Play is a mindset more than a specific activity. It allows you to throw yourself with enthusiasm and creativity in to whatever you are doing, in a way that is natural, not forced. “Playing” with ideas helps you find solutions to everyday challenges.

Choose Your Attitude: To actually choose how you respond to life, not just react, you must be intentional. When you get up, decide who you want to “be” today. Moment-to-moment awareness is key. Ask yourself throughout the day. “What is my attitude right now? Is it helping the people who depend on me? Is it helping me to be most effective?”



NovaCare History

NovaCare Community Services Limited first commenced in 1991 we are a broad based organisation operating across the Hunter Region of New South Wales offering:

- **Home Care Level 1 and 2 packages**
- **Home Care Level 3 and 4 packages**
- **Commonwealth Home Support Services**

NovaCare's Milpara Centre ("Milpara" meaning gathering of the community) in Merewether provides Centre Based Social Activities, Outings, physical activities and social support for older people and those with a disability living in the community.



NovaCare History

Ailsa Craig Cottage in Hamilton provides Centre Based Activities and social support. The cottage also provides overnight planned and emergency short term stays.

Its focus on support for Carers and those who are being cared for.



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NovaCare Achievements

Some of NovaCare's achievements at the moment are:

- **Sing Out Loud Together**
- **Music and Memory**
- **Research – University of Newcastle,
Choosing to stay at home:
The experiences of older people with consumer
directed home care packages after July 2015**
- **Step Forward together Co-Production Pilot with Community West**
- **Participates in the National Aged Care Indicator for Home Care
Services Pilot Program**
- **FiSH!**

How the NovaCare FiSH! journey began

NovaCare's Journey Commencement

- NovaCare's Chief Executive Officer had a vision to introduce the FiSH! Philosophy to all NovaCare staff
- NovaCare was in the Newcastle NDIA Trial Site and was able to access some funds via NSW Organisation Transition Fund
- An opportunity arose to invite Stephen Lundin, Ph.D., the author of the FiSH! series of books to present at an afternoon workshop Friday 14th November 2014 on behalf of NovaCare
- A venue was organised and an invitation distributed to all staff to attend the workshop
- A newspaper article was printed in the Newcastle Herald on the 8th November promoting this event and extending an invitation to anyone wishing to attend

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Commencement of FiSH!

As NovaCare provides community care across a number of Hunter Local Government areas it was impossible for all staff to attend the original workshop, as services still had to be provided within the community.

However, saying this, as many staff that expressed an interest to attend the workshop were rostered to do so.

Staff that did attend were enthusiastic after this session was conducted so a decision was made by the NovaCare Senior Management Team to hold further FiSH! Workshops to begin the formal rolling out of FiSH! To all staff.

FiSH! momentum develops

A further four (4) additional sessions were organised for the 26th November and 4th December with an accredited FiSH facilitator 'Mind Resources' to present the FiSH! Philosophy to all staff and invitations distributed.

The Senior Management Team attended all four (4) sessions to show their commitment to the FiSH! Workshops.

The response from staff was positive with 89% of all NovaCare staff attending the additional four (4) FiSH! Workshops.

NovaCare Senior Management Team then decided to create a FiSH! Steering Committee, so nomination forms were developed for all NovaCare staff to nominate if they were interested and NovaCare's FiSH journey commenced.



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How we are making FiSH! Stick

The FiSH! Steering Committee held its first meeting on the 20th May 2015, comprising of six NovaCare staff members.

No members of the Senior Management Team are on FiSH! Steering Committee as this comprised as a staff representation group.

The FiSH! Steering Committee has its own Terms of Reference and Action Plan, all meetings are minuted with recommendations from the committee going to the Senior Management Team Meeting for approval.

NovaCare's Vision has been changed to reflect the 4 FiSH! Philosophy principles.



How we are making FiSH! Stick

The FiSH! Steering Committee has to date implemented the following:

- **FiSH! Feeds** – a motivational quote that is sent via text message to all staff weekly
- **Development of FiSH! Awards** – Staff awards which are currently presented to those staff that gain positive feedback from consumers and their peers
- **FiSH! Moments** – This has become a standing agenda item at all staff peer group meetings where staff are asked to discuss a FiSH! Moment they have had with a consumer or peer

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How we are making FiSH! Stick

Other system implementations along the journey/maintaining the momentum have included:

- **FiSH! Philosophy** has now become part of our Orientation process
- **NovaCare FiSH! Values** are included in all NovaCare Position Descriptions
- **First question on Performance reviews** is ‘provide examples of how you have demonstrated/lived the core values of FiSH!’
- **Second FiSH! Workshop** held in November 2015, all staff were distributed with an invitation to attend with 91% of staff attending

How we are making FiSH! Stick

FiSH! Has allowed NovaCare to introduce a theme of the use of a simple and common language that all the staff could relate to and that is real for them.

NovaCare have integrated/translated the four (4) core principals into quality customer service.

Staff may have originally come for a job, but they stay because of the values.

Staff have been given permission and encouragement to live these core values in a way that is real and meaningful for them in their everyday, individual roles, regardless of what the role is.



FiSH!

Questions

