

# Monthly Newsletter



## RESOLUTE SUPPORT MARCH 2026

Sharing the latest Company news, local events,  
NDIS news & resources for employees of  
Resolute Support



### SUPPORT WORKER OF THE MONTH



*Shelby*



I love being a support worker because it allows me to help people feel understood and build meaningful connections. Starting in retail and OOSH, joining Resolute has been a big and rewarding step in my career, and I'm so grateful for my team. I'm passionate about painting and visual arts, and I feel lucky to incorporate this into my work with participants. I'm constantly inspired by the courage people show in trying new things and giving their best, no matter the challenge. As Van Gogh said, "Good things are done by a series of small things brought together," and I'm proud to end each day knowing I've helped make a positive difference.

### Welcome To The Team!



**Yvette**

Welcome Yvette!  
Yvette is our new support manager at Resolute Support. Yvette brings 29 years of experience in the disability sector, having started her career as a Support Worker and grown into various leadership and management roles

### Laps for life

Resolute support has been taking part in **Laps for Life** throughout the month of March to help raise funds and awareness for youth mental health. Our amazing team has so far raised a total of **\$1,376!**

### Harmony Day

Harmony Day is an annual Australian event celebrated on **March 21st** that promotes cultural diversity, inclusivity, and respect for all, centered around the theme "Everyone Belongs"



**Renee**

Welcome a familiar face, Renee! Renee has previously worked with Resolute in our SIL homes as a Support Worker and has now joined our team as a Service Coordinator, continuing to make a difference in the lives of our participants.



Helping *you* live *your* best life.



[www.resolutesupport.com.au](http://www.resolutesupport.com.au) [info@resolutesupport.com.au](mailto:info@resolutesupport.com.au)

# COMPANY NEWS

What's the goss?

## WHAT'S ON IN NEWY? - NEWCASTLE FRINGE FESTIVAL

Australia's Biggest Little Fringe Festival is back! Widely considered to be the largest and fastest-growing grass-roots regional arts festival in NSW. Featuring a program of extraordinary creativity, diversity and artistic expression. With over 250 shows and over 600 artists performing at 15 venues over ten days and three weekends.



### street party

**Date:** Saturday 14 March 2026

**TIME:** 4pm - 9pm

**LOCATION:** Beaumont Street, Hamilton (Between Lindsay & Cleary Streets)

**Age Group:** all ages

**Cost:** Free

### Shows:

**Date:** 14 March - 29 March 2026

**Time:** wide time range (depending on each show)  
**Location:** HAMILTON HUB, NEWCASTLE CITY HUB and OUR BEACHES & 'BURBS HUB (Merewether, Adamstown and Lambton)

**Age Group:** All ages

**Cost:** Tickets \$25-\$30 per show

## RESOLUTE SUPPORT - WHS COMMITTEE

Our WHS Committee meet regularly to discuss, consult and share information regarding Work Health and Safety risks and hazards in our workplace.

We are looking for new members to join for 2026!

As a committee member, you'll have the opportunity to review risk and safety concerns, contribute ideas for improving workplace health and safety, and work with others to prevent incidents and injuries from occurring. It's also a great way to build knowledge, develop new skills, and play an active role in creating a positive safety culture.

Contact [hr@resolutesupport.com.au](mailto:hr@resolutesupport.com.au) if you are interested in joining.

### Next Meeting

- Monday 30th March 2026
- 1pm
- Teams Meeting

### JOKE OF THE MONTH

What do you call a blind chicken? A hicken because it can't 'C'

### FUN FACT OF THE MONTH

Throughout earth's history, sharks are older than trees.



### IMPORTANT

## PAY DAY CHANGE (REMINDER!)



Reminder of the pay day change to a **Wednesday.**

- starting from the week of 23<sup>rd</sup> of March.
- payment for the period being made on Wednesday 25<sup>th</sup> of March.

## This Months Focus

### Professional Boundaries

Maintaining professional boundaries is a key part of your role and helps foster safe, respectful support for all participants. This includes not sharing your personal number, social media, or private information. These boundaries protect participants from emotional harm, support appropriate and respectful relationships, reduces the risk of incidents, and safeguards you from potential allegations. For further guidance on professional boundaries, please refer to the Resolute Support Code of Conduct, available in Xemplo and Caremaster. If you are unsure, speak to your manager or contact Human Resources.

# RESOURCES

## Feedback

**Feedback is crucial to improving and strengthening our services.**

Understanding what we're doing well, and the areas in which we can improve helps us create an environment that is inclusive and safe for everyone.

Our commitment to you is that we will listen to your feedback fairly, you will not be treated differently moving forward and your confidentiality will be upheld at all times.

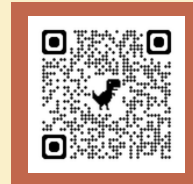
**If you have a complaint, feedback, suggestions for improvement, or want to share positive feedback about a staff member or your experience with us, Here are some of the ways you can do so:**



## Here are the steps for you to have your say...


**1 Fill in our online feedback form**

SCAN QR CODE OR CLICK THE BELOW LINK




  
[resolutesupport.com.au/feedback](https://resolutesupport.com.au/feedback)

**2 Reach out via email**

 [feedback@resolutesupport.com.au](mailto:feedback@resolutesupport.com.au)

**3 Call the office**

 (02) 4072 1938

## Training



### Etrainu Platform Overview

The etrainu platform is an online learning training platform designed to equip users with the necessary skillsets to advance in their roles, particularly within the Disability Support Industry.

All staff training is completed online and is free for Resolute Support Staff. Here's a brief overview of what to expect:

### Key Information

Resolute Support will assign you with courses relevant to your role, you will receive an email from National Disability Services LMS < noreply@etrainu.com

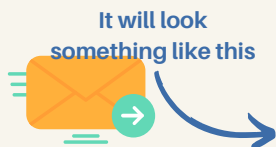
### Login Details:

**Username:** Your username will be formatted as firstname.lastname\_RS

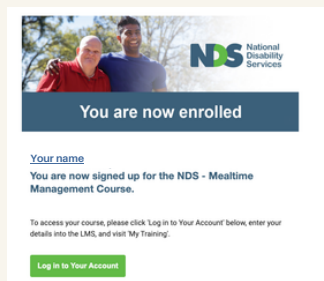
**Initial Password:** Learning1

### Benefits

These courses aim to enhance your professional development by offering valuable information and training that will strengthen your ability to assist in support roles. You will gain essential skills and knowledge relevant to your position, which can significantly improve your career advancement opportunities within the Disability Support Industry.



It will look something like this



Keep an eye out for any emails regarding the etrainu platform, as they will contain important information related to your learning journey! If you have any questions or need assistance, feel free to ask reach out to us on (02) 40721938 or [hr@resolutesupport.com.au](mailto:hr@resolutesupport.com.au)

## Work Health & Safety

**We all have a responsibility in the workplace to keep ourselves and each other safe.**

**If you see something that could pose a risk to anyone's safety, please report it by submitting a Caremaster Incident Report as soon as possible, so it can be addressed.**



Our WHS Committee meet regularly and review workplace hazards to ensure our workplace remains safe. If you need help submitting a Caremaster Incident Report, please contact your Manager.

## Employee Assistance Provider



Confidential Help Line 1800 554 654  
[Contact us link](#)



Hunterlink EAP provides 24/7 counselling, critical incident support, and employee wellbeing services in-person, online, or by phone. This service is free and completely confidential for all Resolute Support workers and their families.

