

North-West Support Services
OPERATIONAL STRUCTURE & COMMUNICATION NETWORK
Operational Handbook

Overall responsibility for the service belongs to General Manager – Neal Rodwell – 0418 140 000 – nrodwell@nwrss.org.au

Neal should also be contacted regarding:

- Fire alarms
- Plumbing
- Electrical
- White goods
- Building and grounds maintenance
- Awards
- Workplace health and safety matters
- Worker's compensation
- Entitlements – Annual Leave, Sick Leave, Long Service Leave

Service Manager, Lee-Anne Aulich – 0437 071 729 – laulich@nwrss.org.au – Lee-Anne has managerial responsibilities for all areas of direct service provision. This includes all direct service contracts. Lee-Anne stands in for the General Manager when necessary.

Operations Manager, Teresa Inkson – 0428 351 967 – tinkson@nwrss.org.au -- Teresa has various operational responsibilities including the implementation and oversight of all rosters.

Senior Service Coordinator, Alarna Moles – 0429 414 160 - amoles@nwrss.org.au – Represents Service Coordinators on the Leadership Team and NWSS in the community coordination of lifestyle events and activities

Service Coordinators and their details are listed on the website.

Roster phone number – 0437 836 677

This phone number operates Monday to Friday between 8.00 am to 5.00 pm only unless it is an emergency. If your call is an emergency do not text, you will need to make a phone call to listen to the voice message so you will know who is on call.

Roster email address – tinkson@nwrss.org.au

Please remember that Coordination Assistants are directed from time to time to carry out coordination tasks with full authority.

Timesheet Drop Off Points

Time sheets must be in by 3.00 pm on the opposite Thursday to pay day. It becomes very difficult to process any time sheets that don't arrive in a timely manner. If they are hard to read or not filled out properly, they will be returned for correction. Please refer to the page in this manual on Timesheet Responsibility.

Timesheet drop off points are as follows:

Devonport – Drop off box on the back verandah at 51 William Street, Devonport

Wynyard – Drop off letterbox at 19 Quiggin Street, Wynyard.

Timesheets changes can be sent by SMS or email during business hours to the following:

Devonport, Latrobe, Ulverstone – Tabitha Kohler – tkohler@nwrss.org.au
0408 531 885

Burnie, Somerset, Wynyard – [Madeline Gillam](mailto:mgillam@nwrss.org.au)- mgillam@nwrss.org.au - 0400 957 106

www.nwss.org.au