



Mobile Phone App – supporting learning and communication



To find out more about The Helping Hand Way, download our free mobile phone app. Use it to send a compliment to a team member, access info about all the programs, send us a good idea and nominate an outstanding employee as a Team Mentor.

Make sure you use Helping Hand's free wifi network at your site. The Wifi is called **HHACGuest** and the password is **1300653600**

Open the web browser on your phone and type the address: <https://www.helpinghand.org.au/download/>

Then just follow the instructions!

If you have any questions about the Helping Hand Way, please speak to your Manager or Coordinator. If you'd like to share any feedback about our program, please contact the Admin team on 8366 5400 or use the contact us on the phone app.



Welcome to The Helping Hand Way

Our values are intended to deliver a clear message about who we are, what we believe is important and our promise to our clients, team members and our broader community.

The Helping Hand Way program translates our values and service beliefs into our day to day service delivery. It reminds us of the part they play in our everyday life and what we do and how we do it. We believe in keeping our promise.

The Helping Hand Way program creates a great workplace to support you to deliver the best service to our customers.

Inside this brochure you will find information about the Helping Hand Way program and how you will experience our program during your employment.

The Helping Hand Way



Team 10s and Café Connect – building teams and working together for the customer

The Café Connect program in our community services has a focus on team wellbeing and connection by supporting groups of team members to regularly connect together over a coffee.

Team 10s in our residential sites create the opportunity for teams to connect, communicate and focus on customer service. These are 10 minute huddles across all shifts and all days of the week. They involve care staff, hotel services, lifestyle, admin, volunteers, agency... everyone. Because everyone in the team is supporting good customer service.

Café Connect and Team 10s are facilitated by our valued Team Mentors.

If you are an office based team member you will participate in Team Connects – reflecting the same value and intent as our Café Connects and Team 10's.

Team Mentors – recognising our role models



We recognise the amazing knowledge and experience that exists in our teams and the benefit of this to other team members - and ultimately to our customers.

The Team Mentor program is a way to give our role models and leaders the recognition they deserve. Peer nominated, they are our ambassadors for the Helping Hand Way.

Look for staff proudly displaying their Team Mentor badge.

Top 5 Meaning for Me – improving the experience of our customers



The key purpose of the Top 5 is to support us to understand the things that hold the most meaning and importance to our customers and to focus our service on these things.

Customers can voluntarily participate in our program where they identify the Top 5 things they want us to know about what matters to them – teaching us about what they consider good service to be. And creating the opportunity for us to deliver even better service to them. The Top 5 is our opportunity to connect with the customer, personalize our service and focus our attention on what matters to the customer.

5 Golden Standards

It's important to us that you understand that this is how we deliver great service. Each of our Golden Standards is critical to how our customers experience our service.

Great teams know that good customer service matters!

Five Golden Standards

1. We always offer choice to our customer – we ask, listen, provide options and strive to meet their needs.
2. We engage with our customer – we are welcoming, approachable, genuine and we listen.
3. We speak to our customer clearly, politely and respectfully.
4. We deliver on our promises – professionally, on time and with compassion and care.
5. We make their day! – We focus on bringing joy and happiness to our customer.



Pay it Forward – sharing our knowledge and wisdom in the workplace

We think it's important to learn from each other and share our wisdom, experience and knowledge – to improve our customers experience.

Pay it Forward is about supporting our team to do a good job, find solutions together, and support and guide others when needed. And recognising others when they do a great job!

So, when a fellow team member sends you a compliment via the mobile App – that's a great thing. When a fellow team member shares some wisdom and knowledge, be open to it and respect the intent of your team member. They are here to make a difference to our customers – just like you.