



**Listen up!**  
**Here's all the Redgum news**  
**from this week!!**

# High 5

Big high 5 to Molly – great to have you on board! It felt like you had been here for ages, even after just a few days!

Really looking forward to what you have to bring to the Redgum team!!

Another Big High 5 to the guys rebuilding the kennels – they look fantastic!

**AND** another big high 5 to Dillan, Brandon and Shannon!! Lots of jobs ticked off this week – the front of the building looks heaps better with the weeding done!!

Next job on the agenda – painting the cattery, so it can be all ready for Easter bookings. Thanks guys!!

## Team Reminders



*It seems that every week there is more change ..... and that's a good thing! It's by change that we grow and get to enjoy the gorgeousness at the end of the process.*

So, this week, we ramped up the senior consult conversations. These have been planned, staff trained, and we are more than ready to go! I would really like to see the first group kicking off by the end of next week.

*Don't forget the free KONG when someone buys a 6 pack of nexgard or nexgard spectra!! A great bargain! Even if they don't have a big dog – they can gift it!!*

*We have a great range of new treats, and Liz has put together some bags for puppy birthday parties,*



along with some competition and games ideas. We will be promoting these on FB next week, so if you get any queries – Liz is the one to talk to!

The new medication forms are working a treat! Thanks everyone for using them. In co-consult – check with the Vet about if and how they would allow further repeats, and make sure you put this in the notes – it saves everyone heaps of time in the long run!!

And while we are talking about co-consults – **please, please, please**, make sure you are capturing information – the Vet is relying on YOU to record their notes – this is going to be even more important as we move to only 1 Vet and especially when we have Locum Vets – we have a range of these booked through until July – so we need to get up to speed in correct recording asap! Co-consult nurses have had weeks of prep for this, and have been reminded many times of their roles **and now the time is here!**



# Biggest Win

*We've had a few biggest wins since the last newsletter, so Ill list them here*

- *New dental machine*
- *New x-ray table (castors still to come!)*
- *New Molly!!!!*
- *Steve, Nikki and JiaYi moving to full-time employment*
- *Steve negotiating to a management role*
- *New printer – we are still to ramp this up with clients*
- *Some cooler weather – a brilliant win!!*
- *If I've forgotten any – please let me know, so we can all acknowledge the wins together.*

# FOCUS



## Focus Point

Congrats to everyone for the continued dental focus!

Lets keep this going – its great to see how you are all growing in your dental knowledge and application!!



From next week we are going to introduce a second focus point – happy clients (remember, the client for us, is both human and animal).

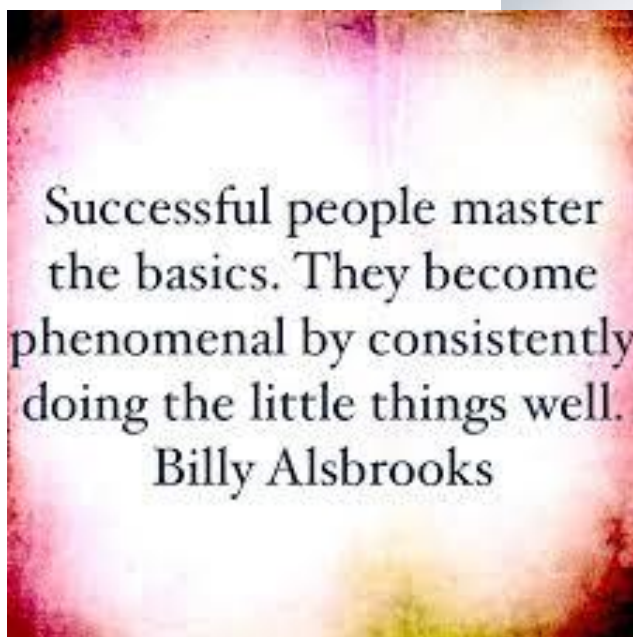
Everything we do will be done with the client in mind – whatever it takes, we will put the client first, in meeting their and their pets needs.

I'd love you to come up with some ideas around this – what can you do better, what can you do differently? Its not the **BIG** things, but the **LITTLE** things, **done consistently**, that make the difference!

## TO-DO LIST:

1. **BE**
2. **CLIENT-**
3. **CENTRIC**





Get the message??? **You Matter.** The little things you do, everyday, matter. This is what adds up to change, over time, for the better!