



The Standard special edition

Last month we prepared and distributed a special edition of *The Standard* on preparing for a natural disaster or other emergencies, such as bushfires, cyclones and floods.

Using examples from the past year of homes facing floods, fire and storms, the special edition urges homes to develop or review their emergency management plans to encompass a range of scenarios and options for relocation and continued care for residents.

There is a list of useful websites to help homes with their plans as well as an extensive checklist of things to think about when developing an emergency plan. The special edition is designed as a prompt for homes to think about their plans and make necessary arrangements before an emergency happens.

To download a copy of the special edition, go to www.accreditation.org.au/about-us/the-standard.

Meet Glennis Murphy

Glennis Murphy is the Office Services Manager, in our Brisbane office.

How long have you been with us?

I will have been with the Company for five years in early 2010.

What roles have you had with us? I started as a temp Office Services Manager and became permanent on 14 February 2005.

What is your background? I have an extensive background in finance, legal clerical, administration and personal assistant roles for primarily large corporations. I have worked with knowledge managers in the legal industry including roles as intranet editor, graphic designer and technical writer. I will complete a degree in Multimedia Studies (now called Digital Innovation) at the end of 2010 having achieved seven High Distinctions, eight Distinctions and some Credits with a view to continuing studies in computer human interaction and information design.

What do you love about your job? The day-to-day challenges, variety of work and most importantly, the people. I feel appreciated and enjoy recognition for my work. The culture in the Brisbane office is professional, friendly, supportive and inclusive. I think this comes partly from the health care background of many of the staff and also from a sense of pride in working for a company with caring human-focused purpose.

Tell us something about yourself. I was a mad pony club kid until going to Gatton Agricultural College. After which I continued to instruct at pony club while eventing (poorly)

on ex-race-horses. I read sci-fi and fantasy and love using my hands to make things. I make my own clothes and love using retro fabrics to make children's toys.

I love sci-fi and fantasy books and movies because it is about different worlds and universes and the only limit is your imagination. Star Trek for me is really about sci-fi in the 60's. I collect 60's sci-fi books firstly for the amazing cover art and secondly for the speculative fiction which can be scarily accurate. They also still reflect the values of the time and can be quite quaint in that respect.

I loved the original series because it was groundbreaking for its time. Anything after that in the franchise was pretty well soap opera with special effects with some exceptions (I may be flamed for that comment). A hard-core Trekkie would attend conventions in costume – which I have never done.



Accreditation round four

We have now completed accreditation round four. During the 18 months of the round, we have conducted over 10,500 visits, including over 2,300 site audits, 120 review audits and over 8,000 support contacts. Our assessors conducted over 400 QUEST sessions in homes.

Education conducted 47 courses and seminars and 16 of these were conducted in-house, on request. Over 1,200 delegates attended 10 Better Practice events.

All of these activities provide the sector with information and education to make a positive difference to the lives of residents. As a company, our actions have a flow-on effect for the quality of life for residents.

Your contribution to this achievement has received positive support from industry bodies and the Minister for Ageing. Throughout the year the overwhelming feedback of our work at conferences, industry meetings and department meetings is positive and supportive.

What did we do?

We worked as a team.

Our operations team published over 2,900 reports on our website. To achieve this number of reports, each state operations team managed the assignment requests, travel bookings and processed the applications for accreditation from each approved provider.

As part of the quality assurance program, over 400 accreditation decisions were reviewed.

Payroll processing increased by 27%.

More than \$4.6 million was spent on travel and accommodation during this period.

Finance also processed a 60% increase of the number of supplier invoices.

We published 16 issues of *The Standard* and six issues of *Extra!*.

There were over 2,500 applications received for 80 recruitment drives. Over 100 letters of offer were processed.

150 interview panels were conducted and the assessor register grew from 409 in July 2008 to 505 in December 2009.

Over 8,750 feedback forms from assessors were processed and over 5,600 feedback forms from homes were processed.

We will be providing sector performance data at the end of accreditation round four.

The information above reflects the diversity of activity in the company, as we promote high quality care for residents through our accreditation and education programs.

The success demonstrates the level of interaction across our roles to ensure the accreditation activities and education programs promote high quality care for residents.

The success of accreditation round four has only been achieved through the efforts of everybody who works with the Agency.

We want your feedback.

Each year we review the *Results and processes guide*, *Assessment modules* and *Audit handbook*.

We are seeking feedback from assessors and staff who use these documents. A survey link will be sent by email to all assessors this month or you may send your suggestions to the following email address: feedback@accreditation.org.au. Please include in the subject line Feedback - assessor resources.

Industry performance data

We will be providing industry performance data at the end of Round 4 accreditation.

As in previous rounds, we will provide the analysis that we provided after Round 3.