



## ‘Mentoring for all’

In 2009 we piloted a mentoring program aimed at new staff within the first three months of employment with us. Following a review we have now introduced a mentoring program to include all staff and is being launched under the banner *Mentoring for all*.

*Mentoring for all* will utilise a two-tiered approach, catering for the needs of new and existing staff.

Read more about ‘Mentoring for all’ on page 3.

## Harmony Day

Our teams in Adelaide and Sydney celebrated “Harmony Day”.

Harmony Day was on 21 March, however the Adelaide team celebrated it at their staff meeting day on Friday 18 March as they were all together under one roof.

Harmony Day is used to celebrate cultural diversity and this day is also United Nations International Day for the Elimination of Racial Discrimination.

The official theme colour is orange, so our Adelaide team wore orange coloured clothing, ate an orange cake and decorated the staff lunch room with posters and orange coloured balloons. Some of the team wore hats depicting the range of cultural backgrounds. The Adelaide team tried a cultural quiz over a shared lunch comprising Greek, Italian, Japanese, Vietnamese, French and Australian dishes. They also sampled Italian, German and Scottish goodies for morning tea.

Our Sydney team also held a lunch with tasty food from many cultures including Australia, India, Philippines, China, Japan and Indonesia. They also enjoyed the challenges of the Harmony Day quiz and identified flags of the world.

Harmony Day began in 1999 and since then a wide variety of groups and organisations have staged more than 25,000 Harmony Day events. The message is that everyone belongs, regardless of their background. It is an Australian Government initiative and more information can be found at [www.harmony.gov.au](http://www.harmony.gov.au).

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# Meet Judy Aeillo



*Judy is an assessor in our Adelaide office.*

I have worked for the Accreditation Agency since November 2005.

During my time I have met and worked with an amazing group of people from whom I have learnt a great deal both personally and professionally. I have been challenged, had fun, made new friends and learnt new skills.

Previously I was the Donor Services Manager for the Australian Red Cross Blood Service in South Australia for 12 years and prior to that the Director of Health Promotion at Flinders Medical Centre in SA for 10 years. I have been a Nurse for over 40 years predominately focusing on management and education. I have a Management Diploma, a Graduate Diploma in Health Education and a Masters Degree in Public Health.

The thing I love most about working for the Accreditation Agency is making a difference to the lives of people who live in aged care homes, which I strongly believe we do. I also love the variety of homes and communities we get to visit and meeting the people who live and work in them. In country South Australia there is never a dull moment experiencing the range of 'unique' accommodation we have available to us!

Something you may not know about me is I have been a member of the Defence Reserves for 26 years as a Nursing Officer and I currently hold the rank of Colonel. 2011 will be my last year as I will have reached the compulsory retiring age!

My favourite food is...anything sweet!

My mother always said...*strive to do the best that you can with your life.*

When I was young I...played cowboys and Indians with the boys next door. I'd like to think I am bit more lady-like these days!

When I get older I want to be...happy, and have the continued capacity to contribute to and participate in the lives of my daughters and grandchildren. I want to take up art and music again - activities that time has eroded over the years and to continue to travel which is a real passion, as those who know me will attest to!

**Go to [Meet our people on our website](#), to read snippets about some of our people.**

## Latest updates

In the latest Workforce Planning update email, we advised contract assessors that we are continuing to streamline our processes and a new system of **Recipient Created Tax Invoices** is being introduced to streamline payment for assignments carried out by contractor assessors.

This new Recipient Created Tax Invoice process will remove the need for contractors to provide an invoice for their fees for each assignment and will facilitate prompt payments. The new process came into effect from 1 May 2011. Contract assessors who are not already registered for GST will have until 1 June 2011 to do so. Contract assessors will still need to submit an invoice together with receipts for any incidental expenses incurred in relation to an assignment.

If you have any questions about this process please contact the State Manager or Assessment Manager within your state.

The **Improvement request form** has been in use since 2004 and the form now provides you with the opportunity to suggest environmental improvements. We have been working on a number of environmental initiatives (refer to *Extra!* December edition) so the improvement request form has now been updated for environmental improvement suggestions. Download the Improvement request form from the intranet and submit the completed form to your local OSM/CSSM.

# Latest updates continued

The **travel policy** was updated to reflect the details for using our new travel provider. There is no change to the policy.

## ‘Mentoring for all’

*continued from page 1.*

### **Tier one: Probationary mentoring**

Probationary mentoring is for new staff and will occur during the first three months of employment with us and is compulsory. The aim of probationary mentoring is to assist new staff (mentees) to get to know who we are, our people and how we do things by providing a structured mentoring program by a more experienced staff member (mentor). Mentors will have no direct supervisory responsibility for the mentee and will not be in a position to make decisions about the mentee’s career with us. The mentor may or may not be in the same workstream as the mentee. Mentors of new staff will be volunteers who are appointed via a selection process against set criteria and will be trained for their role.

The Probationer mentoring program will commence in June and we are currently seeking mentors who would like to become a mentor for probationary staff. Information about the selection process, training requirements and mentoring commitments is available on the intranet under the Learning and Development tab.

### **Tier two: Career mentoring**

This tier is for staff who wish to enhance their skills, knowledge and behaviours in ways that will increase their professional and personal capability. There are two career mentoring strands.

#### **Strand one - internally appointed career mentor**

As with probationer mentoring, this strand provides a structured mentoring program by a more experienced staff member (mentor), who has no direct supervisory responsibility for that staff member (mentee) and who is not in a position to make decisions about the mentee’s career with us. Participation in this program is voluntary for mentees but there will be a selection and approval process for potential mentees to ensure understanding of and commitment to this program. Career mentors will be volunteers who are appointed by a selection process and will be trained for their role.

#### **Strand two - externally appointed career mentor**

Strand two is for senior staff members (mentee) or staff members for whom there are no suitable internal career mentors. Mentees are selected via a selection process against set criteria so they understand and commit to this strand. Mentors are appointed by the organisation from an external organisation. Externally appointed mentors must be part of a formal mentoring network and meet organisational criteria that demonstrates their experience, suitability and commitment to this role.

Tier two: Career mentoring will commence in 2012 following further development.



**2009 mentor program participants**