Extra!

October 2010

Newsletter for Aged Care Standards and Accreditation Agency Ltd staff

Service award pins

Our staff recognition and reward program has been running for two years.

This program was developed for staff who have achieved five or 10 years' service. To date, 54 staff reached the five-year milestone and 24 staff reached the 10-year milestone. This is a significant achievement given the Company itself is only 12 years old.

We recently received an improvement to supply service award pins for all recipients so now staff will receive a service award pin with their framed certificate, gift voucher and flowers.

Meet Les Oliver

Les is Quality and Risk Manager.

How long have you worked for us?
Four and a half years.

What roles have you had with us?
Only one role as Quality Manager and Risk Manager managing the Quality Management System, Internal / External Audits and company risks.

What is your background?
Eight years of general banking and lending.
25 years in the fleet motor vehicle finance and fleet management industry in a variety of sales, management and systems roles. Now four and a half years with the Company. All up - 18 years experience in quality management.

What do you love about your job?
Making a contribution towards the effective running and improvement of the Company's operations, and making it hard for the auditors to negate our commitment to quality.

Tell us something about yourself?

I am married with two sons. I am heavily involved in my local church and local community care activities.

I have been a federal election scrutineer for the past three federal elections.

I am Involved as a competitor and an official in NSW Motorsport activities for over 30 years. Part of a team that teaches driver training to young drivers, that hopefully saves their lives and the lives of other road users.

I would love to play more golf - but do not have the time....

This month...

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ANAO performance audit update

The Australian National Audit Office performance audit is continuing. ANAO performance auditors have visited our offices in Brisbane, Adelaide and Melbourne.

During their visits they have interviewed State Managers, Assessment Managers and Operations Managers; they have observed our case management meeting, had our Better Business accreditation operating system demonstrated to them 'at the coalface' and have also accompanied assessment teams on visits to homes. ANAO auditors also attended Better Practice Melbourne.

This is part of their 'field work' phase which is akin to information-gathering.

The next phase will involve drafting a series of 'issues papers' whereby they document their observations.

Community language resources

This year we reviewed and updated the factsheets and had the Accreditation Standard fact sheet translated into 16 community languages.

We now have resident noticeboard flyers, letters to residents and the Accreditation Standard fact sheet available in community languages on our website www.accreditation.org.au in the resident involvement section.

More free resources are always being develop so if you haven't had a chance to stay up to date with the resources available go to our website at www.accreditation.org.au and be surprised and the depth of material available to anyone at anytime.

Support contact report

Assessors received training for the new Support contact report at the September Assessor Development Program full day workshop. For assessors who were unable to attend this ADP workshop, information will be provided shortly regarding completion of an online training program.

The new Support contact report is expected to commence by mid October and assessors will receive the new template in their assessor workpacks from 1 October 2010.

Assessors were sent an email on 1 October 2010 containing a suite of documents to be used with the Support contact report. The email included:

- statement report for each expected outcome
- audit trail template.

A second email will be sent on 6 October 2010 containing assessor resources:

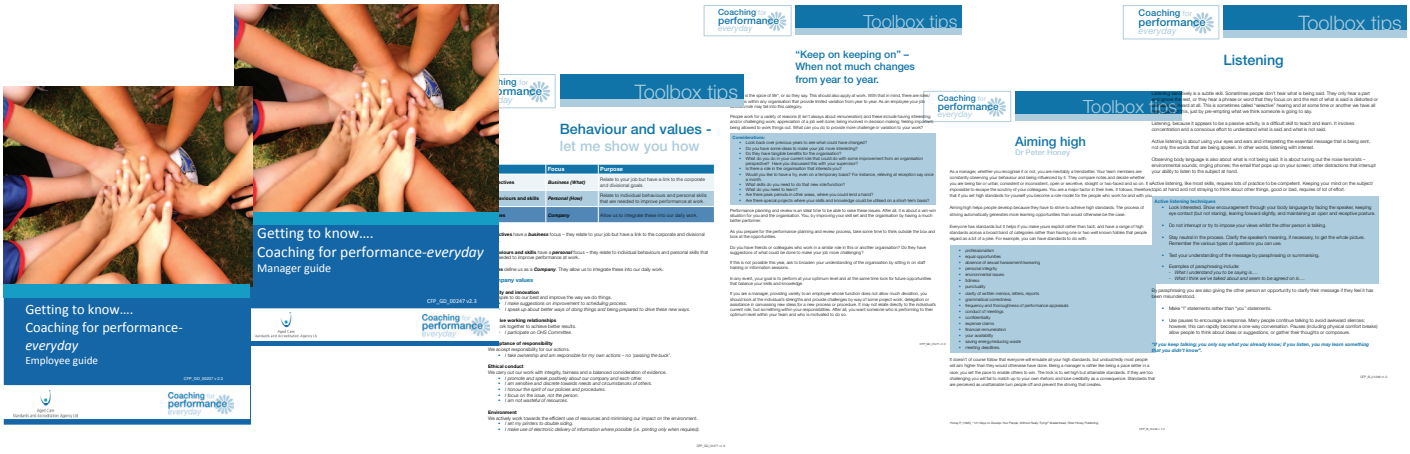
- an instructional guide for the support contact report
- pdf copies of the Assessment modules.

The pdf copies of the revised Assessment modules were also published on our website on 1 October 2010.

Latest releases

In case you've missed the latest updates on the intranet, a number of resources were released last month, supporting Coaching for performance - *everyday*.

Updated employee and manager guides were released as well as a number of new toolbox tips on topics such as Writing useful objectives, Positive feedback, How to develop people, Listening, Managing poor performance.



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