



Coaching for performance - everyday

Coaching for performance *everyday* was launched in 2008, representing a significant improvement in our overall approach to people management. Responses from both staff and management to this initiative were very positive as evidenced by both SAI Global Limited and ISQUA accreditation processes in which staff identified the program as a significant improvement, providing a less 'scary' approach to performance appraisal.

We reviewed the program and have made enhancements which we expect will make the process clearer and provide better support to both managers and employees. They include:

- PPR timeframes aligned more clearly with the corporate and divisional planning process.
- Coaching for performance *everyday* tab on the intranet.
- A suite of easy toolbox tips including writing useful objectives, giving feedback, behaviours and values, listening, using our ratings and tips on developing people.
- Updated guides for manager and employees
- Improvements to the PPR form
- Email support before each stage of the annual PPR process
- Posters to prompt you during the year.

Meet Kay Greentree

Kay is an assessor in our Newcastle office.

How long have you worked for us?

Two years. I began working as an external assessor in 2002.

What roles have you had with us? I became a casual employee a few years later, spending the vast majority of my time working for the Company during the third round. I was delighted when it was announced that there would be a Newcastle office because it gave me the opportunity to work full time for the Company.

What is your background? I trained as a registered nurse and early in my career worked in paediatrics before making the move to aged care. I gained a degree in nursing from University of New England. I went into management positions very early on and was a deputy director of nursing at 27 years old. Since then I have held several management positions working for several approved providers.

What do you love about your job?

I love that I go to different homes each week and I love working with my fellow assessors. I particularly

enjoy assisting homes to achieve better for residents and their families. Having worked in the industry for years I believe in the accreditation process and believe that it has hugely improved aged care.

Tell us something about yourself? I am married with five children and three are still at home. I am the secretary of our local soccer club and spend a lot of my weekends watching my husband and children play sport including soccer, netball and participating in motorsport - off road racing buggy.

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ADP update

ADP workshop this month

Phase one of our Assessor Development Program (ADP) focused on the ADP workshops. We have held three workshops using the new format and tried a number of different approaches.

The September workshop will provide the first full day workshop as we look at the new support contact report and revised assessment modules. There will also be opportunity to review some of the amended assessment modules as part of the workshop activities.

The learning outcomes for this workshop are that at the end of the session you will be able to:

- demonstrate competence in the correct use of the support contact report
- be familiar with the revised assessment modules.

For this ADP workshop there will be an assessment and only those who pass the assessment will be eligible for inclusion on support contact teams.

For this workshop assessors are required to bring their laptop as assessors will be using the new support contact report template as part of the training. For OHS reasons, assessors should ensure their laptop battery is fully charged as we wish to minimise the amount of electrical chords required.

There will be discs available at the workshops for assessors to load the support contact report template onto laptops for use in the workshop.

As there is an assessment attached to this workshop there will be plenty of time to ask questions and confer with others and complete the assessment as part of the assessment activity.

For those assessors unable to attend the ADP workshop we will send information, following the workshop, on alternative arrangements for completing the training and the assessment.

To register for the September ADP workshop, contact your state education coordinator or go to the website, www.accreditation.org.au.

ADP online

Phase two of our ADP is **ADP online**. This phase aims to provide learning opportunities other than face to face workshops for assessors who find attendance at workshops difficult.

Following the September ADP workshop all registered assessors will receive further information about accessing on line learning opportunities with particular application to the support contact report including the assessment. We plan to expand and grow learning opportunities using online and electronic options as this program develops.



Australian General Practice Accreditation Ltd (AGPAL)

Here is another accreditation organisation in our series on international accreditation organisations and accreditation systems.

Australian General Practice Accreditation Ltd (AGPAL) is the largest provider of quality improvement services for GPs in Australia and the world. The company is not-for-profit, was established in the mid 1990s and is based in Brisbane. Quality in Practice (QIP) was formed in 2000 as a fully owned subsidiary of AGPAL. The company is limited by guarantee and delivers a range of quality improvement services predominately in the primary care sector. This includes for example, dentistry, physiotherapy, optometry, skin cancer clinics and family planning clinics. QIP has extended its service offerings to the specialist market including diagnostic imaging.

Accreditation is the longest established and most widely known process for the external evaluation of health care services. The process is implemented so that delivery of safe, high quality health care is ensured. Accreditation recognises the achievements of health care teams to meet the requirements of established standards. Continuous quality improvement acknowledges the need for primary health care providers to continually improve, upgrade and monitor services the practice provides including education, practice management, the rights and needs of patients and the physical facilities of the practice. The aim of continuous quality improvement is to make substantial and sustained improvements in the quality of care to ultimately produce better health outcomes for patients.

AGPAL is the market leader providing quality accreditation for general practices, medical deputising services and Aboriginal medical services. AGPAL guides practices through accreditation against professional standards developed by the RACGP. QIP is a subsidiary of AGPAL and provides quality accreditation for a range of primary health care providers including physiotherapy practices and medical imaging services. QIP provides consultancy on quality accreditation frameworks for other health care organisations and providers. QIP is focused on building relationships and promoting the quality assurance agenda in health care.

AGPAL accredits general practices in Australia. All practices accredited with AGPAL are assessed against standards provided by the Royal Australian College of General Practitioners. These standards can be accessed at www.racgp.org.au and are now in their third edition. The standards are developed by the RACGP in consultation with general practitioners Australia wide. The federal government offers a Practice Incentive Payment (PIP) for accredited practices.

Meet the Newcastle team

The Newcastle office is one of two satellite offices in New South Wales.

The Newcastle office opened in June 2008 and there are seven assessors working out of the Newcastle office. This is the largest satellite office in operation and their operational support is provided by the Parramatta office. The Newcastle team work in the Newcastle area and work throughout NSW and ACT.

We also have satellite offices in Geelong and Hobart and over the coming months our Board will conduct their meetings at these locations. In August, our Board and CEO met in Newcastle and took the opportunity to hear the views of our staff and stakeholders in regional areas. They are looking forward to meeting at Geelong and Hobart.



Left to right: Sandra Heathcote, Kirsten Peddie, Kay Greentree, Annette Fitzpatrick, Jenny Morrow, Catriona Inia, Jillian Kidd.

Latest releases

Keep checking the intranet for the latest policy and procedure updates on the intranet. Here are some of the latest updates.

Document number	Topic	Details
LD_TMP_00965	ADP participant feedback form summary template	Minor adjustments to question format.
SOI A2010-05	Release of Better practice identification	Initial release.
EDU_GD_01268	QUEST privacy and dignity facilitator notes	Initial release.
EDU_GD_01269	QUEST privacy and dignity PowerPoint presentation	Initial release
EDU_FM_00389	QUEST attendance form	Updated form.
EDU_BR_01263	QUEST editable advertising flyer	Initial release
EDU_PRO_01232	Course and seminar participant and facilitator feedback procedure	Minor modifications.
EDU_FM_00395	QUEST booking confirmation form	Updated form
EDU_GD_00291	QUEST program guide	Updated guide
EDU_GD_00160	QUEST briefing paper for quality assessors	Amended responsibility for Industry Education Coordinator.
EDU_FM_00389	QUEST attendance form	Updated form
EDU_BR_012219	Understanding accreditation organisation direct brochure	Initial release
LD_GD_00247	Manager guide, Coaching for performance - <i>everyday</i>	Updated
LD_GD_00237	Employee guide - Coaching for performance - <i>everyday</i>	Updated
LD_PRO_01333	Learning and development procedure	Initial release
LD_GD_00632	Manager guide to probationary performance planning and review	Updated

Fire safety exception notice

The Department of Health and Ageing abolished the annual fire safety declaration for those aged care homes that have met state, territory and local government authority fire standards. This was in response to the Productivity Commission Report, recommendation to exception reporting for the annual fire safety declaration.

Below is a link to the Department of Health and Ageing website for further information regarding the Fire safety exception notice. www.health.gov.au/internet/main/publishing.nsf/Content/ageing-certification-nc-fire-safety.htm