



Making the most of complaints

We have developed a new one-day workshop to help aged care managers with complaints management.

This workshop was developed internally and based on an ISO standard for complaints management.

A pilot workshop will be run this month and feedback from this pilot will be used to refine *Making the most of complaints* so that we can begin to offer this workshop this year.

Meet Glenda Cherry



Glenda is Group Leader in our Brisbane office.

How long have you been with us?

I am in my ninth year. I commenced in 2003.

What roles have you had with us?

I have had the fortunate experience of moving from one workstream within the Accreditation Agency to another.

I commenced in 2003 in a temporary capacity as Office Manager and was offered the permanent role of Operations Manager. I remained in this role for three years.

I completed the assessor course and became a quality assessor in 2006. This year I applied and was appointed Principal Assessor in January. I became Group Leader in August for a term-defined period for the accreditation round.

What is your background?

My working life has been in middle management roles across a variety of industries such as construction, property development, accounting and advertising.

For the past four years I have also indulged my desire for university study whilst remaining in fulltime work.

Glenda's story continues on page 2.

This month...



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ADP certificates and resources

At the June ADP workshop we introduced a new system of evaluation and certification for ADP participants using CVENT, our event management system.

Learning and Development Manager, Megan McNab said, "CVENT is the perfect tool to provide a simpler, convenient, efficient, effective and environmentally friendly way of providing assessors with their certificates and for obtaining their feedback about how the Assessor Development Program is meeting their professional development needs."

Following each workshop, participants receive an email with a link to an online survey to provide their feedback on their most recent ADP workshop. Once this survey is completed, assessors then receive an emailed certificate of attendance. Assessors no longer need to collect stickers of attendance. **Tip for assessors:** Make sure we have your personal email address.

Assessors can store their certificate of attendance electronically or store their certificates in a professional development portfolio. **Tip for assessors:** When you receive your email with a link to your certificate, save your certificate to your computer.

"Using CVENT to provide certificates and collect feedback really reduces our paper usage and increases efficiency in evaluation data collection," said Megan.

ADP online, introduced in February 2011, has attracted an impressive number of members and so far 253 assessors have visited ADP online.

"Assessors are being diligent and downloading the pre-reading before each ADP workshop and the online learning packages are also being well utilised," said Megan.

The support contact report self-directed learning package has been downloaded 228 times benefiting assessors who were unable to attend the face-to-face workshop to complete this compulsory training. Each learning package developed following the ADP workshops have been accessed and downloaded by assessors. The three audio packages released in August are progressively been used.



Meet Glenda Cherry cont.

What do you love about your job?

It is very satisfying to be involved in a care/support giving industry as opposed to my past working history which has been profit driven. I love the fact that at the end of each day I receive great satisfaction in that my job, and the industry I am currently in, ensures that frail aged persons are provided with the care they deserve and actually benefit from the Agency's role.

Tell us something about yourself

My family consists of two daughters and three grandchildren who keep me constantly busy, entertained and amazed by their antics. I love living in Brisbane which is so close to beaches and mountains as we get the best of both worlds, and great weather.

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



QUEST updated

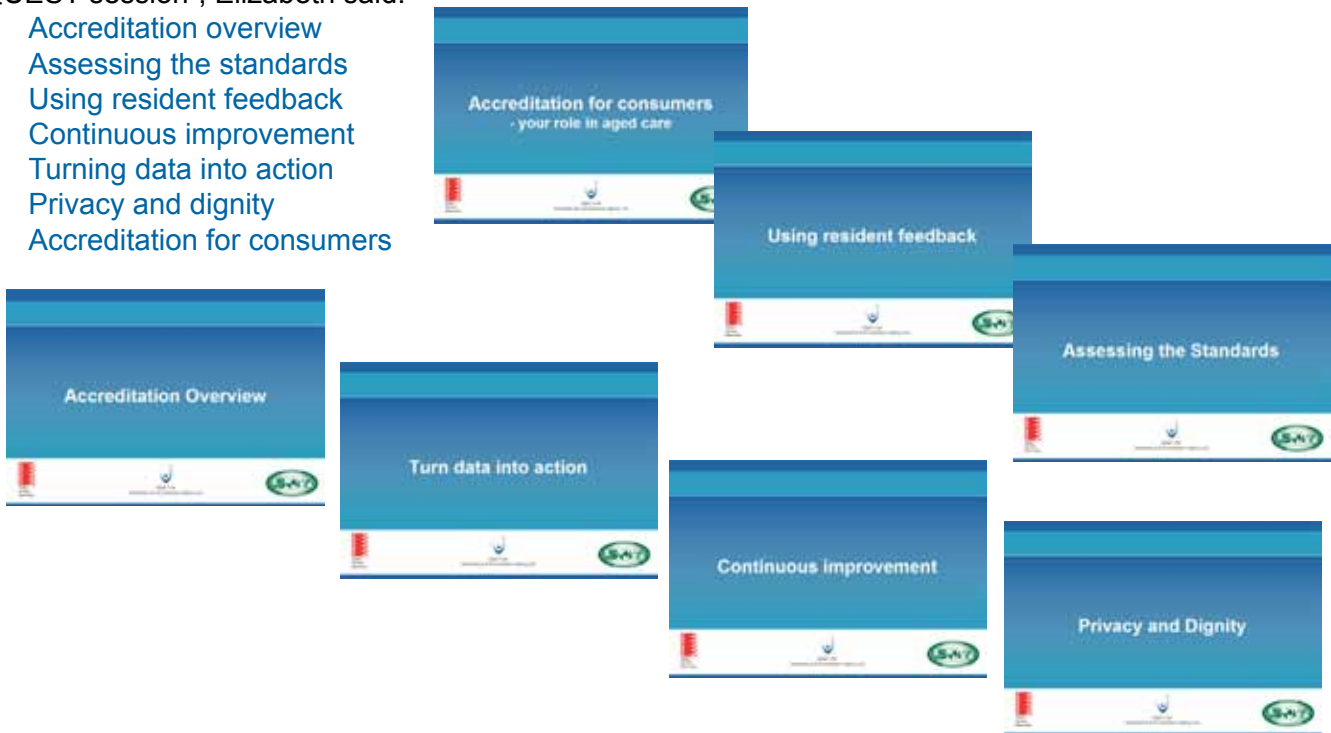
Each QUEST session has been updated to reflect the changes since the introduction of the Accreditation Grant Principles 2011 and changes to our audit methodology.

“Each QUEST sessions is designed to be more interactive”, said General Manager Education, Elizabeth Pringle.

QUEST facilitators should keep their eye out for a new one-page handout that will be available on the intranet soon.

“The one-page handout will be a summary of the QUEST session and there will be a handout for each QUEST session”, Elizabeth said.

- Accreditation overview
- Assessing the standards
- Using resident feedback
- Continuous improvement
- Turning data into action
- Privacy and dignity
- Accreditation for consumers



Workforce planning

Recruitment for the second wave of assessors has commenced with advertisements for assessors in our Parramatta, Melbourne, Brisbane and Adelaide offices. We received 370 applications and interviews for these roles are now taking place.

Our first wave of assessors who commenced in June attracted 320 applications.

Our first intake of assessors have completed orientation, induction and have a mentor to assist them during probation. This month the first intake have completed their probation period.

Feedback from our first intake of assessors is being used to ensure our orientation and induction programs continue to help new staff settle in quickly.

Latest updates

Legislation

The Complaints Principles 2011 came into effect on 1 September 2011 and includes an improved complaints management framework. The Complaints Principles 2011 replace the Investigation Principles 2007.

The Complaints Principles 2011 are about how the Secretary and the Department of Health and Ageing (DoHA) manage complaints that have been made to them. Homes should continue to endeavour to resolve complaints with the resident as promptly as possible to avoid escalation to DoHA.

Further information is also available from the Aged Care Complaints Scheme website:
<http://agedcarecomplaints.govspace.gov.au/>

Homes will have processes to update their information for staff and residents and their relatives. Information on the Aged Care Complaints Scheme website indicates that brochures and posters are in the process of being updated and will be available through subscription.

No changes have been made to any of the assessor resources or tools as a result of this legislation change. The process of assessing comments and complaints has not changed.

Translated materials

We have revised our noticeboard posters and letter to residents to align with the Accreditation Grant Principles 2011. These materials are available on the intranet and our website in:

- Arabic
- Chinese
- Croatian
- Dutch
- French
- German
- Greek
- Hungarian
- Italian
- Korean
- Macedonian
- Maltese
- Polish
- Portuguese
- Russian
- Serbian
- Spanish
- Tagalog_Filipino
- Turkish
- Vietnamese
- and English

Our community contribution

Last month we received a note from the Breast Cancer Institute of Australia (BCIA) about how our toner recycling efforts have contributed to their \$160,981 donation from our toner recycling company The Cartridge Recycler Pty Ltd.

The Cartridge Recycler Pty Ltd entered into an exclusive trader agreement with BCIA for the collection of original toner cartridges that can be remanufactured. This agreement was originally established in 2002.

For every original toner cartridge that can be remanufactured, the BCIA receives \$1.00. In 2010/11 we provided 78 cartridges for recycling and remanufacture.

The BCIA supports the Australian New Zealand Breast Cancer Trials Group, Australia's national research body dedicated to the cure and prevention of breast cancer through quality clinical trials research.

This national clinical trials research program involves 80 of Australia's leading medical and research institutions, and more than 15 countries internationally. This collaboration ensures that scientifically proven advances can be made more quickly for the benefit of all women.

