



## Collective agreement



The collective agreement has been approved by the Workplace Authority and came into effect on 16 July 2009.

Staff will have noticed the impact of the 3.5% general pay increase on their most recent payslip.

You will remember that the vote for the collective agreement was 92% in favour of the collective agreement. Staff are already benefitting from policy enhancements introduced as part of our commitment to being a more attractive and competitive employer.

This is evident in the applications already received for staff requesting Study leave, approval to work at home and paid maternity leave.

The policies and procedures for Working at home and Study leave were introduced in February this year.

It's great to see staff are already benefitting from our collective agreement. New policies, procedures and forms will continue to be published on the intranet.

## Meet - Penny Fraser, Quality Assessor Registrar

October 2008 was an important time for Registrar, Penny Fraser.

**E:** How did you prepare for the Registrar role?

**P:** My experience in administration across a number of industries gave me an excellent basis for my new role as Registrar.

**E:** What other industries have you worked in?

**P:** I began my career working at ABC News Talks. The travel bug then took me to the UK and I worked at a prep school for 18 months.

When I returned to Australia, I then worked with Grundy Television for 16 years in various roles. In that time I was the production manager for Young Doctors, wrote scripts for Neighbours and was a chaperone for Perfect Match. Prior to joining the Company, I worked in a conference centre, then some more travel and came back and worked at Australian Defence Industries.

**E:** How long have you worked with us?

**P:** Last year I received my 10-year service award and I was really pleased to have received this recognition.

**E:** How have you transitioned to the role of Registrar?

**P:** I have enjoyed working in various parts of the Company and have brought this experience and understanding to the role. I continue to enjoy the challenge of ensuring that our assessor workforce obtain and keep their registration as smoothly as possible.

*We are preparing a survey for assessors to get their feedback on the improvements to the registration process.*



Penny Fraser, Registrar

## Updated resources



The *Results and processes guide*, *Audit handbook* and *Assessment modules* have been updated and will be launched at August QAIT.

The *Results and processes guide* has been updated following reviews on research, legislation and reflects results of targeted projects. The *Assessment modules* includes recently introduced modules 13 and 14.

The key improvements include improved indexing, improved information sequencing, excerpts from the Accountability Principles 1998 and the Records Principles 1997 due to various legislation changes, and aligning information with our website

Check August QAIT dates on our website [www.accreditation.org.au](http://www.accreditation.org.au).

## Changes to regulatory framework for aged care

The last of the changes to the regulatory framework for aged care came into effect on 1 July 2009.

### Approved providers

An 'approved provider' without an allocation of places as at 1 July 2009 will no longer be an approved provider under the Act.

### Key personnel

Approved providers need to:

- identify people that are key personnel (includes any person having authority or responsibility for, or significant influence over planning, directing or controlling the activities of the home. All directors or members of the governing body are key personnel)
- undertake relevant checks on those people to ensure they are not disqualified individuals and that they know the responsibilities of key personnel

- notify the Department (by 29 July 2009) of people in addition to those already notified as key personnel
- undertake regular checks to ensure key personnel continue to be suitable as key personnel.

### ACAT assessments

Approvals for residential respite care and high level residential care, EACH and EACH (Dementia) will not lapse, but will expire if time limited. Reassessments should occur at any stage if there has been a change in the care recipient's care needs.

Approvals in a community setting will align with approvals in a residential care setting. That is, a person approved for high level residential care, can receive residential care at any level.

For more information, go to [www.health.gov.au](http://www.health.gov.au).

## Writing up continuous improvement results

Continuous improvement results outline the outcome or results of an improvement activity. The two examples below are similar but the second example shows the actual result, and not just the improvement activity. Example two also shows corroboration, its relationship with an expected outcome, and that the home has evaluated the improvement activity.

1. *As a result of resident feedback, the home has purchased a new bain-marie.*
2. *As a result of resident feedback, the home has purchased a new bain-maire. The home has since identified residents' meals are being served at a more consistent temperature. Residents have reported to the home, and reported to the team they are enjoying the meals more, and that catering services are being provided in a way that enhances their quality of life.*

More information about continuous improvement can be found in our *Results and processes guide*, *Audit handbook* and self-directed learning packages within the education section on our website, [www.accreditation.org.au](http://www.accreditation.org.au).

