



## Workforce planning

We would like to extend a warm welcome to our new assessor recruits who commenced work with us in June.

The recruitment comes at the end of an extensive workforce planning project to provide for peak re-accreditation activity and beyond.

The happy snap on the right, was taken at the end of induction.



## Meet Adrian Clementz



*Adrian is a quality aged care assessor in our Melbourne office.*

*How long have you been with us?*

I leapt into a new career at the Accreditation Agency during February 2009 – my first real job in Australia!

*What role have you had with us?*

Assessing, assessing, assessing! I also had the opportunity to take up a role as acting Group Leader for a three month period

during the latter part of 2010, an experience that helped me to develop a better understanding of risk management and the broader context within which the Accreditation Agency operates.

*What is your background?*

After side-stepping a career in accountancy, I spent a number of happy years working in the arena of human resources management in the corporate world. This was followed by general management positions and a stint in the family business. During my journey I also completed a Masters in Business Administration, lectured financial management at a tertiary institution and had the privilege of publishing a book.

*Adrian's story continues on page 2.*

### This month...



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# Latest tech update

Over 80 staff across our organisation are the beneficiaries of this year's annual PC replacement program with the upgrade of 35 laptops and 47 desktops nationally.

The IS&T team have worked tirelessly to roll out the 2011 PC replacement program with an aim to replace all obsolete equipment.

The new laptops are lighter and use Windows 7 operating system. According to Senior IT Support Officer, Peter Craig, Windows 7 represents a giant technological leap forward from the 2001 Windows XP operating system used on the older laptops.

"Windows 7 has a similar look and feel to Windows XP but the advantage of Windows 7 is the enhanced security features and the greater stability that the operating system offers," Peter said. All computers will be updated with Windows 7 as part of the overall PC replacement program.

Training on Windows 7 was arranged for staff who wanted it.

As part of the 2011 upgrade, new multifunction devices were purchased for the Geelong and Hobart offices. They are a photocopier, printer, fax machine and scanner all in one. These devices help us to minimise our impact on the environment by defaulting to double-sided printing to help reduce the amount of paper we use.

## Meet Adrian Clementz cont.

My last position in South Africa was that of Deputy Director of the National Museum, a cluster of six fantastic museums situated in the judicial capital, Bloemfontein. This was a marvellous job that combined my general management skills with a great interest in the world of museums and visual arts.

With an impeccable sense of timing we arrived in Australia three days before our visa expired and stepped right into the great global financial crisis. Having sat on an emigration decision for five years we had not exactly prepared ourselves for careers in the underside-up region of the world, and economic downturns and heritage jobs do not combine very well. It was my community service experience on the board of directors of a retirement village that got me investigating a new direction in aged care.

### *What is it like to work for us?*

There were two major things that struck me when I started working in the Melbourne office: the first being the extraordinary diversity of skills and experience that we have in our workforce and the second our deep sense of purpose.

### *Tell us something about yourself?*

I married an archaeologist, principally because I know that, as I get older and older, I'll become more interesting and attractive to her! We have a son who has begun his prep year. Wishing to assimilate as quickly as possible into our adopted country, we have followed the great Australian dream and have recently purchased a house in this place which, I have been told, is the world's most liveable city. My family, with recurring allergies, often beg to differ.

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



# Mentoring for all: a new era

Our much anticipated mentoring program has begun. Training was run in June and 18 staff from across the Company were involved in the workshops grooming them as mentors for our new assessors.

Our newest assessor recruits are teamed with a trained mentor to assist them through their initial months in their new role.

Perth-based Quality Assessor, Anne Rowe was one of the 18 staff members who participated in the mentor training.

“It was really good. Very revealing. I discovered things about my learning style that I didn’t realise,” said Anne.

Anne is now working closely with her mentee to assist her through the first challenging months in her new role. They have set up a mentor/mentee agreement and have gone on three assessment visits together.

Just as the name suggests, *Mentoring for all* is being extended to all staff in all roles and we are developing a pool of mentors available for all work roles.

A *Mentoring for all* workshop will be run this month to further extend the pool of mentors and this course will cover all staff across the Company.

Details about our mentoring program are available on the intranet under *Learning and Development*.



## Latest updates

### Assessor resources

Our resources have been updated to align with the Accreditation Grant Principles 2011.

Go to **Latest updates** on the intranet to review the resources that have recently been updated. These changes are now implemented in Better Business and in our procedures.

You can obtain your copy of the Accreditation Grant Principles 2011 from the Comlaw website at [www.comlaw.gov.au](http://www.comlaw.gov.au).

Copies of the *Assessor handbook* are available from our state offices.

### Mentoring for all guide

Obtain your guide to our *Mentoring for all* program from the intranet. It's available under the Learning and Development tab.

### Beyondblue

*Beyondblue* resources can be obtained on our intranet under the Human Resources tab. The *beyondblue* website [www.beyondblue.org.au](http://www.beyondblue.org.au) also provides many useful, free and easily accessible resources.

