



Senior staff changes

Victoria Crawford has decided to relinquish her role as General Manager Accreditation in order to spend more time with her family. Ross Bushrod (General Manager, Operations) will transfer to Victoria Crawford's role when he returns from leave on 19 December.

Elizabeth Pringle (General Manager, Education) has been transferred to the General Manager, Operations role with effect from 5 December when Ross Bushrod commences leave.

Ann Wunsch (State Manager, NSW) will act as General Manager, Education while the education position is being advertised.

Dean Schembri has been appointed Manager Operations Support. This role is a direct report of the General Manager, Operations. He replaces Tracey Clerke who returns to her role as Assessment Manager, NSW this month.

Workforce planning

Our second wave of assessors have completed orientation and induction.

Each new assessor has a mentor and is participating in probationary performance with their manager.

There will be three Group Leaders in Brisbane office. Glenda Cherry was appointed to Group Leader in the Brisbane office for 16 months from 1 August 2011.

There will be two Assessment Managers in Parramatta office. Kirsten Peddie was appointed to Assessment Manager in the Parramatta Office for 15 months from the 30 August 2011. As mentioned above, Tracey Clerke will resume her Assessment Manager NSW position this month.

The Box Hill office will also have two Assessment Managers. Geraldine Hughes - Jones was appointed to Assessment Manager for 15 months from the 1 August 2011. Kathryn Bennett was appointed to Group Leader from 5 September 2011 until 31 December 2012.

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Meet Rhonda Hansen



Rhonda is an Operations Officer in our Operations team and she manages the Better Practice Awards.

How long have you been with us?

17 months. I started on 21 June 2010.

What roles have you had with us?

My first role with the Accreditation Agency was the afternoon Receptionist, before I moved to my current role of Operations Officer in April this year.

What is your background?

I worked for one financial institution for 29 years. During those years I did everything from switchboard, approving loans, debt collecting, training and administrative roles with the last 7 years as an executive assistant.

Upon leaving the bank I found myself working as Competitions Administrator with the Royal Agricultural Society, for their Fine Food and Wine and Royal Easter shows. Working for 25 days straight leading up to the Easter show was great fun, but something I would only do once.

What do you love about your job?

The great group of people I've been working with and the huge learning curve that I have been on since starting with the Accreditation Agency.

Tell us something about yourself

I grew up in country Victoria before moving to Sydney 25 years ago.

I love to cook, my 'must have' ingredients are chilli, garlic, fresh herbs and good extra virgin olive oil.

I like photography, but hate having my photo taken.

I have a black belt in Taekwondo, I'm the baby black belt in the family, my son Sean is a 2nd Dan and my daughter Kate is a 4th Dan Master. She is also the head instructor so it makes for some very interesting moments at home and training when she gets cranky and threatens to give me push ups.

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



Better Practice 2011 wrap up

Better Practice 2011 was a bumper year with 1,730 delegates.

Attendance was up by 28% on Better Practice 2010.

Five of the conferences exceeded attendance expectations, and the Sydney conference was closed once it was oversubscribed.

Better Practice 2011 conferences provided over 290 speakers. 77 speakers were offered at the largest conference in Sydney.

Highlights included a resident's perspective on living in aged care; Ita Buttrose spoke on what she would like in an aged care home and plenary speakers Doug Strain, Rhonda Nay and Deirdre Featherstonhaugh delivered thought provoking presentations.

Food panels featuring a 'celebrity chef' explored issues of nourishing the heart of the resident through food created lively discussion. Tasmania heard from Peter Russell - Clarke; Melbourne welcomed food writer and chef Janelle Bloom; Adelaide's lively food segment was presented by Simon Bryant; chef Ben O'Donoghue cooked up a storm in Brisbane; in Perth Daniela Pirone and Stafania Muscara had the audience laughing over food and family issues and in Sydney Playback Theatre acted out audience scenarios of decision making in homes.

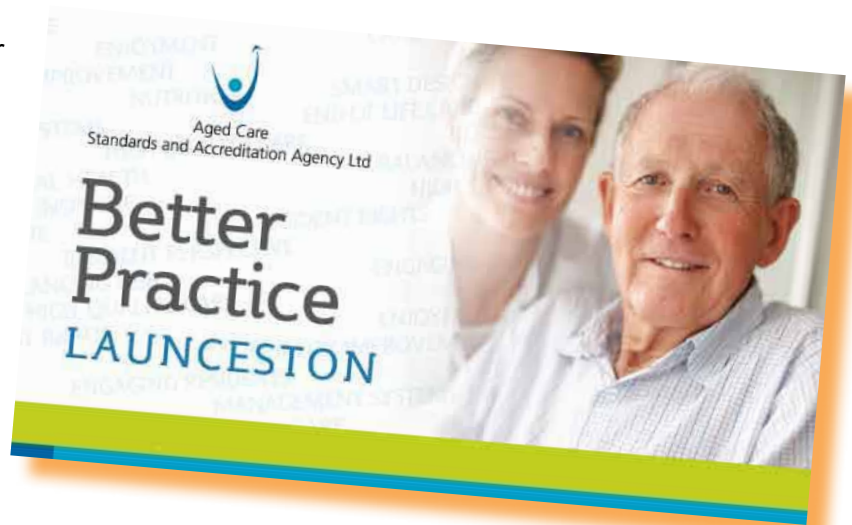
"The Better Practice conference has given me a boost and filled me with ideas that I will now put into practice"

"Thank you for another fantastic conference – the highlight of my year"!

Planning of Better Practice 2012 is already well underway.

Sharon Pollard is acting Events Manager after 8 years in her role as Education Administration Officer.

Call for papers from industry and the public has closed but staff can still submit abstracts.



Service awards

Since the staff recognition and reward program began 23 staff have received a 10 year service award and 101 staff have received a 5 year service award.

In 2011, 3 staff received a 10 year service award and 24 staff have received a 5 year service award.

Staff receiving their staff recognition and reward program award receive their award at a formal ceremony attended by their colleagues and is officiated by the Chairman or the Chief Executive Officer or a General Manager.

Each recipient receives a framed certificate, a service award pin, flowers and a gift card.

Planning has commenced for awarding 15 years service to staff in two years time – quiet an achievement given the Company itself only commenced operations in 1998.



Latest updates

A bigger probationary mentor pool

This month our pool of mentors will increase by 10 to 37 mentors for probationary staff. The fourth mentor workshop will be conducted this month. This workshop will provide us with mentors for probationary assessor roles and mentors for other probationary staff within our state offices and divisions.

Updated procedure

The Fire and evacuation procedure was updated last month to include out of hours evacuation instructions and plans for Geelong and Hobart offices.

Environmental tips

A new environmental tips brochure provides green initiatives that you can adopt at work or at home.