



Forward planning update

In January *Extra!*, General Manager Operations Ross Bushrod gave an update on workforce planning for the next peak in accreditation renewal activity (round five).

In February, assessors on the register were asked about their availability to work for us, and whether they would prefer to undertake this work as a contractor or as a casual. ConnX was upgraded to allow casuals to submit their timesheets etc online. Recently we introduced Recipient Created Tax invoices to streamline payments for assignments carried out by contractor assessors.

In March and April, we placed advertisements on Seek, in metropolitan newspapers, in the Australian Nursing Journal and Nursing Review, resulting in over 300 applicants. "We've never experienced such a positive response for assessors before" Ross said.

(Read more on page 2)

Brisbane office fitness club

What started out as an ongoing challenge between Quality Assessors Stewart Brumm and Mark Rankin has now become the Brisbane office fitness club.

"Mark and I used to give each other support and ideas in our aim to develop a healthier lifestyle," said Stewart. "Over time, the idea caught on so we decided to meet on a monthly basis with our colleagues who also wanted to develop a healthier lifestyle and lose weight."

There are now 15 people who meet once a month every staff development day, including administration, management and assessor staff.





"We originally thought that by setting monthly challenges, this might be a goal that everyone could take part in. What we quickly realised was that this wouldn't work for everyone because of their work and family commitments," said Mark. "We now run each session by reviewing what everyone was able to achieve as part of their personal goals, and then make a commitment to the next month's goal. Some of the goals include walking 60kms a month, using a rowing machine three days a week, maintaining weight levels or simply eating better."

(Read more on page 2)

The Brisbane office fitness club, Back row (left to right): Mary Allen, Sandra Henry, Mark Rankin, Jackie Southwood, Mary Tattam, Jordan Toomey, Glenda Cherry, Maureen Douglas-Holland. Front row (left to right): Stewart Brumm, Merlita Golaw. Missing: Nicola Ansell, Shannon O'Brien, Kathy Prain.



This month...

-  **Page 2**
 - Environmental update
-  **Page 3**
 - Meet Tracey Clerke
-  **Page 4**
 - Life on *Mars*
 - *beyondblue* workshops
-  **Page 5**
 - Latest updates
 - Cultural competence workshop

Forward planning update *continued*

The recruitment drive used a single selection team which conducted 50 interviews in Perth, Adelaide, Sydney and Melbourne.

A total of 19 new assessors will join the company, following those who were recruited off the register of Aged Care Quality Assessors.

This recruitment work is being supported by a streamlined and coordinated induction and orientation program which includes the appointment of mentors as set out in our 'mentoring for all' procedure. The intranet has new recruitment procedures and documents to ensure new staff are recorded on ConnX before their first day at work.

Brisbane office fitness club *continued*

"Because we have a mix of people with skills and knowledge within our office, we have a colleague who is a qualified dietitian going to talk to us about food one month and chef who will share some healthy recipes," said Stewart.

"We've also been able to swap ideas about some great fitness/diet and exercise apps that you can download onto your Iphone that can really help you achieve your monthly fitness goals. This is especially useful when you're on the road.

"Some of our members have been able to use their healthy lifestyle reimbursement to use the local Osteoporosis screening centre to provide a bone density and fat distribution baseline.

"We have new staff members joining the group every month."

Environmental update

Did you know that we now conform to ISO 14001:2004 Environmental Management System standard?

The December edition of *Extra!* gave you a few insights into how we are becoming a green workplace.

A recent green achievement occurred in April, when a compliance audit on all applicable elements of the Accreditation Agency's environmental management system against the requirements of ISO 14001:2004 Environmental Management System standard. This compliance audit was conducted by Australian Quality Control Services and was a follow up to an earlier gap analysis audit conducted in February.

The successful completion of this audit means that we are now conforming to the requirements of the ISO 14001:2004 Environmental Management System standard. Inspections of our environmental system will form part of round two of the internal audit program each year. Specific environmental KPIs have been established to manage the usage and impact of our electricity and paper consumption.

Go to the intranet to read more about our environmental initiatives.



Meet Tracey Clerke



Tracey is Assessment Manager in our Sydney office.

How long have you been with us?
This year is my 13th year.

What roles have you had with us?

My first year was spent in the Education division before moving to the NSW/ACT team as a quality assessor. I progressed to Principal Assessor, Assessment coordinator, Group Leader and then into my substantive role of Assessment Manager. Currently I am working on secondment as Manager, Operations Support within the Operations Division.

What is your background?

My background includes 11 years in the hospital sector, with a great interest and experience in quality management.

What is it like to work for us?

It is good knowing that I am part of a company which plays an important role in promoting and improving quality care for residents.

I enjoy the diversity of roles I have held other roles including a secondment to the Melbourne office and the current secondment to the Operations division.

I also enjoy working with all staff at the Accreditation Agency as they are all committed to doing their best and there is a great sense of camaraderie amongst us.

I appreciate the support I have received for my ongoing professional development. I am currently enrolled in the Diploma of Management course which when completed will provide me with a recognised business qualification.

Tell us something about yourself?

I live in Kurrajong, NSW on a 32-acre farm with horses, cows, cats, a dog and a parrot. My time at home on the weekends is important to me as I am a keen gardener. This year is my first attempt at growing vegetables, with some success. I had intended to grow the pumpkins for human consumption however the cows got into the vegetable patch and ate all the vines and some of the pumpkins. I have now completed an evaluation of this project and developed some recommendations!

As a continuous improvement activity, my next step is to stock proof the fencing around the vegetable patch before planting further vegetables.

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



Life on Mars

The April ADP workshop was a little different ... indeed it was 'out of this world'.

Following a team brief which outlined the history of 'Aged Care on Mars' and a little personal background on Martians, our assessors were assigned space ships and transported to 'Mars' to conduct a support contact visit at Malacandra Aged Care focusing on expected outcomes 2.4 Clinical care, 2.5 Specialised nursing care and 2.7 Medication management.

"There were a few participants who found the Mars context difficult but overwhelmingly the workshop was well received. This exercise challenged assessors and it took them out of their comfort zone while still focusing on the heart of the assessing role," said Learning and Development Manager, Megan McNab. The team met four Martian residents, Eldil Steck, Marvin Inrossa, Aeolian Augray and Modo Kang. They reviewed their care files, listened to interviews, viewed some care treatments and also interviewed care staff and management of the home.

Did you know that Martians have no body hair, live to a round 120 years old and need only four hours sleep a night? All medical issues are treated with drugiations (medications), and there is no need for surgery. Aged Care on Mars is well established. They have MDs (Martian doctors) that visit every day, 'Martian' aged care experts that cover the roles of RNs and specialist care needs and care staff (Martianeers). Favourite 'Martian' food includes 'Mars' bars, frozen 'moon cream' and 'cryptomyte'.

The aim of this workshop was to provide an opportunity for participants to assess in an unfamiliar environment - 'Mars' - so that the focus remained on assessing the clinical systems and processes in a fun and different way. To help them in the 'real world' assessors were also able to discuss strategies for assessing these outcomes on earth and had the chance to review some websites that support clinical education related to aged care.

Resources and information from this workshop are available on our ADP online web page at www.accreditation.org.au

Here are some comments from assessors at April ADP:

- *'I really enjoyed today. I found exchange of info on how they assess helpful. I found it helpful to look at assessing without all my nursing knowledge.'* New South Wales assessor
- *'Reinforced skills for audits in a fun way but gained significant knowledge from it.'* Queensland assessor
- *'Loved the galactic theme.'* Queensland assessor
- *'A novel way of learning.'* South Australian assessor
- *'Session was great due to fact references were removed from 'clinical terminology' focusing purely on systems and process... Great Training!'* Victorian assessor
- *'I enjoyed the variety of learning/teaching techniques.'* Western Australian assessor

beyondblue workshops



In 2002 *beyondblue* developed and implemented the *beyondblue* National Workplace Program (NWP). NWP is designed as an awareness, early intervention and prevention program specifically for workplace settings.

The NWP aims to increase awareness of mental health and to build the confidence and skills of staff and managers to address mental health problems in the workplace.

Following a presentation to the National Leadership Team we engaged *beyondblue* to provide training for staff and managers in all states. Workshops are being held in each office. The manager workshop is for people who have supervisory responsibilities and direct reports. The employee workshop is for staff with no supervisory responsibilities.

Latest updates



The new Accreditation Grant Principles 2011 came into effect on 20 May 2011 and you'll find all of the latest updates to our documents, processes and procedures on the intranet.

Better Business has been updated to reflect the changes with the introduction of the Accreditation Grant Principles 2011.

You'll find a special edition of *The Standard* highlighting the accreditation changes that now apply on our website. This special edition is being mailed to all homes and approved providers.

Copies of the special edition of *The Standard* will be distributed at June ADP and at each Better Practice conference.

There is a copy of the Accreditation Grant Principles 2011 on the Commlaw website. You can find it at www.comlaw.gov.au.

The Department of Health and Ageing provides the explanatory statement about the Accreditation Grant Principles 2011.

Cultural competence workshops

The Cultural competence workshop designed for assessors was conducted by Booroongen Djugun College. Booroongen Djugun College is a registered training organisation and in 2004, the College won a national Award "Australian Indigenous Community Provider of the Year 2004".

Each Cultural competence workshop was customised with the local customs of local indigenous people in each state.

The two presenters were Wendy Yarnold and Faith March from Booroongen Djugun College and each session was opened by General Manager Operations, Ross Bushrod.

This one-day workshop was successfully piloted in our Brisbane office in October. The feedback from that pilot was used to tailor the course to complement the skills and knowledge of assessors.

Debra Smith from our Brisbane Office met with the college in October to consult with the education staff and:

- identified the level of knowledge on indigenous cultures appropriate for assessors and
- determined how knowledge of indigenous cultures should be applied by assessors.

Sessions have now been held in our Perth, Adelaide, Sydney and Melbourne offices.