



## Workforce planning

Recruitment for the second wave of assessors for assessors in our Melbourne, Brisbane, Adelaide, Parramatta and Perth offices received 418 applications and interviews are now complete.

The recruitment drive used three selection teams which conducted 74 interviews in Melbourne, Brisbane, Adelaide, Parramatta and Perth. A total of 21 new assessors will join the company.

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.

## Meet Natalie Davies



*Natalie is a Principal Quality Assessor in our Perth office.*

*How long have you been with us?*

Three years. I started on 6 October 2008.

*What roles have you had with us?*

Principal Quality Assessor

*What is your background?*

Management of quality, including aged care, disability and mental health in residential, and community care.

*What do you love about your job?*

Travel, flexibility and short notice job assignments

*Tell us something about yourself*

I like to ride (a push bike) and with my husband have completed two 600km Bike WA rides of the southwest of WA in the past two years.

I am looking forward to riding across the Nullarbor someday.

**Go to *Meet our people* on our website, to read snippets about some of our people.**

### *This month...*



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# Be kind to our planet

Earlier this year we switched to Konica copiers as a response to our Board's request to assess our environmental impact and implement initiatives to reduce our Company's impact on the environment on an ongoing basis.

If you've been wondering how we are going about our national year to date paper use, here are some items you might find interesting.

- We can now use recycled paper for the Konica copiers.
- For the nine months to September 2011, our Company has used 625,134 sheets of paper. This equates to 63% of the annual paper target of 1 million sheets.
- Our state office paper budgets are being achieved, with some increased use evident as a result of the commencement of the round four accreditation cycle.
- Based on current trends our annual paper use will be approximately 833,000 sheets or 83% of the 1 million sheet target. This would be an excellent result considering that actual use in 2010 was approximately 1.8 million sheets.
- Your monthly statistics are available on the wall chart located near your Konica copier.

The **Green team** is working on:

- all offices switching to recycled paper
- the development of further editable pdf forms for possible implementation.

You will see the new editable forms when you go to Latest Updates on our intranet as they are developed and implemented over the coming months.

## Here are five simple ways to reduce your paper consumption.

### 1. Think before you print

"Do you absolutely need to print this email or document?" Emails and documents can be read on screen, so why do you need a printed version? Try to increase the font size to make it easier to read on screen if required.

### 2. Preview before you print

If you must print a document then 'Preview it' first to ensure that everything is going to appear correctly. This saves paper as you can ensure that your formatting is correct before you print, therefore saving unnecessary paper wastage. Make it a habit to preview every time before you hit print.

### 3. Use digital files instead of paper files

Print a document to PDF and see how it will look before printing, as PDF documents are easier to read. PDF is a universal portable document format which anyone can read and it is free. Use digital files in meetings instead of taking a printout of the documents to the meeting.

### 4. Use technology instead of paper copies

Email a copy of meeting presentations to participants instead of printing of 5 -10 copies of the presentations for meetings so that participants can have them while we are giving the presentation. 10 copies of just 10 slides = 100 pages that we are wasting.

Alternatively, use a projector to show meeting agendas and previous minutes on a screen.

### 5. Filing

Use electronic filing of documents rather than printing and filing of documents and storing them in folders etc. You can still use the same naming conventions, and it makes files easier to locate.



**National Recycling week** is on again from 7 to 13 November.

# Latest updates

## New QUEST fact sheets

Last issue you would have read about how QUEST sessions were updated to reflect the changes since the introduction of the Accreditation Grant Principles 2011 and changes to our audit methodology.

In Latest Updates on the intranet, you can download the new one-page summary handouts for each QUEST topic.

## New online forms

Forms are currently being investigated by the **Green team** with the aim of reducing paper usage and developing forms that can be used electronically.

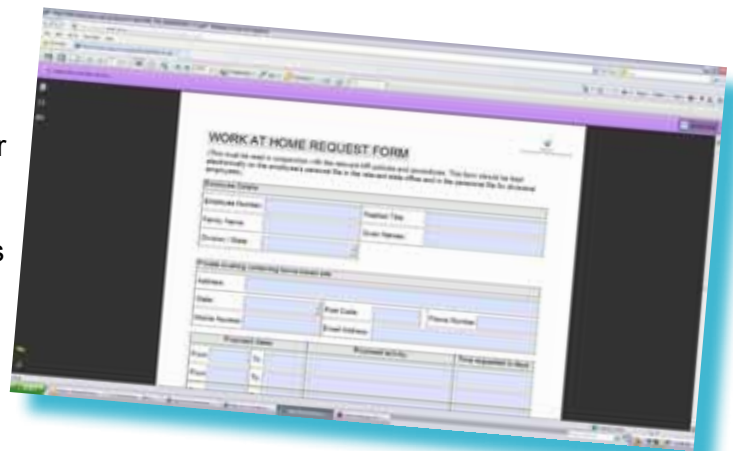
When forms are updated, they will be listed under Latest Updates on the intranet.

## Working at home

The approval form for ad hoc requests to work at home has now been released as an editable pdf document (OHS\_FM\_00206 v1.1) so you can simply fill it out and email this form to your manager for approval.

The approved forms will now remain in state offices and do not need to be forwarded to HR.

The policy (OHS\_PL\_00201 v1.3) covering working at home on an ad hoc arrangement remains unchanged in all other aspects and is an important element of our OHS arrangements.



# Annual report

The Company's Annual Report for 2010/2011 has been tabled in Parliament and is now available on our website. The Annual Report sets out the Company's performance, focuses on promoting high quality care and our role in providing education and information.

Chief Executive Officer Mark Brandon says there were a number of significant achievements including the Accreditation Grant Principles 2011 taking effect on 20 May 2011; our submission to the Productivity Commission inquiry "*Caring for Older Australians*"; and the tabling of the Auditor-General report after conducting a comprehensive performance review of the effectiveness of our assessment and monitoring arrangements, and the compliance activities of the Department of Health and Ageing.

"The Auditor-General recommended that we report performance against our service charter and we have done so in this annual report," Mark says.

