

Staff development news

A general administration training pilot was held last month with input from NSW and divisional administration staff.

The course included general business writing skills, our Style guide and templates and tips on email use and management. After evaluation and further development the program will be included in the learning and development framework for all new staff in the administration work stream.

A pilot mentoring training program will be conducted in Victoria this month with a follow-up period of three months.

The aim of the mentoring program is to link new employees with more experienced staff who can help them settle into their role and develop professionally. More than 20 staff from the Melbourne office have expressed interest in participating in this pilot. Once reviewed and evaluated, the mentoring program will be offered to all new staff across all work streams.

Meet Sarah Bridgman

Sarah Bridgman is the Office Services Manager in our Adelaide office.

How long have you been with us?

I have worked for the Agency for 10 years. I started as a temp employee on a three week assignment.

What roles have you had with us?

I started as reception/admin officer, and when the new state structures were introduced in 2004, I became Operations Manager. Then in June this year, I became Office Services Manager for SA and NT - after five years of scheduling I decided it was time for a change.

What is your background?

Reception/admin and also human resources. I have a Diploma in Human Resources.

What do you love about your job?

I like the people I work with, and the variety of the work. I coordinate the office IT, accommodation, security, HR, OH&S, complaints management and improvement requests.

Tell us something about yourself.

I am currently studying for a Bachelor of Business Studies via correspondence through Monash University, but this will take me about eight years, by the time I combine it with full time work and trying to maintain some sort of social life. I also like sewing

and craft, so this has seen me do a patchwork quilt course, jewellery making courses, a lead lighting course, a pattern drafting and design course and a nail technician course. I love catching up with friends, and I am also a big chocoholic!



Sarah Bridgman received her recognition of 10 years' service from the Chairman earlier this year



New seminar on information systems

We have just introduced a new one-day seminar for homes to learn more about how they can improve their compliance with the Accreditation Standards. We now offer four seminars:

- Achieving compliance with 1.8 Information systems
- Managing risk to avoid non-compliance
- Evidence-based practice
- Continuous improvement

More information is available on our website.

Some tips for assessors - assessing 1.6 HR

Whenever non-compliance is identified in any expected outcome, you should consider staff and management skills and staffing levels across all disciplines. For instance:

- Is care meeting the specific needs and preferences of residents including on weekends and evenings?
- Are systems in place to monitor and alter staffing levels as residents' needs change, including during events such as outbreaks or other emergencies?
- How does the home recruit staff, including ensuring adequate orientation?
- Are staff replaced during absences?
- Do staff understand their roles, including temporary staff?
- Is there adequate communication to ensure consistent care?
- Do staff receive sufficient supervision and monitoring (management skills)? Are deficiencies because staff are unfamiliar with the home's

processes, or are there gaps in performance management systems?

Risk factors

We have identified loss of key personnel, rapid growth in resident numbers and rapid change in mix (resident needs) as risk factors to compliance. You should ask homes about strategic planning processes to minimise negative effects on the home.

Audit methodology

Providing training does not mean staff have appropriate knowledge and skills. It is important to seek feedback from residents and to gain understanding of staff practices through interviews and observation as a starting point for assessing compliance.

Other expected outcomes

You should also consider the impact of staff levels and skills on all of the expected outcomes.

Refer to the *Results and processes guide* for further information.

QAIT reminder

This month's QAIT session is on 'Living the life you choose'.

The focus is on assessing 3.6 Privacy and dignity; 3.8 Cultural and spiritual life and 3.9 Choice and decision making.

There will be guest speaker at each QAIT session from Partners in Culturally Appropriate Care to discuss cultural needs of residents.

Dates and locations are available on our website in the Assessor information section.

