



## Workforce planning

During 2011 and 2012 we are increasing our program of audits in accordance with the accreditation cycle. We continue to increase staff numbers and have already filled a number of positions with assessors recruited directly from the register as well as 19 assessor recruits that commenced in June.

Recruitment for the second wave of assessors has commenced with advertisements for assessors in our Parramatta, Melbourne, Brisbane and Adelaide offices. Applications for these positions will close on 16 September 2011. The details are on our website, [www.accreditation.org.au](http://www.accreditation.org.au).

Our new assessors who commenced in June have undertaken orientation, induction and have a mentor to assist them during their first three months with us. Feedback from our new assessors is being used to ensure our orientation and induction programs continue to help new staff settle in quickly.

## Meet Atewa Ligorio



*Atewa is Senior Quality Assurance Officer in our Accreditation division.*

*How long have you been with us?*

I have been with the Accreditation Agency for eight months.

*What role have you had with us?*

This is my first role with the Accreditation Agency. I am part of the Accreditation division.

*What is your background?*

I worked previously as a risk analyst within the insurance industry. I was part of a team that analysed

the risk management issues for a number of Government agencies within the Treasury Managed Fund.

*What do you love about your job?*

I love being part of the Accreditation division as it has a fantastic team with many unique skills and talents. I really enjoy the work we do, it is challenging but you can see the results of your hard work which is very rewarding.

*Tell us something about yourself*

I am a huge fan of the Formula 1 Grand Prix and have had the pleasure of attending the Melbourne Grand Prix and met some of the drivers. I support Team McLaren and my favourite driver is Lewis Hamilton!

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

### *This month...*



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# ADP online

Last year the Assessor Development Program (ADP) commenced and assessors have been participating in the new workshop format. The workshop format is working well and assessors have found this to be an excellent way to keep their professional development current for re-registration purposes.

When ADP was developed, assessors expressed their need for professional development pathways that assisted them when they were unable to attend face-to-face workshops, so ADP online was implemented this year.

ADP online is a convenient resource that assessors can use when they are unable to attend ADP workshops. ADP online is being progressively built and assessors can go back and use these resources as a refresher. Managers can also refer assessors to ADP online to update their knowledge and skills as part of 'Coaching for performance - everyday'.

Assessors log into this password protected website that provides them with assessor resources anytime.

Assessors now access their ADP workshop pre-reading via ADP online.

When assessors use these resources, they can accumulate professional development hours, something they were unable to do until now.

## **These are the assessor resources available on ADP online.**

- ADP September 2010 Support contact report template - three PD hours
- ADP February 2011 Report writing in particular contexts - one and a half PD hours
- ADP April 2011 Assessing on Mars - four PD hours
- ADP June 2011 new Accreditation Grant Principles - four PD hours.

## **These are the audio presentations available on ADP online.**

- The first is a one hour audio presentation by Peter Condliffe\*, 'Managing relationships with approved providers'. To support you with this training, copies of Peter's book; '*Managing complainants and difficult conversations - the Aged Care Edition handbook*' are now available at our State offices for you.
- '*Complaints: informing our on-site relationship management*' is the 30 minute audio presentation by General Manager Corporate Affairs, Chris Falvey from our ADP workshops in February and April.

## **We have a learning package available on ADP online.**

- An online learning package has been developed for casual assessors. The ConnX for casuals training package gives casual assessors everything they need to know about using ConnX to create and submit their timesheets.

ADP online will continue to be developed so assessors can accumulate more professional development opportunities and online learning.

Assessors should provide feedback and ideas to their State Education Coordinator or Learning and Development Manager, Megan McNab.



# Study progress

This is the first year we have offered Business qualifications training where participants can gain a nationally-recognised business qualification. Our seven students are currently completing their business qualifications in either Certificate IV in Frontline Management, or Diploma in Management.

Some of the subjects were conducted face-to-face by our training partner 'Upskilled'. Some subjects were completed online and this gave them the ability to learn at their own pace and complete each subject at a time that suits their work and home commitments.

At a two-day face-to-face class conducted at our Parramatta office, our students attended two core subjects - *Implementing Operational Plans* and *Continuous Quality Customer Service*. Student and Assessment Manager from our Melbourne office, Geraldine Hughes-Jones, skyped in.



Principal Quality Assessor, Natalie Davies from our Perth office, is completing the Diploma of Management. Natalie particularly enjoys the ability to complete some of the subjects online so she can work through each subject at her own pace. "The material is logically set out and easy to follow, but extends you beyond what you already know", said Natalie.

Office Services Manager, Denise Inch from our Parramatta office, is completing the Certificate IV in Frontline Management. Denise has enjoyed all her subjects and has received very positive feedback on her assignments. "The assignments are made easier by ready access to our own policies and resources that support the learning activities", said Denise. She found the time management unit particularly helpful as she reflected on what she was already doing well while learning some useful tips.

Operations Manager, Maha Solomon from our Melbourne office, is completing the Diploma of Management as well. "I really appreciate how each subject interrelates with the next. I can use my work experience to complete my assessments. Each subject makes the learning activities very relevant to me."

# The biggest

Better Practice Sydney was the biggest held.

It was at Sydney Olympic Park Novotel.

There were over 60 presenters.  
Over 447 delegates attended.

This was a record crowd for us.

The Better Practice conference team did an excellent job helping delegates with their registrations in the lead up to this huge event.

Staff from the Parramatta office and divisions did a great job helping prepare for this conference and assisting with registrations on the day.



# Latest updates

Keep an eye out for our new look industry newsletter *The Standard*, our new look website and a more corporate look email format this month.

## **The Standard**

*The Standard* is an important tool providing the industry with information on accreditation, education and best practice to help provide better care for residents. The new look is not only visual but incorporates a new approach to the information we provide.

Our 'Case in point' series has been running since July 2010 and has been well received. We are now getting 'Case in point' scenario ideas from the industry and the responses we include for 'Case in point' scenarios continue to provide readers with various angles on relevant issues.

If you have a scenario you think should be addressed, please email the Editor – [editor@accreditation.org.au](mailto:editor@accreditation.org.au).



## **New look website**

Our website was last updated in December 2009 and while our website has continued to provide comprehensive accreditation, education and information, websites have moved on and so have website features. This month you'll see our website 'facelift'.

Our website content and the 'Reports on homes' information remains the same but you'll notice that the information on the website is faster to access.

We conducted research into how the website was fulfilling the needs of people who access the site and we've worked with our website provider to develop a website that continues to provide comprehensive materials in a faster, accessible way.



We do know the website has increased the number of times the *The Standard* is downloaded. We have increased the distribution by mail of *The Standard* from 8,000 per month to 8,500 per month. The number of times *The Standard* was downloaded in 2009/10 was 2,900. This jumped to 8,400 downloads in 2010/11.

The website address is still [www.accreditation.org.au](http://www.accreditation.org.au) and all your favourite webpage bookmarks will continue to work.

## **Corporate email format**

For many years we did not have a corporate standard for signature blocks on email.

The introduction of Better Business in 2008 meant that the majority of our correspondence has the same 'look'. However there are a huge range of signature blocks as individuals have designed their own.

It is now appropriate to improve our corporate image by adopting a standard signature block which included the corporate logo.



# Latest updates continued

We will be applying a software program which will attach a standard corporate signature block to emails generated through MS Outlook.

You don't need to set it up yourself as the new signature block will be automatically applied once you 'send' your email messages.

IS&T division is currently working on ensuring our Better Business personal signature blocks are aligned.

## More Mentors

Our *Mentoring for all* program is going strong with 28 staff trained as mentors since the program began in June.

*Mentoring for all* is a Company-wide program. We have mentors in every State office, and in divisional offices.

The program is also available across all work areas. We have mentors in the assessor, administration, manager and specialist work areas.

A key measure of how our mentoring program is being utilised is in the number of mentoring relationships that are underway. Nineteen mentoring relationships have commenced since June. These relationships are mostly with new assessors who joined us in June. As new staff are appointed, our current pool of mentors will be assigned a mentee. We will continue to increase our pool of mentors so that we have mentors available to mentor all new staff when they commence work with us.

The two-day Mentor workshop gives you the skills to be a mentor and also provides a fun but focused learning experience that explains our *Mentoring for all* program and the processes involved. Participants develop the behaviours and skills in communication, problem solving, goal setting, working with diversity and promotes adult learning.

Here are some comments from our mentors:

***"I really enjoyed the course and look forward to being a mentor"***

***"[The course] will be really helpful both in my work and in my personal life."***

***"The course is really interesting and worthwhile."***



| Unit   | Learning Objectives  | Assessment Methods                       | Resources                             | Notes |
|--|--|--|---------------------------------------|-------|
| Unit 1: Introduction to Learning and Development | Understand the role of learning and development in the organization. | Written assessment, practical exercises. | Textbook, online resources.           |       |
| Unit 2: Needs Analysis                           | Identify and analyze learning needs.                                 | Case studies, group discussions.         | Case study documents.                 |       |
| Unit 3: Designing Learning Programs              | Design learning programs that meet organizational needs.             | Project work, presentations.             | Design templates, examples.           |       |
| Unit 4: Delivery and Evaluation                  | Deliver and evaluate learning programs.                              | Practical exercises, feedback forms.     | Delivery materials, evaluation forms. |       |