

28 August 2018

Western Australia's age services excellence recognised at inaugural awards

The outstanding achievements of the age services industry in Western Australia were recognised at the Leading Age Services Australia (LASA) Excellence in Age Service Awards, sponsored by Hesta and presented by Shadow Minister for Ageing Julie Collins, at an industry breakfast in Perth today.

LASA CEO Sean Rooney said the achievements by organisations, teams and individuals highlight the dedication of an industry passionate about providing quality care for older Australians.

“Our industry has countless unassuming professionals, volunteers and organisations who don't generally look for thanks or praise. It is their dedication and professionalism that make up the backbone of our industry,” Mr Rooney said.

“The awards celebrate and showcase the significant contributions being made to improving the quality of life of older Australians and promote community involvement in age services.

“I congratulate all the nominees, finalists and winners of LASA's 2018 Western Australia Excellence in Age Service Awards for their outstanding efforts and the contributions they make daily, not only to our industry, but to the lives of the older Australians they care for.

“We were also delighted that Shadow Minister Julie Collins was able to present the awards and provide a timely update for our WA Members on the Opposition's vision for aged care in Australia.”

LASA's 2018 Excellence in Age Service Awards have promoted and recognised excellence across all fields of the WA aged care industry. The three award categories are: Organisation, Team and Individual. The state level award recipients will now progress as finalists to the national awards to be presented at LASA's National Congress in Adelaide from 28-30 October this year.

The 2018 Western Australia Award winners are:

Individual Award – Dannielle Phelan, The Bethanie Group

Team Award – Riversea Mosman Park Care Team, The Bethanie Group

Organisation Award – Technology Ageing and Disability Western Australia (TADWA)

LASA's 2018 Excellence in Age Service Award nominations were reviewed by a panel of industry experts. LASA would like to thank all the judges for their time and dedication and a special thanks to **HESTA** for making the awards possible. Profiles of each award winner are provided below.

Individual Award – Dannielle Phelan, The Bethanie Group

Dannielle Phelan is the Learning and Development (L&D) Manager for the Bethanie Group. Since joining the organisation in 2016 she has initiated and delivered a large-scale learning transformation programme that has resulted in significant benefits and represented an outstanding contribution to the Aged Care sector.

Over the last year, she has radically transformed the learning environment, systems and processes at Bethanie. This new direction has improved learning outcomes, capability and knowledge retention, whilst at the same time significantly reducing the amount of time direct care staff spend attending face-to-face

training courses. This has increased the amount of time staff spend with customers and improved outcomes for older people across WA.

Dannielle has made an outstanding contribution to the aged care sector in WA through initiating a successful learning management system enhancing Bethanie as a learning organisation. Danielle was also key in creating the Perth Aged Care Learning and Development Network to share knowledge to improve the industry across different organisations and sectors.

Team Award – Riversea Mosman Park Care Team, The Bethanie Group

The care team at Riversea Mosman Park, a Bethanie Aged Care Facility, has undergone an incredible journey over the last six years, changing rapidly from what was traditionally a low care residential aged care facility, to a fully dementia specific specialised service provider.

The dedicated team of experienced, enthusiastic and motivated health professionals and carers focus primarily on ensuring person-centred care is delivered on a daily basis. The care team at Riversea Mosman Park truly demonstrates that residential aged care can feel like home, family and friends are a valuable part of the care team, and passionate and enthusiastic staff with the knowledge and tools make all the difference.

An example of this is using the arts to provide enriching and engaging activities for residents with dementia. In 2016 and 2017, the care team at Riversea Mosman Park partnered with Agelink Theatre WA to produce two separate live stage shows in which residents were part of and the community came to watch. The first of these formed a research study which was featured in the Australian Journal of Dementia Care (attached) and also resulted in the team's selection as finalists in the Asia Pacific ElderCare Awards in 2017. In addition, the team also hosts an annual ball which supports reminiscing and invites all families to attend and make wonderful memories of our residents.

Organisation Award – Technology for Ageing and Disability Western Australia (TADWA)

Technology for Ageing Disability Western Australia (TADWA) provides a unique range of technologies supporting people with disability, older people and carers to live independent lives and do what's important to them.

Originally a volunteer organisation of Telecom employees modifying telephones for use by people with disability, over the past 34 years TADWA has progressively expanded its operations into a highly capable and diverse staff of 60 servicing thousands of clients each year from bases in Bassendean and Bunbury. While many organisations assist people by doing things that are important for them, TADWA helps people to do what's important to them - the things that bring them pleasure as well as independence and connection.

In the main, aged care or disability care organisations are focused on the provision of direct staff support in people's homes as well as the provision of support to engage in meaningful activity in the community using direct staff support as the vehicle. The technology TADWA provides is not intended to eliminate the need for human support, but it can enhance outcomes for people and achieve some efficiencies. For example, using TADWA-installed and configured home sensors, GPS geo-fencing and linked text alerts, a carer can go to work each day knowing the person they are caring for has been up, had a shower and is on their way for the day. This quiet technology reduces the need for one on one direct support in monitoring these tasks.

For people with chronic pain, the use of Virtual Reality can minimise the use of opioids and can help restore mobility. TADWA's new Brain:Body Pain Solutions program is at the leading edge of this incredibly promising technology.

Contact: Ashley Oliver 0458 011 009 ashleyo@lasa.asn.au