



Excellence in
Age Services Awards
New South Wales
and Australian Capital
Territory

FRIDAY 7 AUGUST 2020

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The LASA Excellence in Age Services Awards promote and recognise excellence across the diverse and dynamic fields of endeavour in the age services industry.

The awards celebrate the passion and achievements of organisations, teams and individuals in the service of older Australians. The awards also seek to increase public confidence and community involvement in aged care and services.

Awards have been judged at a state level across the five categories with winners progressing as finalists to the national awards. The national awards will be announced online at the LASA National Congress 2020.

AWARD CATEGORIES

Team Award

Recognising a team, working within the age services sector that has created an environment that encourages workplace diversity, positive workplace culture and increased staff wellbeing through development of a service or process or has used innovation and initiative to improve the lives of older people and improve the age services experience.

Organisation Award

Recognising an age services provider who has made an outstanding contribution to care and services development or provision of high level support to the aged by demonstrating leadership, innovation and excellence.

Rising Star Award

This award recognises an individual with less than five years industry experience who has made an outstanding contribution to the age services sector, has used innovation and initiative to improve the lives of older people and has delivered high quality care to the aged.

Individual Award

This award recognises an individual who has made an outstanding contribution to the age services sector, has used innovation and initiative to improve the lives of older people and has delivered high quality care to the aged.

Next Gen Young Leader Award

This award recognises an innovative, bold and inclusive young leader under the age of 40 who has made an outstanding contribution to the age services sector and has used passion, drive and initiative to improve the lives of older people.

TEAM AWARD

Aged Care & Inclusion Team, Northside Community Service



The Aged Care & Inclusion (ACI) team supports about 300 aged and vulnerable members of the northern region in Canberra. Many of clients have been with Northside Community Service for over a decade and the team are a valued part of their day-to-day lives.

Northside are often the go-to organisation for clients who have not been able to find their home with other services. The team prides themselves on their ability to work with the diverse range of clients across Northern Canberra. From socially disadvantaged housing tenants, to aged care pension and DVA holders, to residents who have lived in the ACT since it's establishment.

Over half of the team have been with Northside for over 5years with some having supported their clients since the beginning of their HACC contract 12 years ago. Clients and their families are known by their first name and know everyone at Northside. From the home support team and coordinators, to management, executive and CEO who all pitch in for busy times as well as getting together to celebrate holidays, annuals events and significant celebrations.

Times of crisis truly reflect the values of a community by the way that they respond. The Northside aged care community truly came together and were amazingly creative, positive and supportive during the myriad challenges of 2020.

TEAM AWARD

National Contact Centre, KinCare



The role of the National Contact Centre (NCC) team is to deliver a superior customer experience to all KinCare customers, potential customers and KinCare team members, nationally.

The NCC provides customers with product and service information and answer queries they may have. If unable to answer a question, the NCC pass calls to experts in the organisation to resolve the customer query.

The NCC team are the voice of the customer and, in an often confusing aged care environment, can empathise and help identify/resolve customer incidents, complaints and requests by proposing and implementing solutions.

The centre implemented the Welfare Calls Program which started with the bushfires. KinCare saw a need to make welfare calls to customers in affected areas, to check on their wellbeing and pass on important information.

The overwhelming customer feedback showed they felt appreciated and KinCare went that extra step.

In one day the team reached out to 1,203 customers, spoke to 744 and left messages for the remainder to get in touch. This experience gave the team a firsthand look into how vulnerable our customers can be and how vital their connection with KinCare is.

The program has now expanded into regular welfare checks for customers who may not have family support or social interaction at home. Managers identify customers who would benefit from this program and provide background for customer conversations.

These calls have had an extremely positive influence on customers and the feedback was that they were making a real difference to a customer's day/week.

TEAM AWARD

Shoalhaven and Eurobodalla Aged Care Centre Teams, IRT Group

IRT Group operates seven Aged Care Centres within the Shoalhaven and Eurobodalla regions of NSW, providing care services for up to 540 residents. The Aged Care Centres located within the Shoalhaven and Eurobodalla regions are IRT Greenwell Gardens, IRT Culburra, IRT St Georges Basin, IRT Sarah Claydon, IRT Crown Gardens, IRT Moruya and IRT Dalmeny.

IRT Group also operates seven Retirement Villages and services approximately one thousand Home Care customers within these regions.

Employees within these regions continued to provide care for their residents during the NSW bushfire crisis. Care Management Teams demonstrated great leadership, remaining calm while under pressure and the frontline staff continued to put residents care needs before their own, even when some of the staff were losing their own homes to the fires.

A Critical Incident Management Team (CIMT) was formed in late-December 2019 in response to the unfolding emergency situation. This team is made up of the CEO, Executive General Managers and other stakeholders from the business. This group met daily to ensure the Organisation was across the emergency as it evolved, coordinated a response team ready to provide support and were liaising with government officials on evacuation procedures. This team organised delivery of stock to the seven Aged Care Centres through road closures to provide, generators, clinical supplies, food and diesel for the generators. The CIMT supported our care centres by allowing staff to care for the residents and each other, whilst the CIMT coordinated tasks from a central location.



TEAM AWARD

The Disease Outbreak Response Team, Australian Nursing Home Foundation



The global virus of COVID-19 was inevitably going to come to Australia and while the danger was unfolding and beginning to impact overseas, Australian Nursing Home Foundation (ANHF) immediately recognised the dire consequences and the trajectory to a pandemic in Australia. ANHF responded swiftly and acknowledged the urgency of protecting and safeguarding all of the older Australians in their care. The older Australians had, in most instances, experienced and would be reliving their nightmares – the trauma of H1N1 Swine Flu (2009) and SARs (2002). ANHF established the Disease Outbreak Response Team (DOR) on 6 March 2020 to map their preparedness plan, in readiness for the pandemic in Australia.

The Team, comprised Leadership Team, Facility Managers, Home Care and Community Service Managers, Quality Risk Compliance Manager,

HR Officer and Clinical Consultant. The Team developed an overarching COVID-19 Response Plan, with each team member responsible for ensuring the strategies, review of actions, risks, and developing COVID-19 Management Response Plans for each facility which included managing visitors. The Team also conducted training with relevant staff on the plan and procedures in collecting samples, managing suspected cases, implementing isolation, setting up a central PPE pool, donning and doffing PPE in the correct sequences etc.

Whilst the DOR Team was initially formed to address COVID-19 threats to the elderly in their care, the Team bonded through the challenges and sheer determination and resilience to evolve to a unified force that brought the entire organisation together for a common cause in the battle against COVID-19.

ORGANISATION AWARD

KinCare



For over 28 years KinCare have been putting their customers at the heart of everything they do and empowering them to live the life they choose. They support older Australians and people with a disability to live the life they want to live, in the comfort of their own home.

KinCare's humble beginnings as a family run and operated business run deep. What unites them is their experience and unwavering commitment to improving the quality of life for thousands of individuals and families across the country.

The KinCare commitment to their customers and their families is that they will be there with them, helping out every step of the way, because that's what families do.

Their in-home aged care is tailored to customer needs with services ranging from practical domestic assistance, personal care and social support - to complex care including nursing, clinical services and palliative help. KinCare services over 16,000 locations around Australia, providing specialist in-home services to elderly Australians.

They produce the KinCare Magazine - full of customer stories, movie reviews, puzzles, recipes and useful information - solely for KinCare customers and staff.

KinCare have a vision is to be Australia's first choice for life improving in-home, personalised, health and wellbeing solutions.

ORGANISATION AWARD

Peninsula Villages Ltd



Your Life, Your Choice, Our Communities

Peninsula Villages is a not-for-profit aged care organisation that has been caring for the Central Coast community for almost four decades, offering a fresh approach to supported living, providing a number of specific care levels to residents including aged care, specialist dementia care, palliative care and respite care. They also have independent living, some aspects of home care and a new initiative providing affordable housing for seniors who are renting. The organisation's care model focuses on delivering what is best for each individual resident. Understanding that it is your life, your choice and our strong focus on community means residents can be as involved as they choose to be.

In an environment where financial viability is tough, Peninsula Villages - a standalone, not-for-profit organisation maintains financial success and that surplus is well placed in delivering a higher standard of both accommodation and staffing levels to service the community at large.

Peninsula Villages strives to embody our "ICCARE" values - Integrity - Community - Compassion - Accountability - Respect -

Excellence. They do this through commitment to ongoing education, rewards for staff displaying the organisations values in their work and acknowledging a job well done. They have a unique staff wellness model which focuses on physical, mental and social health. Happy staff, happy residents!

The Organisation delivers what its stakeholders ask for. This is reflected in the execution of their strategic plan and the completion of our state-of-the-art new build Pozieres House (to open in August 2020) to replace the existing 40 year plus medical model nursing home. The building has been designed to reflect their model of care; underpinned by the concept of Consumer Directed Care and Multi-skilling. The architecture of the home uses houses of 12 to 14 persons, consistency of staff and a home like environment where the residents are in control of their daily lives with the assistance of the Care Partners, Wellbeing staff, family and community interactions.

RISING STAR AWARD

Maddison Davis, Peninsula Villages Ltd



Maddison Davis commenced her employment at Peninsula Villages 4 years ago, at the age of 18, when she had completed her Certificate III in aged care.

She worked in high care area for the first few years and gained valuable skills in working with residents with high care needs.

An opportunity arose for Maddison to move to another building where the resident care needs were a mixture of high and lower care. Here Maddison further developed her skills in time

management, communication, problem solving, and she gained confidence in herself as a carer.

About 18 months ago Peninsula Villages embarked on a journey to implement a new model of care which aligns with our organisational statement "Your life, your choice, our communities." Maddison showed a keen interest in the trial of the new model and became actively involved.

Due to Maddison showing such interest and enthusiasm she was brought on board as a team member to train and learn all there was to know about the new model.

Maddison has been instrumental in the development of the new model. Her fresh, dynamic and innovative ideas have helped the model to move forward successfully.

She understands the model has its faults and works positively with others to correct the faults and improve the model.

Maddison challenges negativity to the model with passion and diplomacy far beyond her years. She shows initiative in developing new activities for residents based on what they express they would like to do. She will confidently and autonomously make changes to an activity plan to align with resident choice and within her scope of practice.

The team acknowledge that her work has contributed significantly to the success of the roll out. Maddison is constantly looking for bright new ways to promote the new model so other staff can share in the same vision.

RISING STAR AWARD

Georgia Kelaher, integratedliving Australia



Georgia Kelaher, Wellness Exercise Team Leader for integratedliving Australia, works with a team delivering holistic services to older Australians in eight Wellness Centres across regional Queensland, New South Wales and Tasmania.

integratedliving's Wellness Centres feature state-of-the-art gyms, health and wellbeing services and programs to help older Australians stay active, healthy and socially connected.

As the Exercise Team Leader and Exercise Physiologist, a key part of Georgia's role is developing the clinical skills of the Exercise Physiologists and Allied Health Assistants (personal trainers) within her team by providing them with up to date research about health conditions or rehab protocols and ensuring they are providing evidence-based exercise prescription.

Georgia also delivers group exercise physiology to clients in both Wellness Centres and one on one services to clients in their homes, to maintain her connection to clients and the purpose of our Wellness program.

Georgia's Manager, Wellness Business Manager, Amina Ward explained that Georgia was instrumental in helping adapt the Wellness Centre services offered to clients throughout the COVID-19 pandemic.

"Georgia has always shown initiative and innovation in the way she works to adapt our services to the client's needs by working in our centres and in client's homes, as well as providing telehealth services. When we had to make the decision to temporarily close the Wellness Centres, due to COVID-19 restrictions, Georgia played a major role in ensuring continuity of services to our clients via our virtual exercise program, as well as providing safe one on one services in their homes."

RISING STAR AWARD

Kathy White, RSL LifeCare



Kathy White is joined the industry in Feb-2016 as a Home and Community Carer with RSL LifeCare supporting the new HomeCare region of Galston and surrounding communities. In Feb-2017, Kathy was promoted to a Home Care Co-ordinator to support the region.

Kathy is the industry role model possessing a genuine passion to deliver true 'holistic care' to enrich her clients lives, advocating choice, empowerment to achieve their goals, hopes and dreams. Her people leadership is demonstrated through ongoing team

compliments by clients and the region achieving an impressive Net Promoter Score of 88 in the last customer satisfaction survey.

Her 15 years' experience as an office manager explains her incredible efficiency and organisational skills, and her enthusiasm to get things done make her a very valuable, and highly sort after Home Care professional.

Kathy's eagerness to grow and develop in Aged Care hasn't stopped since joining the industry, reflective of an impressive suite of self-education including Diploma in Case Management. She is empathetic, understands the industry challenges and consciously makes aged care simple and easy for clients. Her ability to quickly build trusting relationships with her clients is second to none and her case management skills are exceptional, driven by her caring nature and a genuine desire to enrich and make a positive difference.

Thanks to the dedication of Kathy and her leadership, the team has grown to 19 staff who deliver superior care to enrich the lives of over 130 clients.

"We are more than just carers" Kathy says, "we are great friends as well."

Kathy is passionate about providing excellence whether it be in the community, in a village, or in residential care.

INDIVIDUAL AWARD

Jan Hume, RSL LifeCare



Jan Hume has been a registered Nurse for over 40 years. Most of this time she's been working in aged care, but she also taught nursing at university, worked with indigenous health, and did rural remote nursing at Anangu Pitjantjatjara Yankunytjatjara in the north western corner of South Australia. Today, Jan is the Facility Manager for RSL LifeCare's Hugh Cunningham Gardens at Tura Beach.

The ever-humble Jan Hume credits any success she has as a manager to the strong relationships she has built with her team. These relationships proved to be invaluable during the January 2020 "fires from hell" that decimated the Far South Coast of NSW. In the toughest of times, Jan's Tura Beach team worked together incredibly well to ensure the wellbeing and safety of their 66 residents.

At 4pm on 2nd January, the RFS advised RSL Lifecare that a full evacuation would be required of Tura Beach. The RFS had decided that the town could not be protected from the oncoming bush fires as there was only one road in and one road out.

Jan's passion for looking after people meant that everyone of her 66 residents was going to be relocated to the care facility at Merimbula. Of the 66 residents, only 9 could walk, and the rest required at least one support person (with 30 being bed or wheelchair bound).

Relocating 66 aged care residents and 60 electric beds weighing well over 100kg's each, in less than 24 hours would be a miracle, especially when you consider there were no available ambulances, buses, taxis or removalist trucks.

Jan's passion was blindingly positive, and she started putting plans together to make the impossible happen. The safety and wellbeing of her staff was her top priority.

INDIVIDUAL AWARD

Edgar Jackson, Northern Coalfields Community Care Association



Edgar (Ted) Jackson was the founder of the Northern Coalfields Community Care Association (NCCCA) in 1989. He procured the land, sourced funding and constructed the site that is known locally as Jacaranda Aged Care Facility. Since then as its managing director Ted has grown the organisation over several sites to provide exemplary service in all aspects of aged care within the Local Government Area of Cessnock. The fact that he saw the need for an exemplary aged care provider, made it happen and sustained and grew the organisation is of itself daring. The fact that he has managed to remain relevant and current for over 30 years in an ever changing field to provide excellence and improve the lives of older people is remarkable.

Most recently Ted has spearheaded the acquisition of a community centre to provide a one stop service hub. The centre offers assistance to people to navigate the MyAgedCare website. It offers education, assistance and services for the community as well as wellness promotion, community participation and socialisation.

Ted believes very strongly in the concept of aging with dignity. Staff, residents and their families always seek him out to personally deal with their issues or concerns, a confidence that he will address their concerns effectively and efficiently in order to achieve the best possible outcome. He is respected by all because of his integrity and ability to interact and communicate effectively across the spectrum.

INDIVIDUAL AWARD

Benjamin Scott, Cranbrook Care



When Benjamin Scott was faced with Covid19, he had to make a quick decision: How to keep his residents safe and at the same time keep them happy and calm, content and relaxed. What happened next is not something that can be taught at university. When the residents outdoor activities had to be cancelled and they panicked, Ben quickly rushed home and got his Wii console. He set up an indoor entertainment area and proceeded to start lawn bowling using the virtual game.

Before it was mandatory and knowing the importance of vaccination to keep everyone safe, he decided to try a different tactic to increase vaccination rates of the staff. He shouted them pizza and made sure every single staff member got vaccinated against the flu vaccine.

In his short time at Cranbrook Care Ben has initiated change to the medication management system.

Ben is not often found at his desk he is often seen walking with his residents or cutting a cake for his staff's birthdays . He sits with the kitchen staff and the medication error rate is zero. He has an approachable nature thereby allowing his staff the opportunity to come to him if they make a mistake.

When Ben Scott walks down the corridor, he gets interrupted 100 times. He knows every single resident by name, knows their conditions, their families and their likes and dislikes. He then remembers what they need and doesn't hesitate to pick up the phone and make sure he initiates what is needed to make that person's life better.

INDIVIDUAL AWARD

Ben Van Lierop, RSL LifeCare



With more than 10 years' experience in Human Resources, the very likeable and hugely passionate Ben Van Lierop joined RSL LifeCare in 2017 and was quickly promoted to Executive General Manager – People and Culture.

Ben's responsibilities include all areas of HR, including HR Business Partnering, Recruitment, Compliance, L&D, Leadership Development, Payroll and Health and Safety.

When Ben joined RSL LifeCare, low levels of employee engagement, high employee turnover and limited workforce planning were impeding the organisation's ability to ensure future leaders and employees had the capability to meet future client expectations and industry demands. This was having a negative impact on residents.

Ben knew that the best way to support the Aged Care residents was to further develop the employees who looked after them, and to make those employees the very best version of themselves they could be. It was only by having talented, capable and empowered employees that RSL LifeCare could offer the highest possible care to its residents.

Ben knew that the recruitment of employees whose personal values were aligned with RSL LifeCare's values would be the backbone of the organisation's future success. One of the first things Ben did was conduct an employee engagement survey and training needs analysis to establish a Strategic People and Culture Framework. He went on to develop a single unified model of care across RSL LifeCare's services that supported consumer choice and dignity – the central tenets of the new Aged Care Quality and Safety Standards

NEXT GEN YOUNG LEADER AWARD

Simon Kerrigan, Guide Healthcare



Simon is a physiotherapist and the Managing Director at Guide. He had the initial vision for Guide, and has played the driving role in establishing Guide's unique approach to physiotherapy service provision.

Guide started in July 2018 with just Simon and now has a team of 16 passionate clinicians who are making a difference in the lives of the residents and teams in Residential Aged Care and Community Care across NSW, ACT and Victoria, working with over 1000 residents each week.

Simon is committed wholeheartedly to be the difference he wants to see in aged services and it is from precisely this that Guide Healthcare was born with a vision to do it better and differently.

At the beginning of the Covid-19 outbreak, Simon recognised the huge risk it would have on residents. And created the "Get Up Guide" program. The training program is a combination of an exercise training video coupled with a handout sheet for residents. It was made available for FREE to all aged care providers, and was promoted through industry publications such as Australian Ageing Agenda and HelloCare.

The daily exercise sheets were downloaded more than 800 times. And the daily exercise videos were viewed more than 1600 times.

To combat social isolation, Simon ran 10 weeks of free Zoom group exercise sessions. Residents from homes in NSW, ACT and VIC joined in.

In conjunction 'Get Up Challenges' were run to encourage a sense of achievement, with recognition of winners each week.

The Get Up Guide program culminated in a ceremony where participants were given awards and medals for

Since launching, Guide has donated more than twenty thousand dollars worth of equipment to their aged care partners. They have run several cross-site competitions where residents participate in training activities in the months leading up to the event and are given customised team uniforms, provided with equipment, have meals purchased and additional staff on-site, all supplied through Guide.

Simon's vision is to one day be able to donate high level, aged care specific exercise equipment to all of Guide's partner organisations, establishing a seniors gym in every home. His hope is that this will not only achieve better outcomes for residents, but will inspire allied health professionals to make the move into aged care as a meaningful career path.

NEXT GEN YOUNG LEADER AWARD

Colin Pudsey, SilVR Adventures Pty Ltd



Colin is 37 and the CEO & Founder of start-up, SilVR Adventures an organisation which works with the best aged care and assisted living communities in Australia and internationally to provide a turnkey solution that offers residents greater diversity of activities through group virtual reality. Colin focuses on driving SilVR Adventures' mission to bring seniors together through

shared experiences in virtual reality that reduce loneliness and isolation.

Colin has developed a solution based on user needs - VR sessions designed as stories – shared experiences that stimulate memories, drive social interaction and connection among residents & care workers.

Colin has developed SilVR Adventures to be more than a service provider - they are designing technology based enrichment experiences. An example would be the introduction of reminisce therapy for residents, with the solution connecting to Google maps, so providers can fulfill resident's special requests such as revisiting childhood homes, family member's homes overseas of churches they were married in.

Colin has positioned SilVR Adventures as the leading virtual reality service in ANZ with a commitment to help provider deliver education, engaging and fun immersive, shared experiences that promote and encourage an individual's culture and wellbeing.

"I want a super fund that acts in my best interests."

Sarah Tooke,
HESTA member

HESTA is an industry super fund. That means we're run only to profit members, not shareholders. So you can trust that your future is in good hands.



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NEXT GEN YOUNG LEADER AWARD

Amina Ward, integratedliving Australia



Amina Ward, Wellness Business Manager at integratedliving Australia, leads a team in delivering wellness programs across eight Wellness Centres in regional Queensland, New South Wales and Tasmania.

integratedliving's Wellness Centres feature state-of-the-art gyms, health and wellbeing services and programs to help older Australians stay active, healthy and socially connected.

Leader of the Wellness Centres Amina has driven continuous improvement across all the centres to ensure that clients reach their goals and improve their wellbeing. The Wellness Centre clients have increased lower limb strength by an average of 35%. Timed Up and Go assessment results show that clients have improved by an average of 19.5%, improving mobility, balance and walking ability while mitigating falls risk.

Amina and her team build rich relationships with their clients to support them to live full and independent lives at home. Amina says:

"Our clients come to a place of social interaction, to build on physical capacity and stimulate mind, body and soul. My role has enabled us to build a bridge between traditional in-home care and the wellness and reablement movement."

Amina's initiative has seen the Wellness Centres recognised in the last two years as a finalist in the Asia Pacific Eldercare Awards, most recently for a rehabilitation program she designed.

Congratulations
to all of the Finalists
and Award Winners.

Thank you to our awards
judging panel.

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