



Excellence in Age Services Awards Queensland

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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

DementiaLiving Team, Cartwright Community - NoosaCare Incorporated



NoosaCare's DementiaLiving Team is a leader in the delivery of care to older Australians living with dementia. The team is comprised of clinical care staff including registered nurses, life-style co-ordinators, personal carers and public relations staff, who are all highly skilled and trained in the provision of person centred dementia care for our Cartwright Community with a focus on wellness, engagement, embracing the outdoor environment and of course we can't forget amazing locally sourced ingredients to create nourishing food.

At NoosaCare they are firm believers that in every moment of everyday there is an opportunity to provide respect, dignity, fairness and tailored attention to those living with dementia. Every resident is treated like family as they commit to delivering the highest quality person centred care through their DementiaLiving model of care which is based around the 3 pillars: Environment, Engagement and Food.

The DementiaLiving team work closely with families to develop personalised care plans based around the residents needs and desires, ensuring the highly skilled team can deliver the most effective care and wellness support to each resident. The team believe in people having the right to make lifestyle choices as they age. To that end, they are strong advocates for our model of care that is supportive of everyday living in a vibrant setting with wide outdoor spaces.

The DementiaLiving team at NoosaCare are committed to supporting their local community members and their families who live with dementia to have their voices heard and valued; they aim to continue to provide support solutions within the community (both at NoosaCare and within the community at large) that improve outcomes for those living with dementia and their families and increase awareness of dementia.

TEAM AWARD

ICT Team, Infinite Care



The Information & Communication Technology (ICT) team have played a very critical and important role in the growth and innovative approach that Infinite Care has undertaken in the last 12 months.

Infinite Care set a bold strategy and vision five years ago to become an Australian leader and innovator of residential aged care and to bring a new generation of aged care to the Australian market. Resident centred care services are a given but building warm, inclusive and purposeful home environments where every single individual matters is paramount.

The ICT team have delivered some outstanding projects in the last year in many different areas that have improved the Infinite organisation and environment for residents. In the last 12 months some of these highlights have included:

*First aged care provider in Australia to integrate iCare Resident Manager with Technology One

*Achieved full ICT (nurse call, network infrastructure, CCTV and entertainment system) implementation on time and on budget across 5 greenfield sites

* Consistent rating of 98%+ satisfaction across all IT helpdesk monitoring (Zendesk) across a workforce of approximately 1200

The ICT team continues to be daring and to approach their role in the organisations journey of excellence by staying attuned to the shifting generational expectations that are occurring within aged care. Being a leader in technological innovation in aged care will continue to be at the forefront for the team to achieve its ongoing high performance approach.

As an organisation Infinite Care will continue to deploy innovations where we can use technology to improve efficiency across our growing group and deliver the very best outcomes for our residents.

TEAM AWARD

Let's Dig In Team, Bolton Clarke Care



Bolton Clarke's Let's Dig In team brings together members of the Bolton Clarke Research Institute, care team members, volunteers and the catering and hospitality team to deliver a therapeutic gardening program that supports increased physical activity and greater wellbeing for residents as they grow and eat their own fresh produce.

The team initially implemented the program at Inverpine, Murrumba Downs with residential aged care residents and a second specific group of residents with dementia. To support the program, Horticultural Therapist Cath Manuel trained Inverpine employees in areas including therapeutic horticulture, gardening for people with dementia, therapy gardens, growing fresh food for the kitchen and how to implement a gardening program.

Retirement living residents volunteer with the project, which is designed to connect residents

with nature, provide gentle exercise and health benefits and support Bolton Clarke's food innovation program by incorporating freshly grown produce into the community's menus.

The Let's Dig In team sought to develop a research-based approach that would improve physical and mental wellbeing and quality of life for residential aged care residents through a therapeutic horticulture program. The program includes weekly gardening group sessions to support residents to spend more time outdoors and increase social engagement and physical activity. It was designed to build on extensive food innovation work across Bolton Clarke in partnership with the Maggie Beer Foundation.

The program continues to develop. The next phase of the pilot is an extension of the program to the Inverpine Memory Support Unit, where the gardening activities will be targeted for residents with dementia.

TEAM AWARD

People & Culture Team, Infinite Care



The Infinite Care People & Culture (P&C) team have played a critical and important role in the organisations ability to grow and retain its workforce in the last 12 months. The business has more than doubled its workforce size to 1200 people due to recent acquisition and greenfield site development.

The planning, recruitment, selection, training, on boarding so such large growth has been prepared and executed by their very small team of professionals in recruitment, HR and learning and development. Their efforts to achieve such fast paced requirements in such a trying time for the aged care sector has been nothing short of phenomenal.

For Infinite, in creating a new generation provider, it is critical they employ individuals that are aligned to the values and vision of the organisation. The P&C team are the front line in setting the tone for the strategy and vision.

At the front line it is essential Infinite staff are passionate, compassionate, empathetic and deliver high levels of care. It is essential as a business that they continually focus on the important role that their teams provide.

The Infinite Care P&C team are at the forefront of thinking strategies to attract and retain resources in a very challenging and resource constrained sector. With the growth that has been sustained in Infinite Care and the acquisition and greenfield openings in recent times the dedication, commitment and innovative thinking by the P&C team has been instrumental in allowing that to be achieved.

Infinite Care, through the services of their P&C team aspire to be an employer of choice in the aged care sector. They understand that employees play an integral role in the success of the organisation and the ability to be a best practice care and service provider. The team are very important to residents and to Infinite!

ORGANISATION AWARD

Community Queensland



Community Qld's aged care services have many different activities and events within their social support services. Community has always been passionate about community engagement and participation and always tries to come up with innovative ways to improve the lives of older people.

They identified a gap for clients that wished to go to events or outings in the evenings and took the opportunity to create two evening events, both of which are offered monthly.

The groups are specifically developed to support older community members and are designed to be inclusive, supportive and engaging. The first group is called Sip and Paint and is an evening at their Paddington Centre that includes transport, a nutritious evening meal prepared onsite, guided art facilitated by a trained art therapist and even a glass (or two) of wine if participants wish.

The second group is offered in partnership with QPAC and is called Culture Club, the group get to go to events such as Mamma Mia and have even attended a dress rehearsal of the Bolshoi Ballet at QPAC. Dinner and transport are also included.

Both of these evening activities meet a gap in traditional community aged services as there are many barriers to evening activities, such as safety and staffing. Community was willing to find ways to diminish these barriers and the groups are among their most popular and successful community participation groups. Community are very proud of their volunteers and staff and believe they go the extra mile to make their clients have such enjoyable memories and participate in things they can share with their families.

ORGANISATION AWARD

Liberty Community Connect



Liberty has developed over 27 years as a “go to” service provider for elderly Queenslanders living on the Gold Coast. They offer a diverse range of community supports including social activities and community participation to combat the rigors of loneliness, and supports that enable individuals to continue to live independently at home. Leisure and Lifestyle activities are focused on living and loving life through social and community connections and are available in either their ‘home away from home’ centre at Nerang or out and about exploring and participating in all that the Gold Coast has to offer.

Liberty Community Connect are passionately committed to being service provider of influence in their community. Having set themselves lofty targets and with persistence, they have been able to create opportunities not traditionally available. Their goal is connection. Raising awareness of the needs of our clients, strengthening their voice, improving their community connections.

Liberty have seven local shopping centres partnering with them to create community popups. These are smack bang in the middle of

the shopping community. People come to access services, get information, play board games, and make friends. All ages turn up to engage with older people. They also facilitate small client focus groups to speak with local government to raise their voice about community issues. They have engaged My Aged Care call centre providers and created client focus groups looking into the needs of people who are hearing and vision impaired. They recently piloted a portable community library built by a local Men’s Shed that is now located at the local swimming pool maintained by a volunteer/ client. They held an art exhibition of client’s work that proudly featured at Gold Coast Libraries. Liberty work tirelessly with local business to facilitate an annual trivia night and have a strong presence in community events this year in their hometown of Nerang. This is not for the purpose of business growth. This is for the purpose of genuine community connection that results in better opportunities for our clients. Outreach activities form part of their broader commitment to see clients lovin’ life and livin’ well.

ORGANISATION AWARD

Loreto Nursing Home Townsville



Operated by Mercy Community Services North Queensland, Loreto Home for the Aged was established close to Saint Patrick's Convent, the original residence of the Sisters of Mercy in Townsville to accommodate the ageing and frail Sisters. In the early 1980's, it was extended to become licensed accommodation for lay-women as well as sisters. In 2009, Loreto was rebuilt as a new facility at its present address at Fulham Road across from the Mater Hospital. In 2018, the 27-bed residential aged care facility opened a new purpose-built nine-bedroom wing for residents living with dementia to bring the home to 36 bedrooms in total.

Inspired by the foundress of the Sisters of Mercy, Catherine McAuley who responded to the needs of her community in Dublin in the 1800s, Mercy Community Services NQ through Loreto's dementia-specific wing has responded to the needs of the community here in Townsville.

The dementia-specific wing has been designed with the use of natural light and boasts an incredible skylight that sits over the dining room area and creates a sun-filled space that stimulates body and mind.

The home has a simple, easy understood layout, ensuring visual accessibility with open plan areas that provide visual cues for the women living in the home.

It has a purpose built outside area that includes a large veranda where residents spend time together enjoying each other's company and home-cooked culinary delights. The outside area has been specifically designed to have points of interest as residents transverse around the pathways. It has an outside laundry and hills hoist and often women of this age have been traditional housewives and they find purpose and meaning in these activities.

The garden has a local park as its backdrop providing a peaceful atmosphere that helps to minimise confusion and aids with concentration and rest. The garden and outdoor area provides for socialisation and solitude, meaningful activity, reminiscence, sensory stimulation and safety balanced with independence.

ORGANISATION AWARD

Peninsula Palms Retirement Village



Peninsula Palms Retirement Village comprises of 103 independent units and a 65-bed residential care facility situated at Rothwell on the Redcliffe Peninsula. Peninsula Palms was established in 2002 with the purpose to provide high-quality Christian care within an Inclusive community.

Peninsula Palms has collocated on the same property with Mueller College, a prep to year 12 school with 1700 pupils and the Mueller Kindy and daycare centre.

For the last 15 years Peninsula has worked with two local schools in offering student based traineeships. Peninsula was recently recognised for the program as regional winners in the training awards also making the Queensland state finals.

Through the program they have found the model produces quality carers that are loyal to the facility reducing staff turnover and improving the resident satisfaction.

Throughout the year the residents and staff have common goals, like knitting beanies for premature babies, or making knitted bears and donating

them to pathology suites so they can give them to children that are having a blood test. This gives the residents a sense of purpose and connects them to the community.

Due to the collocation with the school, they have many groups of students coming through, from putting musical concerts on, working on joint artworks with residents or listening and documenting the resident's life stories, the residents enjoy the interactions. They also have a community playgroup come and spend a morning a month with a group of residents.

Peninsula have a resident committee that the manager meets with regularly to get resident input into many of the decisions that have to be made, from new dishes to go on the menu, the activities they would like do to the new flooring for the rooms.

All of this has established a feeling of family and built wonderful relations across the facility.

RISING STAR AWARD

Rebecca Pacey, Infinite Care



New to the Aged Care sector Rebecca has been with Infinite for just over 3 years. Rebecca's role as Director of People & Corporate Services leads a number of portfolio's that partner to deliver services to support the operational requirements and growth of Infinite Care. She has shown herself adept at managing a delicate balance in leading her teams to achieve project initiatives while ensuring the highest levels of customer service in the corporate service teams that support the operational teams delivering vital care and services to residents.

Rebecca's leadership style demonstrates a high level of passion for people and a conviction to raise awareness of the challenges facing the elderly. Rebecca has a strong value set that aligns to being compassionate, having a strong empathy for people and has conviction for groups such as the aged that due to their vulnerability sometimes need help with a voice. In aged care this has included changing archaic

customer service philosophies that no longer have a place in the health and ageing sector. Rebecca strongly advocates that influential leadership needs to be built on a premise of passion to create sustainable change.

Rebecca has shown herself to be extremely resilient and adaptable which has enable her to thrive in the diverse and very fast pace requirements of Infinite Care in recent times. She has managed at all times to remain practical, commercially savvy and thrive when dealing with challenges. She has demonstrated through her leadership of the teams she is accountable for to be a person of high transparency, highly outcome focused and of integrity. Her transparent style and balanced assessment of risk has also ensured that she can make difficult decisions but always delivered positively and with empathy. She is therefore respectful in all interactions with her fellow senior leadership colleagues or when dealing with any member of the wider Infinite team.

RISING STAR AWARD

John Sisson, Churches of Christ in Queensland



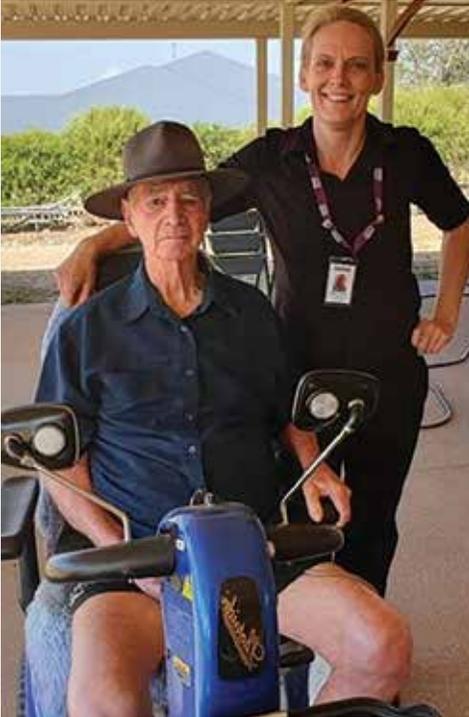
John started with Churches of Christ in Queensland on the grad nurse program in 2016. The program saw him working across multiple clinical streams in both Residential and Community Services in both metro and rural areas. John is highly respected and valued across all disciplines of the organisation and is known for always being there to help and assist when needed.

John's advanced IT skills, overall knowledge of IT systems and passion to make a difference has led him to design and implement clinical governance tools that are easily understood and present data in a meaningful way that delivers outcomes and improves the life of both residents and clients. John has taken the idea further to build a dynamic in-house tool which spans across the clinical governance fields that both analysis and maps a variety of clinical areas together. The information from these tools feeds down to the Services and to the Board to drive change in practice.

John's interaction with both residents and families is sensitive and empathetic. John's 'can do' attitude and calm demeanour reassures the most anxious of residents and staff. Residents enjoy his company and feel safe and valued by him. Requests for John to attend services to assist with clinical support are frequently received. As the youngest member of the team John leads by example and shows respect and integrity beyond his years.

INDIVIDUAL AWARD

Jessica Adams, Home Instead Senior Care



Jessica first began working in aged care in 2012 and became part of the Home Instead Senior Care family in 2017. Jessica has made countless significant contributions to the lives of her clients and to acknowledge her efforts was awarded Home Instead Senior Care 2019 National CAREGiver of the Year. Each day, Jessica empowers seniors to feel confident in their own ability and independence. She is a true ambassador of all that they do and stand for at Home Instead Senior Care.

Jessica's passion for caring for others stems from her parents' love of the community and her father's role as a nurse. Jessica was first exposed to caring as a teenager when assisting in completing tasks of an older couple in her community, this interaction driving Jessica's love of helping others. When Jessica's own father sustained a brain injury and she began caring for him, Jessica truly gained the understanding of the burden, stress and strain that having a family member with a disability or illness can cause. This experience resonated with her and encouraged her to form strong relationships with her clients' families so that they can feel confident and secure in leaving their family with Jessica. She consequently makes extensive efforts to foster strong communication with clients' families and requests feedback from her clients to ensure they receive care of the highest standard.

INDIVIDUAL AWARD

Danielle Mackenzie, Sundale



Danielle Mackenzie is the CEO at Sundale, a community based, not for profit organisation supporting the needs of its community via outstanding Retirement Communities, Care Centres and In-Home Care support services. Her main focus is providing comprehensive high-quality care, underpinned by dignity, choice and the desire to maximise the residents and care recipients' independence. Danielle leads by example and strives to make a difference in people's lives every single day. She empowers the residents and care recipients to live the life they choose, within a caring and supportive community. Danielle also empowers her staff to make a positive impact to the lives of older Australians every single day.

As Sundale CEO, Danielle has overseen the transformation of the organisation and the implementation of Sundale 2.0, a framework

which will allow the organisation to cater to the evolving needs of the community for decades to come. Complementing a five-year Strategic Plan, Sundale 2.0 has seen the organisation significantly improve structures to cater for the changing needs of clinical care, refurbish facilities and increase staff-to-resident ratios.

A prerequisite for Danielle was a 'Google' inspired creative space. Time and resources, traditionally dedicated to Friday meetings are now spent in the 'Sundale Space' workshopping innovative ideas and concepts to better serve Sundale's residents and care recipients, with all employees, irrespective of level or department actively encouraged to play an active role in the innovative initiative. Danielle has also prioritised better care outcomes by significantly investing in staff programs that will help her create compassionate, kind and courageous leaders.

INDIVIDUAL AWARD

Chezz Thompson, Bolton Clarke



Chezz Thompson is a Diversional Therapist at Bolton Clarke's Rowes Bay residential aged care community located in Townsville. Based on resident interests, she designs activities and events for her residents which are always new, original and exciting. Chezz has been integral in the implementation of a Cycling without Age program at Rowes Bay and in raising funds for a purpose-built electric assisted trishaw for the purpose. The program is run in partnership with Queensland Country Credit Union, using seven trained volunteer riders.

Chezz works with Bolton Clarke's broader team, including the Bolton Clarke Research Institute, to design activities that will improve wellbeing for all residents and help people stay active and connected. Her work includes implementing long-term therapeutic programs as well as organising a calendar of events that incorporates regular activities like multicultural days, with food and entertainment from a different country each month.

Chezz is passionate about improving quality of life for residents and has worked hard to develop a pet therapy program at Rowes Bay that includes twice weekly visits from pet therapy dogs and a monthly visit from Guvnor the horse. A key recruit includes her own 11-year-old dog China, who underwent training for the role making her also a popular member of the community. Her passion for animal-assisted therapy has been bringing smiles and boosting health and wellbeing for more than eight years.

NEXT GEN YOUNG LEADER AWARD

Jamie Langdon, Benevolent Living



New to the aged services sector, Jamie is apart of the executive team of Benevolent Living as the Marketing and Communications Officer. In a short period of time, Jamie has achieved many milestones not only for their community at Benevolent Living but also the wider community at large. With a diverse background she has brought a new way of thinking to the team and a “fresh eyes” approach to many areas of the business which have been invaluable.

Jamie constantly takes initiative and looks for innovative ways to activate the community breaking down barriers and she understands the importance of giving residents their voice. Jamie has been instrumental in overhauling consumer engagement with the introduction of ‘Talking Circles’ in the resident houses. Jamie identified that our old Resident Forum was too intimidating and formal in its current format and did not encourage residents to share their thoughts/feedback. She implemented a Kitchen Table conversation approach which took place

in each house. Resident engagement is much richer with Jamie’s skilled facilitation, and has led to co-designed activities as well as quality improvements for residents.

Jamie’s relationships with residents continually inspires for one so young. Thanks to Jamie’s initiatives Benevolent Living have now aligned their vision and mission with a broader cultural movement to fight ageism and to re-establish human rights for the elderly. She understands the importance of ensuring everyone no matter if you live, work or visit Benevolent Living you are encouraged to foster strong and lasting relationships with others. Jamie shows respect, empathy and brings a fresh energy to the lives of our residents and seniors of our community.

NEXT GEN YOUNG LEADER AWARD

Taranjot Minhas, Churches of Christ Care in Queensland



Taranjot is a physiotherapist for 10 facilities across Brisbane, Brisbane and Gold Coast regions. With 2+ years of tenure as a floating physiotherapist Taranjot establishes long lasting relationships quickly with her residents while also achieving her physiotherapy goals. Outside of work, she is one of LASA's Next Gen Ambassadors in Queensland as well as a committee member for the Australian Physiotherapy Association's (APA) Gerontology National Group.

With a promotion to perform a role of Facility Clinical Education Coordinator she liaises between universities, physiotherapy students and

organisation's facilities and contributed to the overhaul of manual handling training practical and online procedures across all residential aged care facilities in collaboration with Clinical Governance and Learning and Development teams.

A strong advocate for young professionals to have careers in aged care she quickly realised how rewarding these careers are, as such, she currently mentors new graduate physiotherapists across all facilities, clinically educates physiotherapy students on placements and promotes physiotherapy in aged care at industry forums for students and new graduates.

NEXT GEN YOUNG LEADER AWARD

Preeti Ronil, Wesley Mission Queensland



Preeti is a Registered Nurse with more than ten years of experience in a variety of fields including Indigenous Health, Primary Health and Aged Care. Preeti is currently managing St. Marks aged care community, which is part of Wesley Mission Queensland. Preeti is passionate about creating resident-focused, relationship-centric aged care communities where residents enjoy choice and feel empowered and staff have meaningful interactions with residents and families.

With an outside of the box approach to improving practices, Preeti believes that residents need to have a say in those that are caring for them and encourages residents to be a part of the recruitment of new staff as well as in the annual staff appraisals. Residents are included in interview panels for selection of any new staff and obtains feedback from them prior to probation reviews and annual performance appraisals. Preeti has also developed a buddy system for staff and residents where each staff member is paired with a resident, as per residents' choice.

Preeti has orchestrated several intergenerational programs for the residents including enrolling St. Marks for a research project with Griffith University which studied the benefits of intergenerational care programs in Aged Care. Children from the co-located child care regularly attend St Mark's and enjoy themed days and special events like Easter egg hunts with the residents and songs and games.

Preeti has an open-door policy and always encourages residents, family members and staff to catch up with her regularly and welcomes all feedback and improvements. She recognises, acknowledges and encourages the residents as the individuals that they are.

Congratulations
to all of the Finalists
and Award Winners.

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