



Excellence in Age Services Awards South Australia and Northern Territory

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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 four categories with winners progressing as finalists to the national awards. The national awards will be announced 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.

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.

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.

TEAM AWARD

LGBTI Connect Team, ECH



In line with its commitment to be inclusive and embrace diversity as evidenced through being the first South Australian organisation to attain Rainbow Tick Accreditation, Enabling Confidence at Home (ECH) launched its LGBTI Connect service in late 2017.

LGBTI Connect assists people aged 55 and over from the lesbian, gay, bi-sexual, transgender and intersex (LGBTI) community to access advice and aged care services in a culturally safe way.

Employing five team members who identify as LGBTI, the service enables people from the LGBTI community to access information tailored to their needs either over the phone or face-to-face.

The service was co-designed by ECH and a group of 13 older LGBTI people as part of a project spearheaded by ECH Diversity Manager Robyn Lierton.

The LGBTI Connect team's work helps to reduce barriers and fears and ensures advice is tailored to members of the LGBTI community. The LGBTI Connect team act as peers to assist LGBTI people with aged care enquiries and refer them to appropriate staff or services. A team member is present for the first meeting between the potential client and staff at ECH to offer support.

LGBTI Connect is a free service available to everyone not just those seeking ECH services, with the team able to provide advice on independent retirement living, home services, wellness services, allied health, respite and social connections.

The LGBTI Connect team fulfils a vital role in the organisation's commitment to being inclusive and offering support in a culturally appropriate, responsive and sensitive manner.

TEAM AWARD

SIMPLER Research Team, Helping Hand



The team was created in 2016 to undertake “The Simplification of Medications Prescribed to Long term care Residents (SIMPLER) Study”, an intervention to simplify medication use in RACFs that was funded through the NHMRC Cognitive Decline Partnership Centre.

The team have a passion for improving the use of medications in residential aged care. The SIMPLER Study allowed Helping Hand to pursue this passion to create tools for use in “real world” environments and to achieve outcomes for older people engaged in research.

Residents are the highest users of medications. Medication administration is time consuming, prone to error, impacts staff time to care for residents. Taking medicines many times each day also impacts on resident well-being.

The Team believed that taking medications in a simpler way could benefit both residents and staff.

This SIMPLER research project was developed to create a new service to simplify medications including designing a new tool, MRS GRACE, to support service delivery.

This innovative service was tested in a clinical trial across Helping Hand’s 8 sites and found that 62% of residents could take their medications in a simpler way. Many individual recommendations from the research actioned by Helping Hand’s RNs after consultation with residents and families. Efficiencies gained allowed nurses and care workers to spend more time caring for residents in other ways.

The Team’s passion about translating these findings to the wider aged care sector has led to 34 presentations at conferences and industry events, 9 published scientific manuscripts with another 5 papers under review.

TEAM AWARD

The Maintenance Team, The Willochra Home



The Maintenance Team of the Willochra Home is a relatively new team which includes two Maintenance Officers and a Gardner. The team has gone beyond the call of duty to develop a Sensory Garden in the Dementia Specific Wing called 'Sunshine'.

The Willochra Home intended the Sensory Garden to be a place of tranquillity where the residents would gravitate to and where they could have tactile, auditory & olfactory experiences in a very pretty and safe environment.

The addition of pet budgies also helps the residents engage with living creatures and many of them like to feed the birds. This tactile experience provides an invaluable calming influence over the residents.

The Sensory Garden has been one of the most successful initiatives over the last year. The design of the garden was very much a team effort where extensive research was undertaken to provide the best dementia, restraint free environment for residents.

The Dementia Specific Unit was named "Sunshine Wing" and the team painted the walls in bright fresh colours and applied motifs to the walls and doors to create a warmer and more homely feel.

The team worked together to design the sensory garden and much thought was put into planting nice smelling flowers and herbs and planting real lawn as opposed to synthetic.

This has enabled residents to enjoy a safe, tactile and green outdoor environment where they are able to 'potter' around within the outside environment.

Residents to engage with the budgies by talking with them and feeding them. The resident Labrador called Sahara is very sensitive to those who want to simply sit outside quietly and stroke her, this tactile experience creates a calming influence over the resident.

Residents are often seen walking in bare feet on the lawn and smelling the flowers.

Staff and families have reported the residents are more responsive and significantly calmer and more engaged during the day due to the beautiful gardens.

Due to the love for the sensory garden in Sunshine Wing, plans are now underway to build another one for the whole residential community of Willochra Home to enjoy.

ORGANISATION AWARD

City of Unley



The City of Unley (CoU) is a local government authority, located in inner metropolitan Adelaide, dedicated to endorsing and promoting active ageing.

CoU is a leader in active ageing and is building a large portfolio of innovative projects. Many attracting significant external funding.

The Forget Me Not project, funded by a grant, linked school students with people living with dementia. Students learnt about dementia in the classroom, then practiced their skills in the field. At evaluation six months later, students demonstrated increased understanding of dementia, increased patience and knowledge. This garnered significant international and national media attention.

The Daily Moves program, funded by a grant from the Australian Sports Commission, aims to increase the physical activity of adults 65+. Incorporating baseline and follow up holistic assessments, development of individualised physical activity plans, regular coaching and mentoring. Assessments track participants' progress and monitor motivation to guide mentors/coaches in providing appropriate support.

The Co-Housing Study, funded by a grant from the State Government, is investigating how existing older houses in Adelaide might be altered; creating one or more additional dwellings on existing sites to create socially cohesive co-housing for older residents wishing to stay in their own home. This project, significant in its scope and broad in its application, will for the first time explore a major gap in housing opportunities for older suburbs.

The CHSP supports a group for carers and the people they care for, providing support, recognition and guidance to the carers, while providing meaningful activities for the care recipient. Members report the cohesion and support participants receive is profound, multifaceted and compelling.

The Adoption of the Active Ageing Strategy by staff, occurred through passionate leadership, resulting in an Age Friendly 'lens' applied to all the work council undertakes.

ORGANISATION AWARD

Helping Hand Age Care



Helping Hand is an innovative, not-for-profit organisation offering high-quality home and residential care and retirement living to over 7,000 South Australians. Their vision to be the most trusted and exceptional partner in ageing and wellbeing services includes working collaboratively to develop a future workforce with speciality aged care skills and knowledge.

Over 15 years, they have pioneered an innovative approach to student participation which operates from a central point and has an ecosystem stretching across the organisation. It goes beyond traditional 1:1 placements to achieve a health or care qualification. They engage students from a range of disciplines to work alongside clients and staff as both learners and contributors.

Disciplines include vocational education, allied health, nursing, medicine, pharmacy, engineering, and business. Students include Certificate III and undergraduates to PhD candidates. Helping

Hand staff participate as mentors and supervisors and clients support students as they learn. At the same time, students contribute by providing enhanced service experiences to clients; supporting new initiatives; and working with us to answer questions about the business.

Helping Hand are leaders in providing consistent, high-quality student experiences. Placements from the program are in high demand by education providers and they support over 500 students every year. They dedicate resources towards a Student Participation Team, based in their Research and Development area, and attract subsidies from training organisations. The Team, including supervisors and clinical facilitators, manages day to day operations. By sharing their approach nationally and internationally, they contribute to and show leadership in improving care and services.

ORGANISATION AWARD

St Louis Aged Care



St Louis Aged Care is proudly South Australian family owned and operated, and has been looking after older Australians for 74 years. They are committed to continually improving how they can support older people and their families with dignity and respect, whilst offering choices in how they want to live their life.

St Louis Home Care started small in 1998 and built on the strong foundations laid to steadily grow this service. It now provides support to over 300 people across Adelaide metro and Fleurieu regions.

In 2017 St Louis was one of the first aged care organisations to be part of the development of the successful CareApp, a powerful communication and engagement platform for aged care providers. It brings providers, residential care residents or home care clients, carers and families together to build a wonderful informed and caring community of support.

In 2018 St Louis were first to use the Pain Check App-now recognised as one of the best pain management tools on the market.

In March 2020 St Louis on Sea is launched, offering a 'new age' of care and support for people living with dementia or other conditions that make it untenable to stay living alone. This type of share home for older people is the first of its type for South Australia.

St Louis on Sea is the latest and most innovative project undertaken in recent years. It is an 8 bed luxury beach front residence offering home style living for people living with dementia or wanting respite, but do not want to go into a traditional residential facility. St Louis encourage purposeful and social involvement in all aspects of daily living. The shared living model has been successfully offered since the 1960's in the Netherlands, Scandinavia, USA and New South Wales. It is clear that people want another choice of 24-hour support. One that provides high levels of respect and personal care and safety, combined within a warm friendly home that is local and enjoyable to visit, and makes a positive difference to people's lives.

ORGANISATION AWARD

Tanunda Lutheran Home



Tanunda Lutheran Home Inc. (TLH) is the largest aged care facility outside the Adelaide metropolitan area located in the beautiful township of Tanunda in the Barossa Valley.

TLH has been operational now for over 70 years and has over that time changed remarkably.

TLH is a 120 bed facility providing high care services to a mainly Lutheran community. We employ 200 staff and enjoy the luxury of having 120 active volunteers assisting our residents and staff in various ways.

There are three retirement villages (RVs) that are being upgraded to meet the growing need of accommodation operated by TLH. These RVs are located in Tanunda, Nuriootpa and Angaston - all in the Barossa Valley.

TLH has a very positive volunteer board that is proactive in meeting the various needs of the region. Over the past five years a 30 Year Vision has taken place through continuous strategic planning. The vision is taking into account the future of aged care and retirement living. With the design of the new facilities it allows the provision of services to integrate with the local community in many ways. Shared community space for concerts and markets, cafe' services, interacting with the gardens and artwork.

Stage One of the 10 stage project has commenced.

INDIVIDUAL AWARD

Keyur Anand, St. Anna's Residential Care Facility



Keyur Anand began his aged care career working as a PCW while studying to become a nurse. He first registered as a nurse in 2012, and has remained working in the aged care industry. He is extremely passionate about making a difference in the care provided to our ageing community which led him to study further. In 2018 he was endorsed as a nurse practitioner in Aged Care. During his studies he focused on Palliative Care, Aged Care and Dementia Care. Keyur has additional expertise in wound care, pain management, behavioural

management, antibiotics stewardship, falls management and clinical leadership.

He has been passionate about making a difference and changing the way society as well the wider health care community looks at aged care nurses.

He is a strong advocate for promoting the value of having highly skilled clinicians who are proud to be working in the aged care industry and actively promotes the industry as a dynamic and exciting area to be working in.

Keyur understands the importance of culture awareness and how cultural values are important at end of life, he is involved in training and supporting staff in the delivery of palliative care.

Keyur recognises that education resulting in improved competence and confidence in delivery of care are key to ensuring positive outcomes for consumers. In his spare time Keyur has been working on developing a virtual reality palliative care education platform, with the concept of developing communication skills around end of life to support staff and volunteers to effectively communicate with consumers and families in a culturally sensitive way.

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INDIVIDUAL AWARD

Pat DiMaria, Infinite Care



Pat DiMaria is the Lifestyle Coordinator for Infinite Care Klemzig, South Australia. Pat previously worked as a cleaner prior to her current role as the Lifestyle Coordinator. Pat's nomination materials referenced her dedication to go above and beyond, along with her commitment to the residents. Pat is an enthusiastic and valued contributor at Infinite

care and colleagues praise her positive attitude and impact on residents and staff alike.

Pat consistently strives to accommodate the residents' requests for new activities to be added to the program. Pat's efforts to contact agencies or external resources to support resident requests is commendable.

Pat has utilised the services of the INhouse IT department to set up computer stations which can be utilised by residents and additionally has provided education and assistance to residents to allow them the ability to interact with the online world.

One of Pat's more innovative initiatives has seen her make connections with the local Italian radio station through promotion of Italian culture within the facility, including Italian themed morning teas and a variety of cultural presentations. She has also accommodated the Italian radio hosts visiting the site for their local event which included a 2 hour broadcast from the facility.



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INDIVIDUAL AWARD

Roshna Raut, Larrakia Nation Aboriginal Corporation



Roshna Raut has been a support worker with Larrakia Nation for approximately 12 months and is adored by all her clients. Roshna Raut has obtained her Certificate III in Individual Support - Aged Care and her passion for the elderly has seen her wanting to now commence her nursing degree.

Roshna displays passion in making a positive difference in the lives of all her clients. She develops close bonds with her clients and encourages them to assist in improving their well being. Roshna was praised in her nomination for being observant and brave enough to assist a resident who was suffering elder abuse, removing them from the situation and assisting authorities to take action.

She has also encouraged several socially isolated clients to join social groups. Roshna is passionate about her role as “support worker” where she actively encourages clients to assist in any situation where they are able to do so. This leads to the clients feeling empowered and valued whilst improving their well being and reaching their goals.

Roshna has actively brought clients into the digital age with using her phone and filters to take amazing photos (selfies) of herself and her clients. Her clients love this and all request a copy of the photos.

Roshna has taken clients from not being able to assist with any domestic chores to assisting her with completing them – this strengthens their bond and clients feel that they are able to assist in maintaining their independence. Roshna not only listens to the clients she hears them, taking time to get to know them in-depth. She is valued by her clients and a majority often ring the Larrakia office to advise them how special she is in their lives and that they look forward to having her attend their scheduled services.

NEXT GEN YOUNG LEADER AWARD

Tom Gray, Xtra AgedCare



Tom Gray is a Physiotherapist Regional Leader at Work Xtra and always strives to be the best therapist to both residents, family and staff. He is also involved with community events and a young allied health council to further develop and enhance allied health in Australia. He continuously uses his own time/volunteers to help others and gain the most up to date knowledge and research in the field.

Tom has been instrumental in the rolling out of many projects at various sites to benefit the lives of the elderly including but not limited to, the development and running of a Wax bath and walking group. The positive outcomes these groups have produced extend further than just assisting with pain management. These groups also increase individual's current strength and mobility to promote their quality of life in all aspects as well as increases individuals social wellbeing and the feeling of inclusion and belonging to a group.

Tom places emphasis on producing high quality and compassionate care with the elderly and leads this through example. Tom often goes above and beyond his duties such as walking an elderly individual to their hair appointment, spending extra time to stay and chat after a treatment because he identified that's what the individual was seeking as well as advocating for the elderly with other Therapists or on site staff and management. Tom has a way of personalising his rehabilitation therapy or treatments to comprehensively incorporate individuals' biopsychosocial needs.

NEXT GEN YOUNG LEADER AWARD

Bradley Werfel, Infinite Care



Bradley Werfel is a Maintenance Worker at Infinite Care Rose Court, South Australia. In this role Bradley is responsible for the care and up keep of the gardens, fittings and living environment of the facility. Bradley transitioned his career into maintenance when commencing at Rose Court. Prior to this his only interaction with the elderly was through his family. Bradley works across all sites of Infinite and feedback about his performance and interactions within the community is always positive.

Bradleys nomination was specifically requested by the residents and staff at Rose Court.

Bradley is extremely passionate about the presentation of the facility and ensures residents' pets are well accommodated. He shows initiative and innovation by improving both the outside and inside living environment, resulting in an improvement of the residents wellbeing and socialisation.

Residents are proud of their home, often showcasing the new improvements that Bradley has created. These include handmade wall gardens, improvements to the rabbit enclosure, water garden and features and the painting of featured areas such as a 'beach bar'

Bradley has planted fruit trees so residents can identify the different seasons with the intention of encouraging residents and visitors to explore their surrounds and pick the fresh produce. He has also adapted garden beds installing automatic watering systems so residents can work in their gardens (seated or standing). Gardens have been adapted to be wheelchair friendly

Knowing the residents love for their pets Bradley created a "pet cemetery" and he has also designed and manufactured a series of games including 'Corn Hole Throw', 'Aim It' and 'Target Throw'. The games have required Bradley's practical skills to construct and have been incorporated in the residents' Lifestyle program allowing them to engage in exercise activities and deep concentration

Bradley is always respectful and compassionate toward the aged. His mission is to make a difference to the lives of the residents which he does by engaging them activities and providing them with opportunity to embrace the outdoors. Bradley has received numerous nominations as "employee of the month" which he has won on several occasions and continues to receive positive feedback from residents, visitors and his colleagues.

Congratulations
to all of the Finalists
and Award Winners.

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