



LASA Tri-State Conference Victorian and Tasmanian Excellence in Age Services Awards

TUESDAY 25 FEBRUARY 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 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.

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.

TEAM AWARD

The Spark Project Team, Benetas



The Spark Project Team was formed to develop an industry led apprenticeship program for new Personal Care Workers in Australia's aged care sector. The cross functional project team partnered with external bodies such as TAFE to create an innovative employment and capability program. Within a year, the team had fully designed, piloted and expanded the program to run across multiple Benetas aged care sites.

Spark Apprentices gain immersive on the job experience coupled with a Certificate III in Individual Support. The program includes formal Benetas and TAFE training, on-job experience, regular coaching and mentorship.

The program now has 32 apprentices and by the end of the financial year, the team expect to have 60 apprentices go through the program.

At an organisation level, the program has already begun to reduce employee vacancies, cut agency spend and enabled Benetas to develop a workforce that instils strong values towards older Australians from the very onset.

Environmental Services Team, Jacaranda Village



The Jacaranda Village Environmental services team have one motto "We Clean because We Care".

Most residential care facilities have specific jobs tasks for specific teams however in this team members "cross" over from environmental services, to personal care work and catering and experience all elements of the workforce.

This provides the team with additional exceptional skills when dealing with residents and provides an increase in job satisfaction. The team have a high retention rate and this provides consistency with the residents who love to interact with them. The team are very passionate about their roles and many people consistently comment on the cleanliness of the facility including Minister David Littleproud and MP Anne Webster.

TEAM AWARD

Healthy Ageing Team, Merri Health



Merri Health's Healthy Ageing Team works proactively to address key issues of ageism, access, loneliness, and barriers to independent living that may result in social isolation or poor health outcomes for older persons. Made up of an Access & Support Officer, Community Nurse, Living Well Ageing Well Coordinator and a Project Coordinator for Elder Abuse Prevention the team comprises an array of innovative services that support a whole-of-person approach promoting community participation, independence and active and healthy ageing.

The team partner with community members, local networks, agencies and health professionals to codesign Merri Health activities and services, deliver coordinated World Elder Abuse Awareness day events, deliver monthly free Health and Wellness Seminars, deliver targeted social and educational activities, and to educate local GPs and medical staff on the principles of social prescribing and benefits of attending to the social, spiritual and emotional needs of seniors.

The team also partner with mental health services to address social isolation and loneliness and poor mental health for the over 65s, providing opportunities to connect to meaningful activities for increased wellbeing.

Nagambie HealthCare Team, Nagambie HealthCare



The Nagambie HealthCare (NHC) team are an outstanding group of staff and volunteers who work collaboratively to support exemplary care and support services across the continuum of aged and community care.

As a small rural Bush Nursing Hospital Nagambie HealthCare has faced many workforce and financial challenges however over the last 5 years the NHC team have been instrumental in driving cultural change, innovative practice and service provision to meet the needs of the community.

The team have directly contributed to creating a diverse, vibrant and healthy workforce culture which has earned NHC the reputation of being a preferred place of employment with recognised commendable standards of consumer focused care.

TEAM AWARD

Collaborative Team, Princes Court Homes , Chaffey Aged Care, Jacaranda Village, Sunraysia Institute of TAFE & Murray House



CEOs from four not-for-profit aged care facilities, Princes Court Homes (Mildura), Chaffey Aged Care (Merbein), Jacaranda Village (Red Cliffs) and Murray House (Wentworth), collaborated as a team to enhance outcomes for the lives of older people in North West Victoria.

Together, the organisations provide aged care services to 325 residents, contribute over \$25 million to the economy and employ nearly 400 staff. The organisations recognised they all struggle with the same concerns in accessing qualified and capable staff in a limited regional care workforce pool, incurring higher procurement and service costs, low ACFI income and ability to access high RADs, due to the region's economy.

In 2019/2020, a joint partnership with Sunraysia Institute of TAFE, combined with funding through the Department of Education, successfully allowed the 4 facilities to offer staff leadership training to over 30 staff. The ten-month course has already seen 17 students graduate, with the remaining staff to complete their studies mid-year. Not only has this training helped to develop future leaders of their own organisations, it also has allowed the sharing of knowledge through the study process.

ORGANISATION AWARD

Jacaranda Village



Red Cliffs & Community Aged Care Services Inc. is a public sector not-for-profit organisation that owns and operates Jacaranda Village. It is managed by a volunteer Board of Management of 11 members. This group of community members meets monthly to monitor and guide the ongoing operations and future direction of the Village.

The Village has 75 beds which are 'ageing in place' and provide accommodation for residents of the district in a welcoming, homely, safe, supportive and caring environment.

The awards submission for the Village outlined the implementation of a social media training program for residents with instructors being students from the local college and some recent improvements to a myriad of activities including innovations in meal service and work with consumer advocates.

Prestige InHome Care



Prestige InHome Care was founded and registered by brother and sister Nick & Thea McDonald in 2005 in Sandringham and remains a family run business today. The organisation was born with a clear and solid focus: best practice for home care services: with a vision to be the leading, most respected provider of inhome care, and to exceed client expectations at every opportunity. The head office is based in Moorabbin now coordinates private and government-packaged services provided by 600+ staff to more than 1,600 clients in their own homes.

Prestige is a highly community minded organisation and sponsors a range of organisations and individuals, including the Treasure Chest charity foundation and Cabrini Hospital's Brightways Charity.

Prestige has worked closely with Treasure Chest and the breast care nurses from the Royal Women's Hospital for almost five years, primarily providing support packages for patients who are recovering from breast cancer surgery. Prestige's qualified Nurses and carers support these patients to remain living in the comfort of their own home. Such sponsor relationships like these have enabled Prestige to become more visible in the local community and to give something back to the people who support them.

ORGANISATION AWARD

Princes Court Homes



Princes Court is an independent, not-for-profit, community owned organisation, supported by nearly 150 staff which offers a wide range of services including independent living, residential and respite, dementia and palliative care. The facility has been part of the rural North West Victorian community for more than 61 years and currently provides a home for 100 residents and approximately 76 retirees in their lifestyle retirement units.

Princes Court delivers a range of innovative programs through schools and community groups, developing connections that provide companionship, stimulation and sharing of experiences.

One such project was "Mallee's Living Histories" which saw volunteer writers record experiences for a published book, containing 15 individual stories illustrating that residents are individuals, have led diverse lives and have rich stories. The book launched 10 February 2020, with over 180 community members coming together to celebrate the publication.

Another project in partnership with the Mildura English Language Centre connects residents with 11-14 year old refugee children to practice the English language in creative ways through games and activities like gardening, cooking and reading. Some children visit out of school hours to maintain the strong bonds formed with their Australian "grandparents".

mecwacare



mecwacare as an organisation prides themselves on providing a choice for people of all ages, irrespective of financial, religious, cultural or lifestyle background. They support more than 16,500 people each week across greater Melbourne and regional Victoria through a highly integrated service network operated by 2,000 employees and 450 volunteers. Staff are culturally and linguistically diverse, representing 89 nationalities and speaking 98 languages, which matches client numbers.

In partnership with Swinburne University mecwacare deliver the 'Wellbeing Clinic for Older Adults' which provides counselling services to residents in residential aged care settings and the 'Digital Life Stories Project', which explores benefits of residents telling stories about their past.

Pictured is an example of an activity that residents are passionate about - the knitting of pouches for orphaned wildlife in the wake of the devastating bushfires.

NEXT GEN YOUNG LEADER AWARD

Melanie Mazzaroli, Benetas



Melanie Mazzaroli is a committed and passionate aged care leader who brings enormous energy to her role and the sector more broadly. Ms Mazzaroli started her career in nursing over fifteen years ago and now a Regional Business Manager at Benetas where she supports seven residential aged care sites in regional and metro Victoria.

Melanie has championed a number of projects designed to positively impact residents lives and the quality of care they receive. She led significant initiatives including a new leadership framework, an innovative traineeship for personal care workers, and a number of new processes across sites to drive forward efficiencies and service provision.

Tyla Haining, Martin Luther Homes



At the tender age of 19, Tyla is almost 'Next' NextGen. However, due to her outstanding positive attitude and leadership, she punches well above her 'age weight' and is an inspiration to many at Martin Luther Homes. Joining just over a year ago Tyla is the youngest Personal Care Assistant in the team.

Tyla has developed her own communication strategy to ensure she builds a rapport with individual residents placing her in a position where it becomes easier for her to encourage a resident to take part in activities and lifestyle programs, or to simply take part in communal life. Her success with this deliberately slow, step-by-step approach has had a positive impact on the wellbeing of some of the residents.

In a short time-frame, Tyla has managed to become an integral member of the team taking on additional challenges that not only make her an outstanding leader but also a role model and mentor for new staff who are positively inspired and guided by her.

NEXT GEN YOUNG LEADER AWARD

Rae Jamieson, Victoria By the Park



Rae Jamieson is the Facility Manager of Victoria By The Park a role in which she oversees the day to day operational and clinical management of the facility. Rae is well known for her innovative ideas on engaging with consumers empowering staff and improving workplaces practices within the facility. One such idea was implementing a nursing student mentorship program for the facility's personal care attendants who are undertaking a nursing degree in conjunction with the organisations senior nurses.

Rae is dedicated to providing a highly skilled workforce of staff who not only have the knowledge to perform their roles, but have the personalities to do it with a smile on their faces. She leads from the front and her understating of the staffs challenges extends to her spending a significant amount of time each day on the floor helping out with whatever is needed- personal care, meal times, activities, cleaning, and laundry. Rae does this so that the staff are empowered in their roles without discrimination or hierarchy.



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RISING STAR AWARD

Amorette Smith, Cooinda



Amorette is a newly endorsed Enrolled Nurse working within a high needs aged care team of staff in Cooinda. Her role as team leader involves being the role model and mentor for other staff, a role she does with great leadership and skill. On any day, Amorette will be providing care for up to 28 very frail residents, ensuring they receive the highest standard of person centred care from all of the team. She provides hands on care alongside her staff, attending to all daily tasks including providing comfort, emotional and spiritual care to each individual person who call Cooinda home.

Stemming from her passion to support people through a palliative care experience, which includes the palliative person, their loved ones and staff, Amorette has developed an all inclusive kit that is ready for use at a challenging time.

She has also collaboratively developed a check list for "Resident of the Day". Each person living in Cooinda becomes "Resident of the Day" which includes a welfare check to hear how they are feeling about where they live and what is happening around them, which is noted on their file with their permission.

Kerry Rendell, Bolton Clarke



Kerry Rendell is the National Account Manager for Bolton Clarke's Be Healthy & Active community health program and has been directly responsible for the delivery of free health and wellbeing sessions across Australia.

The evidence-based Be Healthy & Active program was designed to support the health and wellbeing of older Australians at risk of illnesses resulting from physical inactivity, poor nutrient intake, obesity, and social isolation. Kerry continues to develop the program and her leadership has evolved and grown and now consists of nine different health topics developed from resources across the organisation including the Bolton Clarke Research Institute and our Senior Clinical Nurse Advisers.

Her passion for health literacy has seen her expand session delivery using interpreters to support health literacy and access to services for seniors from culturally and linguistically diverse backgrounds. In 2019 sessions were delivered for Tamil, Chinese, Macedonian, Italian, Vietnamese and Turkish community groups in Victoria and NSW. In 2019 about 8 per cent of sessions (16) were delivered to CALD seniors groups, including 14 sessions delivered in community languages.

INDIVIDUAL AWARD

Melanie Mazzaroli, Benetas



Melanie Mazzaroli is a committed and passionate aged care leader who brings enormous energy to her role and the sector more broadly. Ms Mazzaroli started her career in nursing over fifteen years ago and now a Regional Business Manager at Benetas where she supports seven residential aged care sites in regional and metro Victoria.

Melanie has championed a number of projects designed to positively impact residents lives and the quality of care they receive. These include introducing a new leadership framework, driving forward an innovative traineeship program, and instigating an employee driven campaign #ChallengeAccepted.

Julie Folan, Cooinda



Julie is an enrolled nurse who commenced with Cooinda 22 years ago and is now the Executive Manager, Quality and Compliance. Julie liaises across the whole community and informs and emotionally supports residents and families when first entering care, helping them understand aged care system, supporting staff with education opportunities and ensuring Cooinda, as an organisation, remains strongly connected to community.

She is the driving force behind many community events, including the Benalla Cancer Foundation's Light the Night, numerous Benalla Street Parades and Cooinda's dementia community awareness event, Walk and Wake Up to Dementia.

She is passionate about educating the Benalla community about the personal loss dementia has on people living with dementia and the impact on their families and the wider community.

INDIVIDUAL AWARD

Michele Lewis, mecwacare



Michele Lewis has been the Chief Executive of mecwacare since 2007 and committed to nursing and clinical care for over 45 years. Ms Lewis has driven the growth, development and diversification of mecwacare's services and transformed the organisation into a multi-faceted provider of high-quality, safe and respectful care.

Under Ms Lewis' leadership there has been a specific focus on the delivery of individualised services and improving the quality of life for people with specialised care needs. She has achieved this by providing services that reflect choice, independence, participation, community connection and positive ageing. One example is the Dementia Program she introduced at the mecwacare Barry Fenton Centre, which assists people with dementia to ensure they remain connected to their local community.



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to all of the Finalists
and Award Winners.

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