

# AGE EDITOR

THOUGHT LEADERSHIP FOR ENERGISING AND INNOVATING

THE AGED CARE INDUSTRY | SPRING 2018

*Our aged care workforce...  
a force to be reckoned with.*



AGED CARE INDUSTRY ASSOCIATION 2018  
WE VALUE AGED CARE

# Aged Care Leadership

...The Aged Care Industry Association's vision is for an Australian aged care system that provides choice and wellbeing for older Australians.

## AGE EDITOR JOURNAL

...thought leadership for energising and innovating. This is our aged care edition celebrating our workforce.

ACIA's Age Editor Journal Magazine introduces thought leadership for energising and innovating aged care through articles and editorial topics which touch our services industry.

We thank all who have provided feedback to help make this edition an award winning example of those in aged care going the extra mile.

We also thank all members who submitted award nominations and who attended the Awards Dinner. It was a lasting celebration.

For this Spring edition, we look at how we make a difference and the key to success in aged care.

We look at good work cultures and consider that while we have our professional boundaries, we are all human, and we love the people we work with... our residents.

If you would like to write an editorial article for this publication, please let us know.

To request Charlie's assistance to write your articles, email [enquiry@acia.asn.au](mailto:enquiry@acia.asn.au)

Our end of year edition is due December and we look forward to sharing more of your stories and service examples.

### Social Media

Facebook - search and find us at 'agedcareindustry'



### ACIA CEO

*Luke Westenberg*

Aged care is about people – people who care, people who receive support, people who change lives.

Since we last spoke the Aged Care Industry Association team has been encouraging nominations, receiving nominations, and supporting judging of the nominations! All in readiness for the announcements at our Awards Dinner. It takes a team effort and I must acknowledge the sterling efforts of Kym and Barbara, ACIA's administrators, for ensuring the Awards Dinner ran smoothly for all participants. Many thanks for all their hard work!

The photos within this edition certainly provide a lasting memory of celebration.



# ACIA Industry Awards Finalists and Winners



## EXCELLENCE AWARD

Sponsored by Your Nursing Agency and presented by Kaylene Neale

Finalists - Tane Curreen, Gloucester Residential Care and Valerie Elliott, Onkaparinga Valley Residential Care

Winner - Ben Gatehouse and Liz Ngari, Japara (accepted by Cyril Christopher, Lifestyle Coordinator, Scottvale)



## ACIA Awards

The ACIA awards recognise all the wonderful work that goes on across our aged care sector every day – work that might stay under the radar, but that means the world to older Australians. It is wonderful to have the opportunity to highlight examples of the amazing practice by ACIA members across the aged care sector, and to hold up examples of the people who really put the “care” in aged care. This year we received our highest-ever number of nominations – underlining the extent of excellence across the sector.

**Congratulations to all our finalists and winners!**

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[www.acia.asn.au](http://www.acia.asn.au)

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## INNOVATION AWARD

Sponsored by LeeCare Solutions and presented by Paolo Tan

Finalists - Milka Grcic, Serene Residential Care and Alicia Clarke and her wound team, Estia Golden Grove

Winner - Rembrandt Living Team



## LEADERSHIP AWARD

Sponsored by HESTA and presented by Colleen Hogan

Finalists - Karina Peace, Japara and Mahroo Askari, Salisbury Private Nursing Home

Winner - Sue Bastable, Oakwood Aged Care



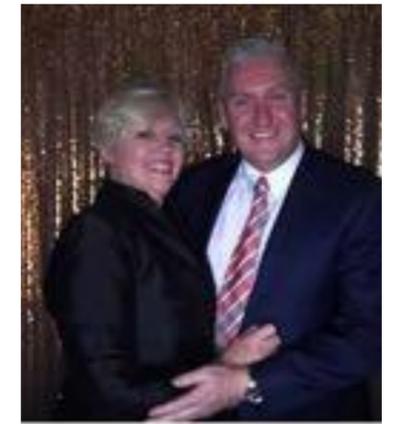
# ACIA Awards Night

Photos by Mu Young



# ACIA Awards Night

Photobooth by Snap/Snap  
Sponsor Direct Care Australia





# Clinical personalities

## NURSING MANAGEMENT ADVISORY SUPPORT GROUP (NMAS)

...a permanent committee of the  
ACIA Board.

### Care tip for change management:

*Embracing a new approach can bring unprecedented value if done effectively.*

*When dealing with disruption in one hand and innovation in the other, change management can be the difference between struggling and thriving.*

*With the commencement of the new Single Aged Care Quality Framework and unannounced re-accreditation visits, providers must begin to engage their minds with key stakeholders, policy writers and staff to ensure the journey ahead is a successful one.*

Pru Mounsey  
Regional Manager, Infin8 Care

Pru Mounsey (Chair)  
Infin8 Care

Cheryl Edwards,  
Edenfield Family Care

Danielle Doorne, Infin8 Care

Florence Padman,  
Premier Healthcare

Josie Woll, Oakwood Aged Care

Kerry Jachmann, Estia Health

Michelle Toland, Roshia Group

Natalie Allen, Estia Health

Sue Toner, St Louis Aged Care



### Care tip for working in aged care:

*Promoting an environment that is fitting for such a proud generation of knowledge, experience and hardship that made the world what it is today! A world where this generation is highly valued and respected for their gift to the generations to follow.*

*Nurturing the best of compassion, empathy and respect for our elderly in an Aged Care environment that is all about the person centred care.*

*Where staff feel their own added value to enhancing this communal setting where the elderly spend the rest of their years feeling valued and still needed.*

Natalie Allen  
Executive Director, Estia Health Hope Valley



### Care tip for working in aged care:

*I believe good quality care comes from the heart. It means practicing empathy; putting yourself in another's shoes.*

*Demonstrating kindness, patience, sensitivity and proving care that you would be happy to receive.*

Danielle Doorne  
Clinical Educator and Governance Facilitator, Infin8 Care



## FROM THE PEG BOARD

ACIA Education

We encourage you to contact Kym or Barb via [enquiry@acia.asn.au](mailto:enquiry@acia.asn.au) to ask for more information about our full calendar of events.

### ELDER ABUSE & REPORTABLE ASSAULT - RISK MANAGEMENT FOR RESIDENTIAL AGED CARE

Date: Thursday 01 November 2018

Time: 9.30am to 12.30pm

Elder abuse is a key reputational risk for aged care.

One incident can make front page news, put your organisation at risk and expose you to criticism.

Practical examples and tips on how to respond legally and professionally to unintentional and intentional abuse incidents.

- Understand the legislative requirement for reporting abuse and its exclusions
- Find out what happens when you report abuse or are accused of abuse
- Learn how to document the identification and management of abuse

Presenter: Michele Moreau - Risk Management Consultant for Preventing Harm Initiative

[www.acia.asn.au/course-schedule-events](http://www.acia.asn.au/course-schedule-events)



### RAD AND DAP RULES | PRICING, CO-CONTRIBUTIONS AND RISKS

ATTENTION residential admissions, finance and any other staff who need a practical working knowledge of the LLLB accommodation payment regime.

This course is aimed at those with limited knowledge of the system or for those wanting a refresher in its intricacies.

You will have practical face-to-face training in the LLLB residential aged care accommodation payment rules regarding Refundable Accommodation Deposits (RAD) and Daily Accommodation Payments (DAP)

Date: Wednesday 24 th October 2018

Time: 9.30am to 1.30pm

Location: ACIA Training Room - Corner of North Street and Avenue Road, Frewville

Presenter Andrew Harris, Andrew Harris Business Consulting

Specialising in the aged care sector, Andrew Harris believes that management and support services should add value to businesses, not just add cost!

Andrew believes sustained high-level business performance requires a constant cycle of review, analysis and improvement, not just of the figures but of processes, operations and strategy.

As a member of both CPA and IPA Australia and through years of experience in hands-on and executive management roles, Andrew has gained valuable skills in the provision of high quality business management and analysis.

He has helped businesses identify and improve strategic, management and operational performance and systems.

At an operational level he helps managers understand and analyse the key drivers of the success of their business operations.

To book into this session, we encourage you to contact Kym or Barb via [enquiry@acia.asn.au](mailto:enquiry@acia.asn.au)



# How important really are flu vaccines in aged care?

Health Care Australia

**Did you know? The elderly and young are most likely to get sick, so it's essential that we protect them from influenza. Since the devastating 2017 flu season, there has been an increase in flu vaccinations in 2018, leading to a national shortage.**

It's crucial that we vaccinate our elderly early as they are at most risk. Older immune systems struggle to defend against infections and are less likely to respond to new viruses.

How can we prevent this?

- Receiving timely flu vaccinations in closed environments
- Access the Over 65's age-specific recommended and TGA approved Influenza Vaccine
- Improve efficiency by vaccinating the maximum number of elderly residents on the same day

How can we help?

In 2018, Healthcare Australia's (HCA) Corporate Health Division was approved to deliver an Influenza Vaccination program for over 65's in accordance with the National Immunisation Program (NIP).

The National Influenza Program (NIP) was designed to protect Australians over the age of 65. In 2018, HCA vaccinated residents of multiple facilities throughout Australia.

This newly granted approval means we can deliver flu vaccinations to over 65's for free!

We hold the relevant legislative and licensing requirements for the delivery of immunisation programs, using adequately credentialed Immunisation Registered Nurses and Nurse Practitioners.

Vaccinations can be administered in multiple locations on the same day, anywhere and anytime.

We provide tailored, onsite vaccination programs for aged care staff to reduce the spread of infection. Staff Influenza Vaccination programs are competitively priced and flexible.

Healthcare Australia also specialise in healthcare staffing and workforce management in Nursing, Aged Care & Disability Support, giving us access to over 120,000 healthcare professionals.

What's the next step?

If you're thinking about vaccinating your residents against influenza in 2019, it's better to be prepared early.



Contact HCA Corporate Health to find out how we can help you protect your residents and staff by coordinating Flu Vaccination programs in your Aged Care Facility.

- HCA order, receive and manage the cold-chain of vaccines on your behalf
- HCA provides an Immunisation Registered Nurses or Nurse Practitioners to deliver the vaccination program on-site
- HCA provide reporting to the facility for quality purposes

1300 888 746

Corp.health@healthcareaustralia.com.au

*For each contributing factor, tailored non-pharmacological recommendations are provided to the carer or care facility.*

# Making a difference in understanding and addressing the causes of behaviour

Dementia Support Australia (DSA)

## **The ability for any program or treatment to successfully support people living with dementia depends on an accurate understanding of the cause of behaviours.**

As the national provider of behaviour support for people living with dementia, it is vital that Dementia Support Australia (DSA) adopts and promotes this understanding in its service delivery.

A common and unfortunate misperception of all behaviours experienced by people living with dementia is that they are a direct symptom of the disease. Treating behaviour with this understanding can not only be ineffective, but may also lead to the introduction of harmful medications such as antipsychotics.

DSA does not consider behaviour to be caused only by dementia. Rather, DSA considers that on many occasions behaviour occurs due to the unmet needs of a person living with dementia. Unmet needs refer to specific and often modifiable factors that create such discomfort they cause behaviour.

For instance, the high levels of noise often experienced by residents of aged care facilities might over time lead to what is defined as aggressive behaviour. However for many of us not living with dementia, we also experience negative emotions or reactions to loud noise.

The difference being our ability to convey our discomfort, withdraw from the noise or being considered reasonably justified in our response because we don't have dementia.

This understanding is the foundation in which DSA provides support.

Our DSA Consultants provide on the ground support, assessing for every possible factor contributing to the behaviour.

For each contributing factor, tailored non-pharmacological recommendations are provided to the carer or care facility.

A case study highlights this approach.

Angus was an 86-year old man referred for what the care home described as "physical aggression".

A DSA Consultant identified that pain, noise, and the trauma of being a prisoner of war were significant impacts to how Angus interpreted the care being provided.

The Consultant recommended pain management be improved, and for staff to be empathic of Angus' past trauma.

Following these recommendations, staff noted a significant reduction in Angus' approach to care and an improved quality of life for him and his carers.



**Dementia Support Australia** is a partnership led by HammondCare that brings together dementia expertise from across the aged care industry. It provides the Dementia Behaviour Management Advisory Service (DBMAS) and Severe Behaviour Response Teams (SBRT) nationwide.

Supported by the Australian Government under the Dementia and Aged Care Services Fund, Dementia Support Australia offers a free national service operating 24/7 365 days a year.

To refer, please call the 24 Hour Helpline  
1800 699 799



Customer Story; Albert Denham



Training – the key to success in aged care

**Resident at Estia Hope Valley received the Legion d'Honneur, France's highest award, for his service in World War Two.**

Albert Denham, along with two other honorable World War II veterans, was awarded the insignia of The Légion d'Honneur (Legion of Honor).

The Légion d'Honneur (Legion of Honor) was created by Napoleon a little more than 200 years ago.

The awarding of this medal is the most solemn occasion for France to pay tribute to remarkable men and women, citizens of France or of other countries around the world. It is the highest decoration bestowed in France, which recognises distinguished services for France.

The award recognised Mr Denham's service on the HMS Eskimo in the Normandy campaign and the Arctic convoys to Russia.

Luke Westenberg, Aged Care Industry CEO, said, "These occasions help us to remember the important contribution made by older Australians, and the inspiring stories they bring."

"Being able to support and care for people such as Mr Denham is what aged care is all about."

ACIA is proud to share Mr Denham's story as an example of the residents our members support every day.



**Data released by the Home Care Packages Program - Data Report has shown that there are now approximately 78,000 older Australians receiving care within their own home, more people than ever before.**

This number provides the strongest argument yet for the need to offer a comprehensive vocational training framework for people who work in the aged care industry.

Currently, for most roles within the aged care sector, an employee must have only completed a Certificate III in Individual Support (Ageing) or similar.

There have been calls from within the sector to increase the base level of training.

HenderCare National Training Manager, Peter Thorn, has said "There is a great need for the sector to look at what is considered the minimum requirement of training for staff.

With a strong focus on consumer reablement and wellbeing, as an industry we need to evaluate if the current training requirements will indeed help to achieve these outcomes for consumers."

A training model that covers a greater breadth of subject matter is likely to deliver a higher quality and more consistent standard of service delivery for the consumer.

In addition to this, comprehensive training is also likely to improve safety for both the consumer and the staff member.

HenderCare is currently setting a national benchmark by offering professional development training in wellness, reablement and rehabilitation to all its employees.

"At the end of the day, we're about making our consumers' lives better and increasing job satisfaction for our staff and we strongly believe that training is the key."

To find out more about HenderCare's training program, please call HenderCare on 1300 764 433

\*Article provided by **Hendercare**.



## Risk and Insurance

### The Relevance to Aged Care Providers of the Royal Commission into Institutional Responses to Child Sexual Abuse (RCIRCSA)

The final Report of the Royal Commission into Institutional Responses to Child Sexual Abuse (RCIRCSA) was issued on 15 December 2017.

You might be wondering how is this relevant to Aged Care?

Replace the word "child" with "vulnerable person" and the far-reaching potential of this report becomes obvious.

By example:

*"Although risks in institutional contexts may vary as our institutional structures evolve and our means of social interaction change, it is a mistake to assume that sexual abuse in institutions will not continue to occur in the future."*

*"There is a need for the continuing development of effective government regulation, improvement in institutional governance and increased community awareness of child vulnerable person sexual abuse in institutions. There is also a need for community education on risks to children vulnerable people. We must also develop our understanding of the needs of those who have been abused and be prepared to respond to those needs."*

Aside from the evident physical conditions that come with advancing age, often mental health issues such as dementia increase the burden on aged care providers, not only to sensitively handle the emotive aspect of care, but also the increased legal and compliance requirements to avoid, mitigate and monitor abuse of any kind.

As a result of the RCIRCSA Report, Australian states and territories have already amended legislation to remove any limitation period for a claim for damages brought by a person for personal injury resulting from sexual abuse in an institutional context; together with a number of other legislative amendments making it easier for abuse claims to be made.

An act of abuse committed against a person placed in care of any sort is now considered as a foreseeable event. This will increase both the liability and potential quantum of such claims against care providers.

From an insurance perspective, the number of insurers who provide cover for molestation-related liability has drastically reduced. The insurers who are still willing to provide molestation cover are seeking better disclosure of risk mitigation procedures and are increasing their premium and deductibles.

As institutional response to abuse is seen as a corporate governance concern, directors' & officers' liability insurers are

also seeking to reduce or entirely remove cover for molestation.

It is increasingly important for care organisations to ensure broad-ranging institutional responses to any alleged abuse, and factor in the rising costs and reduced capacity available from the insurance market.

Article provided by Corporate member **Marsh Strategic**

For further information, contact Lyle Steffensen – National Practice Leader Marsh Care Solutions:

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## 3 Tips for Good Workplace Culture; "Culture eats Strategy for Breakfast"

### Every organisational values statement I have ever read includes the words respect, integrity and trust.

But in our too many organisations, if you were to ask staff, you might find that those words aren't in their experience of workplace culture.

Good workplace culture requires leadership vigilance and leading by example. In industries with considerable staff turnover, different cultural heritages and historical hierarchies, leaders can have their work cut out for them to embed and maintain for a positive workplace culture.

How do leaders foster a positive workplace culture, with all the benefits that come from engaged, motivated and appreciated staff?

There are 3 key areas leaders can consciously focus on to build good workplace culture.

#### 1. Don't Ignore Incivility

Small tensions matter. Workplace incivility is a costly risk. Uncivil behaviours are characteristically slightly rude and discourteous, displaying a lack of regard for others; these low-intensity aberrant behaviours seem ambiguous but do cause harm.

Tolerating incivility seems to be increasing. People who experience, or even witness incivility often reduce their effort and time at work.

This leads to plunging morale and motivation for employees. Too often leaders discount these behaviours, as a minor irritation, or personality difficulties, but it's the tip of the iceberg indicating real workplace conflicts.

Creating respectful workplace culture means leaders must quickly respond to such indicators of workplace tensions.

#### 2. Empathic is Essential

Empathic leaders are aware of their own emotions and are practitioners of consistent curiosity and observation. They enact integrity. They know enough details of their employee's world to build supportive, professional relationships. They look for indicators of employee's well-being and challenges and are proactive in their care.

It is not always simple to spot an apathetic leader. In some situations, they will show concern and fairness. Yet when their own discomfort or anxieties are triggered, their attention is more focused on their own needs, and not those of their staff.

Empathic leaders take what their employees say seriously. They recognise difficult moments are an opportunity for building relationships and use coaching skills. They ask more questions and give fewer instructions and advice. They encourage employees to explore issues by offering opinions and guidance as needed.

#### 3. Lead by Example

Office politics is the destroyer of trust. Trust is a hard thing to define yet we know it's built through daily engagement and working with others towards a shared purpose.

There are clear indicators that work culture is trust-based and free from office politics:

- Leadership is enthusiastic about ground-up, frontline experience and ideas. Employees come first.
- Leaders takes real risks for employees, stand up for them, and get them what they need when there are problems
- Blame and fault-finding problem-solving is frowned upon
- Loyalty, talent and hard-work are appreciated, recognised and rewarded

#### Conclusion

Good work culture is based on what is encouraged, discouraged, accepted, or rejected by the management action. Organisational culture needs to be explicitly defined, deliberately enacted and reviewed regularly to move from mere aphorism to consciously enacted values. Respect, integrity and trust need to be active verbs in leadership behaviour.

Article provided by **Elizabeth Williamson**

# Defining the workplace ethos

Interview article by Elizabeth Williamson

Photo on right:

Sonya Cater, Clinical Nurse and Timara Poulish, General Manager Residential Services, with Deb Dutton, Rembrandt Living's Chief Executive Officer at the recent ACIA Awards



## Not many organisations define their values and service practice so succinctly and in a way that captures your own imagination.

Rembrandt Living has. It's organisational ethos is clearly articulated in one word: 'Gezellij'.

This Dutch word is complex and does not necessarily have a straightforward English translation.

Once understood it is full of potential for driving the highest quality staff recruitment and care.

Deb Dutton, Rembrandt Living's CEO, described Gezellij as a tangible experience, a feeling of warm welcome when you first walk in the front door.

Deb says, "It's being known well by everyone you meet. Known by your first name, greeted with friendship and being included in all the small ways that make up our community. Gezellij can also be silly and fun."

Deb continues, "Every decision we make and action we take is informed by Gezellij. Our difference is that we want our residents to feel they

are at home, in their home, and demonstrate that with everything we do; in every conversation we have and every interaction with a staff member."

### The Embodiment of Ultimate Respect

Ultimate respect is a core value that drives Deb's leadership style. Deb described this as values in action.

"We talk and listen to residents a lot, to the small comments, small complaints, to what they find important, because this is their home. From listening to the small things, we can paint a bigger picture and stay mindful of the dynamics of the organisation."

Rembrandt Living staff know they spend more time with the elders who live there, than they do with their own family members. It's vital to them the spirit of the place is informed by the need we all have for connection and attachment.

Deb stresses, "It is the embodiment of respect. This attitude operates throughout the culture of the organisation.

Thoughtful recruitment is crucial to maintaining Gezellij. Role definitions are clear but no one

person is considered above someone else. There is no hierarchy and that means each staff member needs to bring the culture of the organisation to life in every situation they encounter. Everyone is responsible for how they interact with each other and with residents.

*"We are really fussy about who we recruit. We have to be so careful to make sure we protect this core value of ultimate respect," says Deb.*

"We watch and listen to potential new candidates from the moment they make contact with us, even in the manner they inquire about the position.

When they come into reception, we pay attention to interactions both with administrative staff and any residents they might meet in the waiting area.

We take candidates on a tour of the facility and just notice their responses.

How do they react and interact with the residents they meet along the way?

It is all important information."

Deb mentioned a scenario about a resident, Johanna, who was walking rather slowly through their cafe.

Gail, their gardener, was on a break from work and noticed Johanna. She came up to her saying, "Are you okay today, Johanna?"

You don't quite look yourself."

Johanna immediately started crying and said that a dear friend had died, she felt sad and lost.

Gail put her arm around and asked if she'd like a hug, and Johanna said yes.

Johanna felt comfortable enough for Gail to walk with her to her room so that they could talk a little while and she wouldn't be so lonely in her grief.

Gail knew Johanna enough to reach out and know that resident care was an important shared priority.

Deb had observed the scenario and said, "It's moments like this I feel really proud of the effort each of our employees put into creating the atmosphere of Gezellij."

### Carers are Worth their Weight in Gold

For Deb, the most important role in this organisation is the carer, as they are the frontline staff needed to embody this ethos. They are the people who bring values into action, in the small details of their daily responsibilities.

She says she's in awe of the way caring staff go about their responsibilities. She considers carers worth their weight in gold.

### Leadership

Deb says that respect and fairness are core values in her own leadership style. While there might not be a hierarchical structure in assisting residents, she is being paid to make prompt hard decisions as part of her role. That includes ensuring staff meet performance standards.

"To be able to have the ethos of Gezellij run consistently throughout our service for residents and interactions with each other, means I have the responsibility to protect the culture of the organisation. I need to be alert and ready to act if anyone behaves in a way where there is not respect and fairness.



Elizabeth Williamson is a highly respected relationship skills and conflict management consultant with over 30 years' experience working with professional and service industries. She has facilitated complex workplace mediations in finance, retail, education industries, and for SMEs and NFPs. Elizabeth consults, coaches and trains senior management and leaders to be mindful in relationships, proactive with conflict and manage difficult relationships with confidence. She writes and speaks regularly about thinking outside of the square.

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David Harry Stewart: Photographer, Founder and Face of AGEIST

## Redesigning Age

Increasing longevity is allowing people to work well past the official age of retirement, and those age 50+ are now a critically important demographic. Their political, social and economic standing makes them the most powerful generation to have ever lived. David suggests that our attitude towards later life needs a reboot at every level and that we have locked ourselves into a culture that is anti-age. David is the founder of the media and research company AGEIST, whose purpose is to reinvent how life after 50 is lived.

It is well-documented that people over 50 are living in radically different ways than their parents, and those who are 50+ are now a critically important demographic. Their political, social and economic standing makes them the most powerful generation to have ever lived. David is the founder of media and research company AGEIST, whose purpose is to reinvent how life after 50 is lived, experienced, and understood. He says this is best achieved through design and modern media tactics rather than legislation, and until this is embraced, we will fail to see the real economic, humanitarian, and cultural benefits of increasing longevity.

David suggests that our attitude towards later life needs a reboot at every level. He says that we've locked ourselves into a culture that is anti-age and it is evident throughout media, organizations, and even in the language we use.

This talk was given at a TEDx event using the TED conference format but independently organized by a local community.

Learn more at <https://www.ted.com/tedx>



## Embracing Aged Care

Our aged care workforce... a force to be reckoned with

While we have our professional boundaries, we are all human, and we love the people we work with...

Nicoline Herman, Rembrandt Living's Lifestyle Co-ordinator says, "I have been writing the stories for our memorial day and the little memories of each person is touching.

I have one gentleman who started his day one on the same day as I was having my interview for this role.

He was special for me as we started together.

He was at his last destination for where he lived, and I hope I am at my last destination for where I work.

Cont./ Page 25

Working with a variety of cultures on staff makes the job more interesting. It's great to hear other perspectives and to work in their ideas. It's true too of our residents and keeping their lifestyle activities culturally appropriate.

Predictions suggest that by 2021, one in three seniors will have been born outside Australia.

**Transforming Aged Care - reimagining the aged care workforce of tomorrow** report surveyed more than 2,000 health and community services employees, including over 500 from aged care.

HESTA Chief Executive Officer Debby Blakey said at the time, the report revealed a sector facing significant challenges in attracting and retaining workers to the rapidly changing industry.

### So, with all this multiculturalism going on, what will aged care really look like in the future?

Regardless of background, life experience, culture, or sexuality, it's important that aged care is appropriate, accessible, and sensitive to the diverse individual needs of our older Australians. As well as the needs of our workforce.

Rembrandt Living exists due largely to one woman's unsuccessful search in the 1980's to find culturally appropriate aged care services for her ageing Dutch mother.

The realisation that there were lots of people in this difficult situation following the mass European immigration following World War II drove this woman to set about changing this.

Over the years, this homely, welcoming and straight-forward "Dutch" way has been sought after by not just those of Dutch descent but Belgians, Austrians, Germans, Indonesians and even true-blue Aussies. Currently they provide services to people of over 15 different cultures and enjoy meeting all of their needs, including their cultural needs.

They also employ a workforce of multitalented, bi-lingual staff, like Nicoline Herman who has the Dutch upbringing.

The Government is committed to ensuring people from diverse backgrounds can access aged care services that are specific to their care needs.

Rembrandt Living's history page online:

<https://rembrandtliving.org.au/about-us/rembrandt-history/>

Multicultural Aged Care is there to strengthen culturally and linguistically diverse community groups' capacity to develop and support the aged and community care needs of their older people. It's worth a visit;

[www.mac.org.au](http://www.mac.org.au)

# Bringing a photographic style to life-style co-ordination

Introducing Nicoline Hermans

All photographs by Nicoline

**"I started in aged care at 15, in Holland, at a local facility down the road.**

One of my first tasks was to shower an elderly couple. I went home that night and said 'I don't think aged care is for me'... however my mother encouraged me to return and once I realised we do tasks just like doing them to ourselves, including showering... I found I could do it, and now love it."



*"I am the Lifestyle Co-ordinator for Rembrandt Living. These people are now my extended family. I love my job."*

ACIA thanks Nicoline for the use of her image for our front cover. The Rembrandt Living team won the ACIA Innovation Award for their social media efforts and Nicoline contributes to this through her delightful images!



## Working with different cultures

When planning activities, I like to think of the perspective of my co-workers.

Not everyone 'gets' pyjama day or has clothes at home suitable for rock n roll day because of our varying cultures, but we work it out and help each other through ... to make it fun for the residents.



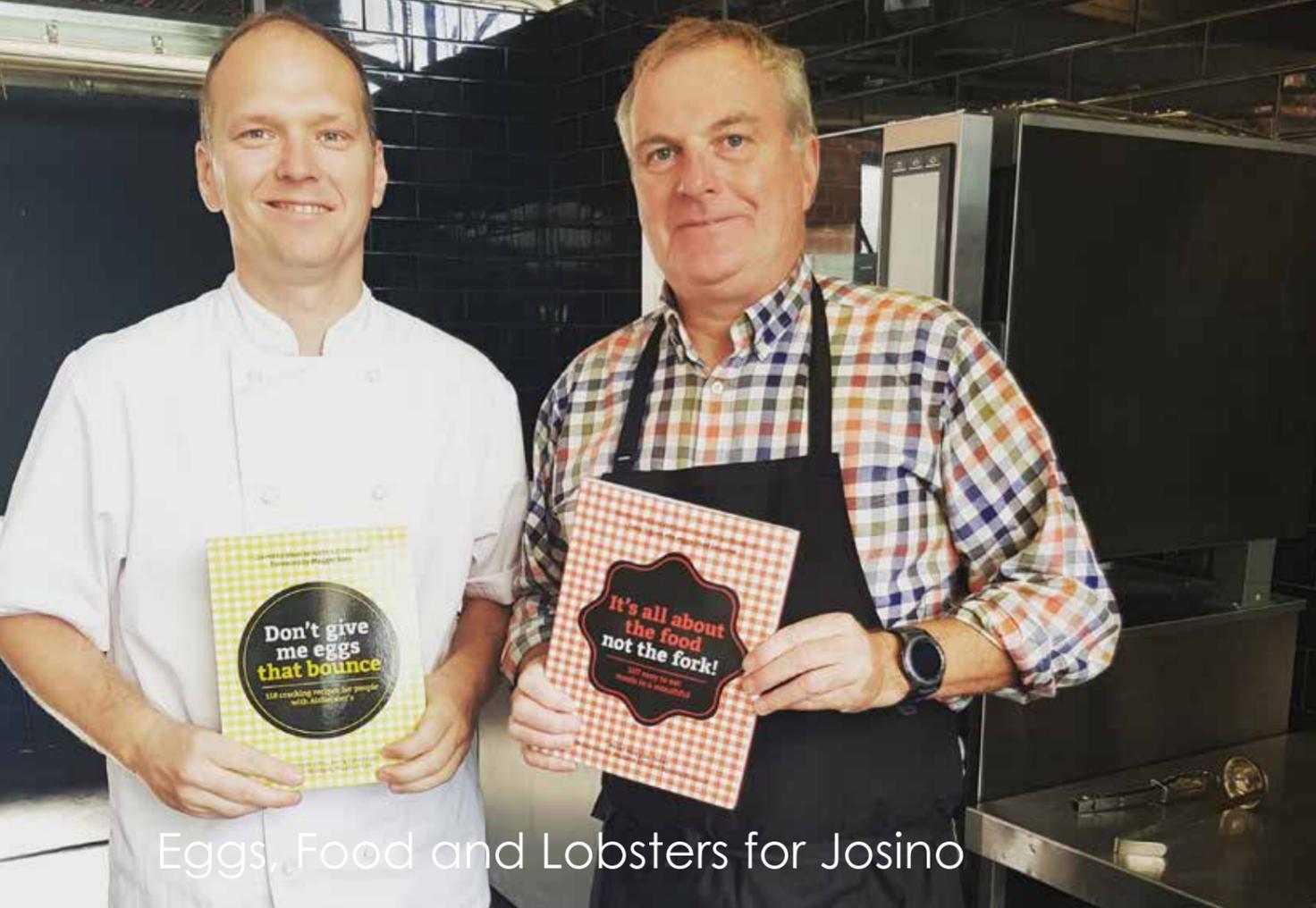
## Working in Aged Care

I moved to Australia at 38 years old and I'm now 44...

it took several years to regain my qualifications as a carer and nurse, however I saw it as an investment in my future.

I have been working in aged care since I was 15, so it's not an industry I will leave.





Eggs, Food and Lobsters for Josino

**Book release by Peter Morgan Jones**

Dazzling doses of flavour combined with appetising injections of creativity!

Lobster for Josino: Fabulous food for our final days brings the joy of food to many who might otherwise miss out through practical but expert advice and clever, restaurant-quality recipes.

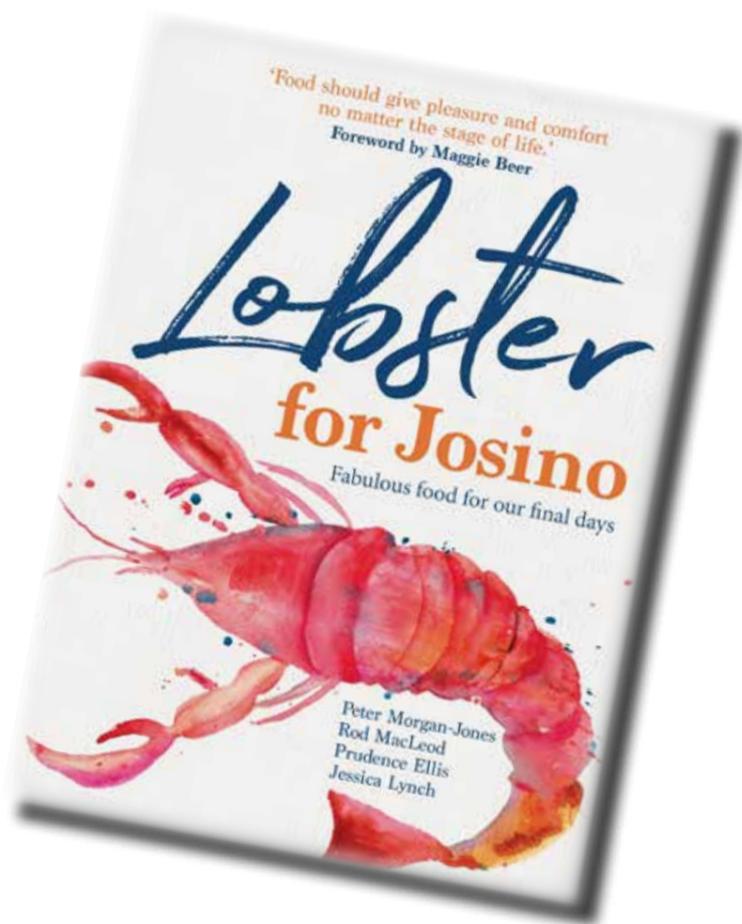
Chef and author Peter Morgan-Jones (Don't give me eggs that bounce, It's all about the food and not the fork!) joined with well-known palliative care specialist Professor Rod MacLeod (The Palliative Care Hand Book) to create this world first cookbook that provides advice and tips about food at the end of life as well as more than 100 innovative recipes.

The simplest link to the book is [crackingrecipes.com](http://crackingrecipes.com) which gives details of all Peter's books.

Or you could use:

[www.hammond.com.au/shop/palliative-care/lobster-for-josino](http://www.hammond.com.au/shop/palliative-care/lobster-for-josino)

\*Picture above taken at Tasting Australia



The rewards of diversity

*"It has been really good and the people here are really friendly"*

**South Australian aged care providers are finding great success supporting diversity by employing staff of all abilities.**

One example is the employment opportunity for sisters, Sheree and Belinda, at the Acacia Court residential aged care facility in Hendon.

Sheree and Belinda have worked in the catering industry for 9 and 11 years respectively.

As members of a new on-site hospitality team, their duties include cleaning up, washing dishes, overseeing deliveries as well as the returning and stacking of dishes and cutlery.

Sheree and Belinda's roles have been customised to meet the basic operational needs of the kitchen and they also have opportunities to perform more demanding tasks using the skills they have developed.

Belinda agreed Acacia Court's sense of community made her job satisfying.

"The best part of working here is seeing the residents," she said.

Their Site Operations Manager, Ryan Midgley, said it has been fantastic to see Sheree and Belinda's 'commitment and dedication' to their work and their positive impact on residents and staff.

"Sheree and Belinda play a very important role in the delivery of hospitality services and are well respected by the entire Acacia Court team."

"They demonstrate our organisational values of respect, accountability and connection in everything they do which helps Eldercare to fulfill its purpose of delivering peace of mind with its care."

Belinda said her fondest memory was when she received her 10 year service award and had her 'picture taken and appeared in the MJP newsletter'.

Sheree is eager to follow in her sister's footsteps and is looking forward to achieving a decade of service in 2019.

Sheree and Belinda have made a significant contribution to their workplace with their positive and friendly attitude shining through in their work.

They take great pride in their jobs and really value the opportunity they have been given.

From an organisational perspective, aged care organisations are discovering the practical, inspirational, financial and holistic benefits of turning their labour needs into much valued roles.

If you would like to learn more about how to assist someone with barriers to learning, or intellectual disability into work, please call David at MJP Employment Services on 0407 792 247.

\*Article provided by **MJP Employment Services**.



## Ethics and dignity in social media

**Social media is a form of journalism. Within this environment, journalists are afforded an interpretative freedom for the stories they share, as well as photographic license, within ethical boundaries.**

Social media can also cross over into advertising, and, it is within this arena where a far stricter set of rules govern.

Advertising across any form of media has always been guided by regulations and standards.

To consider both the journalism and advertising principals when we create our daily social media commentary via for example, our Facebook page posts, is how we will retain the dignity in care ethos for aged care we need to protect our elders.

The medical regulators ask that if you are advertising a regulated health service, your advertising must not:

- be false, misleading or deceptive, or likely to be misleading or deceptive;
- offer a gift, discount or other inducement, unless the terms and conditions of the offer are also stated;

- use testimonials or purported testimonials about the service or business;
- create an unreasonable expectation of beneficial treatment; or
- directly or indirectly encourage the indiscriminate or unnecessary use of a regulated health service.

**Social media is a fantastic opportunity to connect with your community, to raise awareness and educate and to grow and enhance your network.**

So, how is aged care different?

The complexity of aged care... and your role as a health or aged care professional within it, is changing. It is far more exposed, and exposing.

This is a good thing in the main, but also one to be wary of the protect our elders. If we consider some of the dignity in care principals, in the context of media or social media, we might workshop these questions:

### Analysing 3 Dignity in Care Principles

Support people with the same respect you would want for yourself or a member of your family. Q: Would you post that picture about your relative in a public forum? Would you share that story? What evidence do you have to suggest they are OK with it?

Respect people's privacy. Q: Would you feel comfortable if someone came into your living room and took photos of your daily life? What parts of your life would you share

Act to alleviate people's loneliness and isolation. Q: Do you have it as part of your social media strategy that resident's could be contacted, start conversations, or engage externally through your social media platforms? Or, are you giving them a voice (platform) to share their views and be heard and seen by their family and care recipients as still relevant and valued?

It's time to question, understand and put in place your most dignified social media strategy.

\*Article by Age Editor, Editor **Charlie-Helen Robinson**

## Education is king to reduce cyber attacks

**In this age of cyber breaches, loss of digital identities, and loss of access to our computer systems, what is the one thing that we can do, to try and make sure this does not occur?**

Educate.

That's right. You heard it here first, second and third.

Anyone who has access to your computer system, needs to be aware that what they do, is what counts.

We need to stop relying on a miracle product that will protect us. It does not exist.

### Education is king.

Now many will be saying, "wait what, I pay for an antivirus that was recommended to me, and it promises me a world of protection."

But don't get me wrong, you do still need your antivirus.

However, more importantly, we need to be aware of the dangers that having an internet connected device means, and recognize that it is our actions, not the antivirus software, that will prevent breaches happening.

### Get the Basics Right

Organisations fail when it comes to emails. Can you recognise a fake email, designed to extract information from you?

Even Hillary Clinton's campaign staff were unable to do it, so where does that leave you?

Organisations transferring money into accounts, on the basis of an email request, need to look at the process to avoid large scale loss.

Using readily available software and good policies can help.

Casual browsing on the internet onto sites that have little to no relation to the organisation need to be addressed.

Many times we have had organisations that have become vulnerable through not having a policy in place about what is allowed to be browsed during work time.

Indiscriminate use of USB drives in the workplace needs to stop.

Many drives can contain infections from when they were manufactured. However, using these to copy files, can be a recipe for disaster.

### So what can you do:

- Talk to your staff - education is paramount to prevent disaster. Get them on board.
- Implement policies about what can be done, and what cannot be done, with internet connected devices.
- Make sure you have an effective backup solution.

\*Article provided by **Richard Pascoe - Adelaide Tech Guy.**

In 2016, we were recognised for our passion. For our communications, our advice, for standing up for what matters and the fact our products are tailored specifically for our members. And in 2017 we were recognised again. It's nice to know we're still getting it right.

Chant West Specialist  
Fund of the Year  
2016 & 2017

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