

Taking Care of Workforce Business

A useful resource for employers in Aged and Community Care

About the Information Sheets

This series of Information Sheets is an initiative of Aged and Community Services SA & NT Inc (ACS SA & NT) and has been produced with funding support from the Home and Community Care (HACC) Program administered in South Australia by the Office for the Ageing, part of the Department for Families and Communities (DFC).

The Information Sheets are one component in a broad strategic framework to assist the Aged and Community Care sector to attract and retain the workforce it needs now and in the future.

The information provided is not intended to be prescriptive.

It is offered as an overview of some of the initiatives organisations (both within and external to the sector) have implemented – supported by basic information about the ‘why’ and ‘how-to’ of specific projects and ideas.

However, no workplace is ‘the same’ as another and organisations are advised to make their own assessment of initiatives relevant to their specific staff, organisational structure and legislative requirements – and to seek appropriate advice prior to implementation of any activities.

Why would you want to read them?

The Aged and Community Care workforce is the sector’s most valuable asset. These are the people who not only directly provide the support and services our clients need, but also promote the sector within the community and to potential new recruits.

If these people are not content in their jobs – and don’t stay in their jobs or remain in the sector – Aged and Community Care will have difficulty providing appropriate services to those who need them.

That’s why the Information Sheets in this series are so important.

An overview of Contents

The Information Sheets have been loosely grouped and colour-coded for your convenience:

Work-Life Balance

1. Introducing Family-Friendly Practices
2. Specific Initiatives for Parents
3. Health and Wellbeing Programs

Career Development

1. Facilitating Career Pathways
2. Creating Learning Opportunities
3. Orientation/Induction/Settlement
4. Setting up a Mentoring Program
5. Succession Planning
6. Study Assistance

Workplace Flexibility

1. Introducing Workplace Flexibility
2. Initiatives for Mature-age Workers
3. Setting Up Job-Sharing
4. About Home-Based Work

Valuing Workers

1. Staff Recognition
2. Financial Rewards
3. Non-Financial Rewards
4. Re-thinking Job Design
5. The Physical Work Environment
6. Leadership and Coaching
7. Employee Assistance Programs

Managing Initiatives

1. Staff Surveys and Focus Groups
2. Evaluating Initiatives
3. Creating a Positive Workplace Culture
4. The Multicultural Workplace
5. Aboriginal and Torres Strait Islander Staff
6. Targeted Recruitment
7. Exploring Self-Rostering
8. Managing a Volunteer Workforce



Aged & Community Services

SA & NT Inc



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Government
of South Australia

Department for Families
and Communities

Although all reasonable care has been taken in the preparation of the information contained in this resource, it has been provided in good faith for general information only. The resource is not intended to be exhaustive or to replace the need for people to make their own enquiries or to seek independent advice. No warranty, express or implied, is therefore given by Aged and Community Services SA & NT Inc (ACS SA & NT), Home and Community Care (HACC), Australian or South Australian Governments or Adit Communications as to the completeness, accuracy, or currency of information contained herein.

About Aged and Community Services SA & NT Inc (ACS SA & NT)

Aged and Community Services SA & NT Inc is the peak industry body representing more than 95% of the not-for-profit Aged and Community sector in South Australia and an increasing number of members within the Northern Territory.

The association provides support and leadership to a wide range of community; retirement housing; and high and low care residential providers.

More than 200 members provide more than 600 separate services through nursing homes, hostels, independent living units, serviced apartments, respite care and community care services.

ACS SA & NT is proudly affiliated with Aged and Community Services Australia – the national peak body representing 1200 not-for-profit aged care organisations providing services to more than 450,000 older people, people with disabilities and the family or friends who care for them.

About the Home and Community Care (HACC) Program

Established in 1985, the HACC Program is jointly funded by State, Territory and Commonwealth Governments. South Australia provides 38% of HACC Program funding in the State, with the remainder provided by the Commonwealth Government. In South Australia, the Program is administered by the Office for the Ageing of the Department for Families and Communities (DFC).

The HACC Program aims to:

- provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail older people, people with a disability and their carers;
- support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care; and
- provide flexible, timely services that respond to the needs of these people.

The type of services funded through the HACC Program include, but are not limited to, nursing care; allied health care; meals and other food services; domestic assistance; personal care; home modification and maintenance; transport; respite care; counselling support, information and advocacy; and assessment.

Acknowledgements

Aged and Community Services SA & NT Inc would particularly like to acknowledge the following people and organisations for their assistance in developing this resource:

Work Group

Marion Holden	Whyalla Aged Care
Sharon Somerville	Royal District Nursing Service of SA Inc (RDNS)
Celine Luya	City of Unley
Gail Stallard	Office for the Ageing
Mary Governton	Office for the Ageing
Madeliene Scicluna	Maltese Aged Care Association SA Inc
Raelene Hanley	Aboriginal Home Care
Kay Macsween	Aboriginal Home Care
Darren Young	Helping Hand Aged Care
Rosh Devi	SA Health & Community Services Skills Board
Pam Castle	ACH Group
Rosa Colanero	Multicultural Aged Care
Lesley Dredge	Aged & Community Services Australia

Mini Case Studies and Photography

Thank you also to organisations who actively contributed examples of how initiatives have been implemented in their workplace and to Celeste Charlesworth from RDNS who provided many of the photographs for the folder.

Resource Development and Project Management

Carol Mohan Aged and Community Services SA & NT Inc

Author

Chris Ellis Adit Communications

Graphic Design

Ingrid Grigg Triple Image Design