

National Aged Care Provider Conference 2024

Getting in on the Act!

Working together for better aged care

23 - 24 April 2024 | Adelaide Convention Centre

Parallel Session: 3

11:15am – 12:45pm Wednesday 24 April 2024

Governing bodies working with older people in the design of their care (CHSP – Workplace culture and great care)

Janet Anderson PSM Commissioner



Welcome

Janet Anderson PSM Commissioner, ACQSC

Shelley Castree-Croad

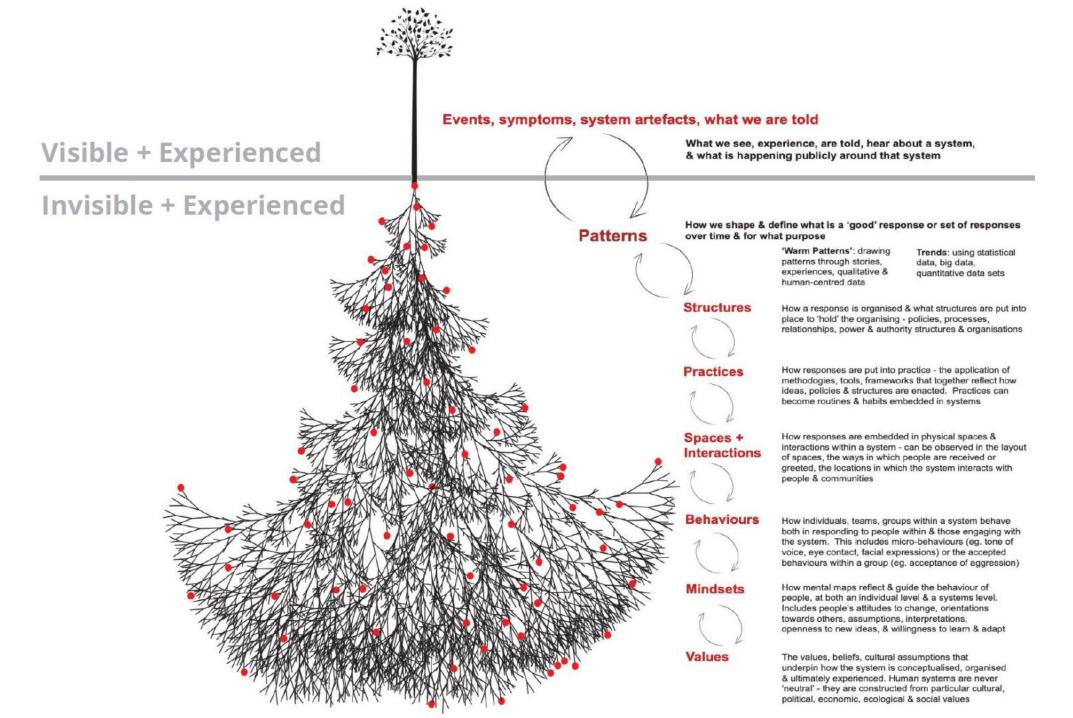
Executive Director, Enterprise Governance and Corporate Operations, ACQSC

Major General Vikram Madan OAM, VSM (Retd)
Member, Council of Elders

David Martin *Chair,* Southern Cross Care

Laree Verra
Chief Executive Officer, Better Together





10 habits of positive cultures

Vision Alignment

- · Clarify organizational values
- Ensure every team member understands the company's mission

Leadership Example'

- Leaders embody company values
- Leadership actions reinforce culture

Employee Involvement

- Encourage employee input in decisionmaking
- Celebrate contributions from all levels

@lustin Mecham

Open Communication

- Maintain open, transparent communication channels
- Regularly share news and updates

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Recognition & Rewards

- Acknowledge and reward achievements
- Implement peer-topeer recognition programs

Professional Growth

- Offer continuous learning opportunities
- Support career advancement paths



Work-Life Balance

- Promote flexible work arrangements
- Respect personal time and boundaries

@lustin Mecham

Community Engagement

- Involve the company in local initiatives
- Encourage team volunteering

Inclusivity Focus

- Foster a diverse and inclusive environment
- Provide equal opportunities for all employees

Continuous Feedback

- Implement regular feedback loops
- Use insights for ongoing cultural improvements



Killers of company culture

(and how to fix them)

The Killers

- Ineffective Leadership

 Leaders don't provide proper guidance,
 empowerment, and support.
- Poor Communication
 Information isn't shared effectively, leading to confusion.
- Lack of Appreciation

 Employees' efforts are unnoticed or undervalued.
- Employee Burnout

 People are overworked, leading to stress and fatigue.
- Micromanagement

 Excessive control hinders employee autonomy and growth.
- Toxic Behavior

 Negative attitudes and actions damage the work environment.
- Favoritism
 Unfair treatment (based on preference, not performance) hurts team morale.

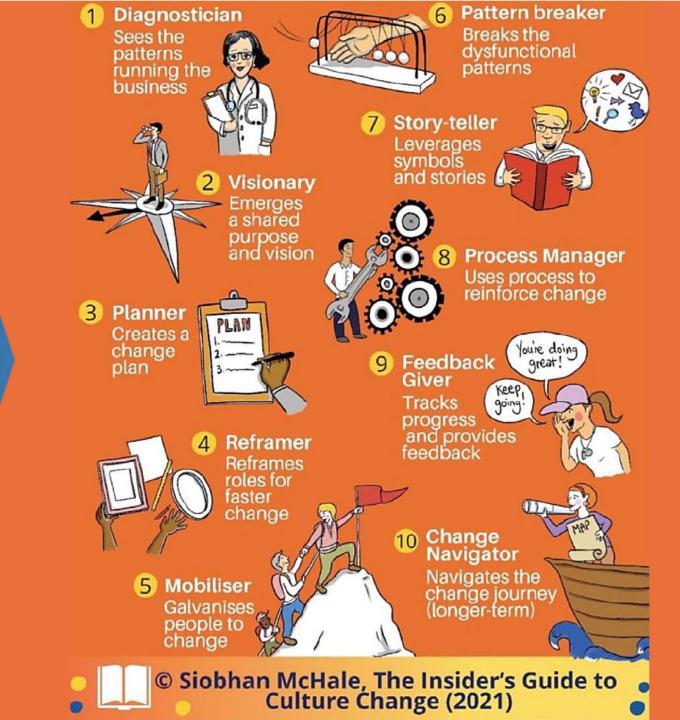
The Fixes

- Provide ongoing leadership training. Ask for team feedback and act on it.
- Listen and Share Frequently
 Listen actively. Communicate openly and
 use technology to keep everyone informed.
- Recognize and Reward
 Regularly acknowledge employee efforts.
 Celebrate successes, both big and small.
- Manage Workloads

 Watch for signs of burnout and take action.
 Encourage breaks and respect off-hours.
- Empower Employees

 Trust your people. Assign tasks and offer support. Avoid over-involvement.
- 6 Never Ignore, Correct It
 Confront bad behavior directly. Create clear
 consequences. Encourage respect always.
- The street of th

10 critical roles of culture change leaders



Thank you



Australian Government

Aged Care Quality and Safety Commission



Parallel Session 3:

CHSP - Workplace culture and great care

Chair:

Janet Anderson PSM, Aged Care Quality and Safety Commissioner

Panellists:

Major General Vikram Madan OAM, **VSM (Retd)**, Member, Council of Elders

David Martin, Chair, Southern Cross Care

Laree Verra, Chief Executive Officer, Better Together

Shelley Castree-Croad, Executive Director, Enterprise Governance and Corporate Operations, ACQSC



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You Said, We Did

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Thank you

