



Australian Government

Aged Care Quality and Safety Commission

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



Australian Government

Aged Care Quality and Safety Commission



# 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*

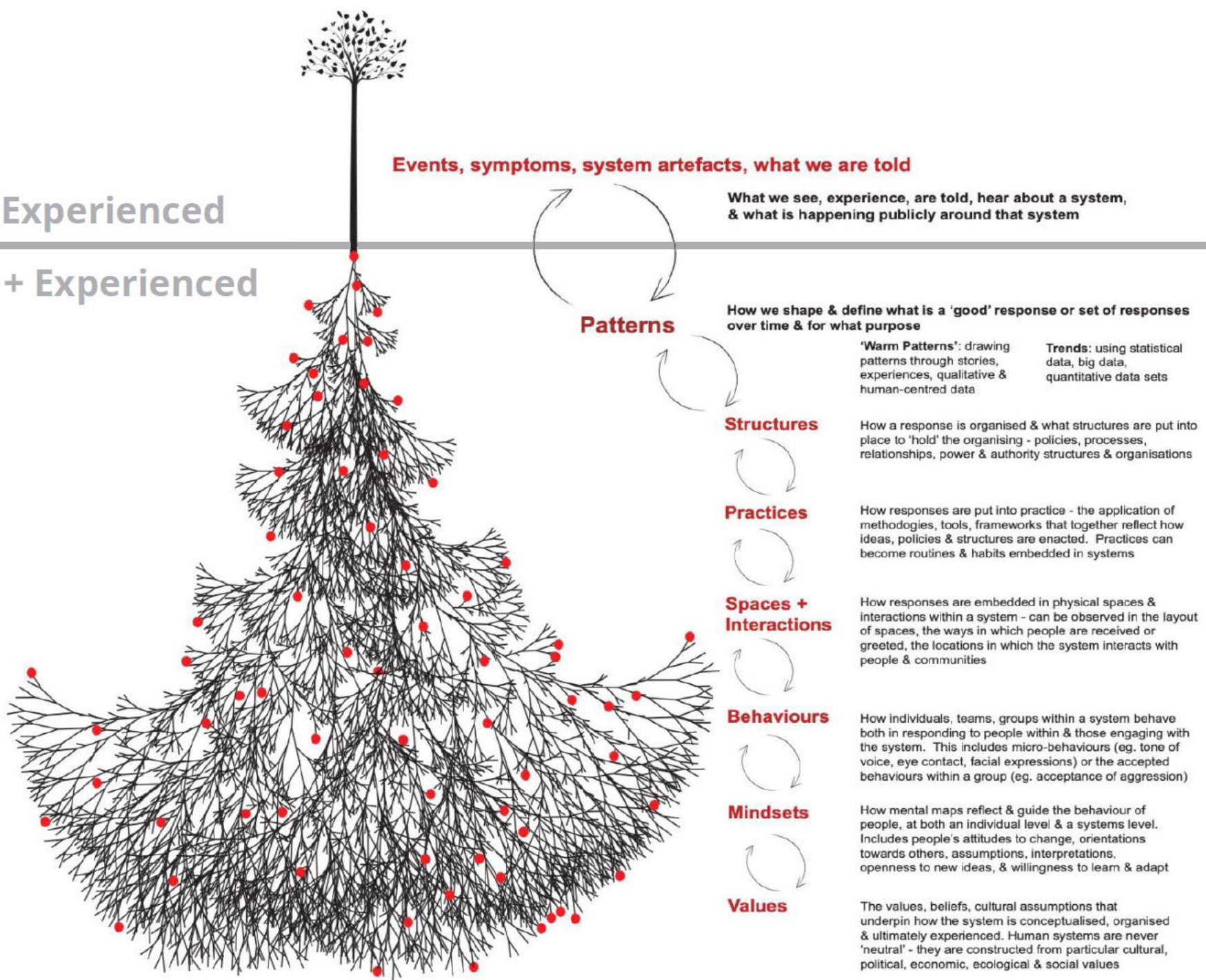


Australian Government

Aged Care Quality and Safety Commission

Visible + Experienced

Invisible + Experienced





# 10 habits of positive cultures



# Killers of company culture

*(and how to fix them)*

## The Killers

- 1 Ineffective Leadership**  
Leaders don't provide proper guidance, empowerment, and support.
- 2 Poor Communication**  
Information isn't shared effectively, leading to confusion.
- 3 Lack of Appreciation**  
Employees' efforts are unnoticed or undervalued.
- 4 Employee Burnout**  
People are overworked, leading to stress and fatigue.
- 5 Micromanagement**  
Excessive control hinders employee autonomy and growth.
- 6 Toxic Behavior**  
Negative attitudes and actions damage the work environment.
- 7 Favoritism**  
Unfair treatment (based on preference, not performance) hurts team morale.

## The Fixes

- 1 Train and Mentor Managers**  
Provide ongoing leadership training. Ask for team feedback and act on it.
- 2 Listen and Share Frequently**  
Listen actively. Communicate openly and use technology to keep everyone informed.
- 3 Recognize and Reward**  
Regularly acknowledge employee efforts. Celebrate successes, both big and small.
- 4 Manage Workloads**  
Watch for signs of burnout and take action. Encourage breaks and respect off-hours.
- 5 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.
- 7 Ensure Fair Treatment**  
Make decisions based on merit. Treat all employees fairly and equitably.



# 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



Australian Government

Aged Care Quality and Safety Commission





You Said, We Did

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



Australian Government

Aged Care Quality and Safety Commission



# Thank you



**Australian Government**

**Aged Care Quality and Safety Commission**