

Southern Cross Care (SA & NT) Inc

- Established 1968 by Catholic laymen to provide affordable housing
- First hostel built in 1976
- In 2010
 - 13 Residential facilities + 2 more by 2011
 - Community services
 - Rehabilitation services
 - Independent retirement living
 - 1200+ employees



Background ...

Developed to address:

- Shortage of carers for shifts
- Lack of continuity for residents
- High agency staff usage across sites
- Budget over runs
- Impact on remaining staff
- Variability in work readiness of newly qualified Personal Careworkers

To date ...

Since October 2009:

- Run 3 x 6 week programs
- Recruited 53 staff
- Retained 44 staff
- 83% retention rate
- 83% from migrant/ refugee background



Recruitment Process

Selection criteria:

- Certificate III in Aged Care Work in previous 12 months
- Current Police Check
- Eligible to work in Australia
- 6 weeks casual contract
- Strong values and desire to work with older people - interview

Graduate Program

3 weeks supernumerary

- 38 hours per week
- Morning or afternoon shift

4 - 6 weeks

- Work hours and shifts varied
- Rostered shifts
- Workplace assessments
- Placement into either permanent role or casual pool if suitable

Graduate Program

Induction Day

- Orientation to Southern Cross Care and site
- Manual handling assessment

1st week

- Quizzes – basic skin care, infection control, swallowing/dysphagia, elder abuse, duty of care, customer service
- Workplace assessments
- Extra training as required

Graduate Program

Mentor support

- Certificate III Aged Care Traineeship Program the foundation
- Mentors given additional training to conduct workplace assessments
- Observation of Competency tool developed from Traineeship Program



Graduate Program

Competency Tool

4 competencies assessed

- Working safely in aged care
- Communicating in aged care
- Providing personal care
- Participating in aged care
- Feedback to graduates
- Extra training arranged as required

Outcomes

Agency usage down

- By week 5 of Intake 1 only used 12.5 agency hours at host site (decrease of 97%)
- 590 internal relief hours available thru Graduates

Financial benefit



Outcomes

Positive feedback

- Other Southern Cross Care sites
- RTOs, Job Network agencies

Gratitude of Graduates

- Appreciate the opportunity
- Social justice perspective
- Cultural diversity



Outcomes

Residents

- Consistent staffing
- Care to SCC standards
- Opportunities for additional activities and interaction



Lessons Learned

Variable standards across RTOs

- e.g. clinical placements varied from 60 - 120hrs

Conduct training for high risk areas in Week One

- Manual handling, feeding

Lessons Learned

Better follow up where gaps in competency identified

- Additional training, reassessment

Need for accredited assessors

- Now use Enrolled Nurses for assessment

Conversational English classes commenced

Lessons Learned

Importance of central coordination

Resourcing issues

- Recruitment process
- Clinical education and assessment
- Administration of casual Pool

Need for multicultural awareness training

Lessons Learned

Give it a go!

