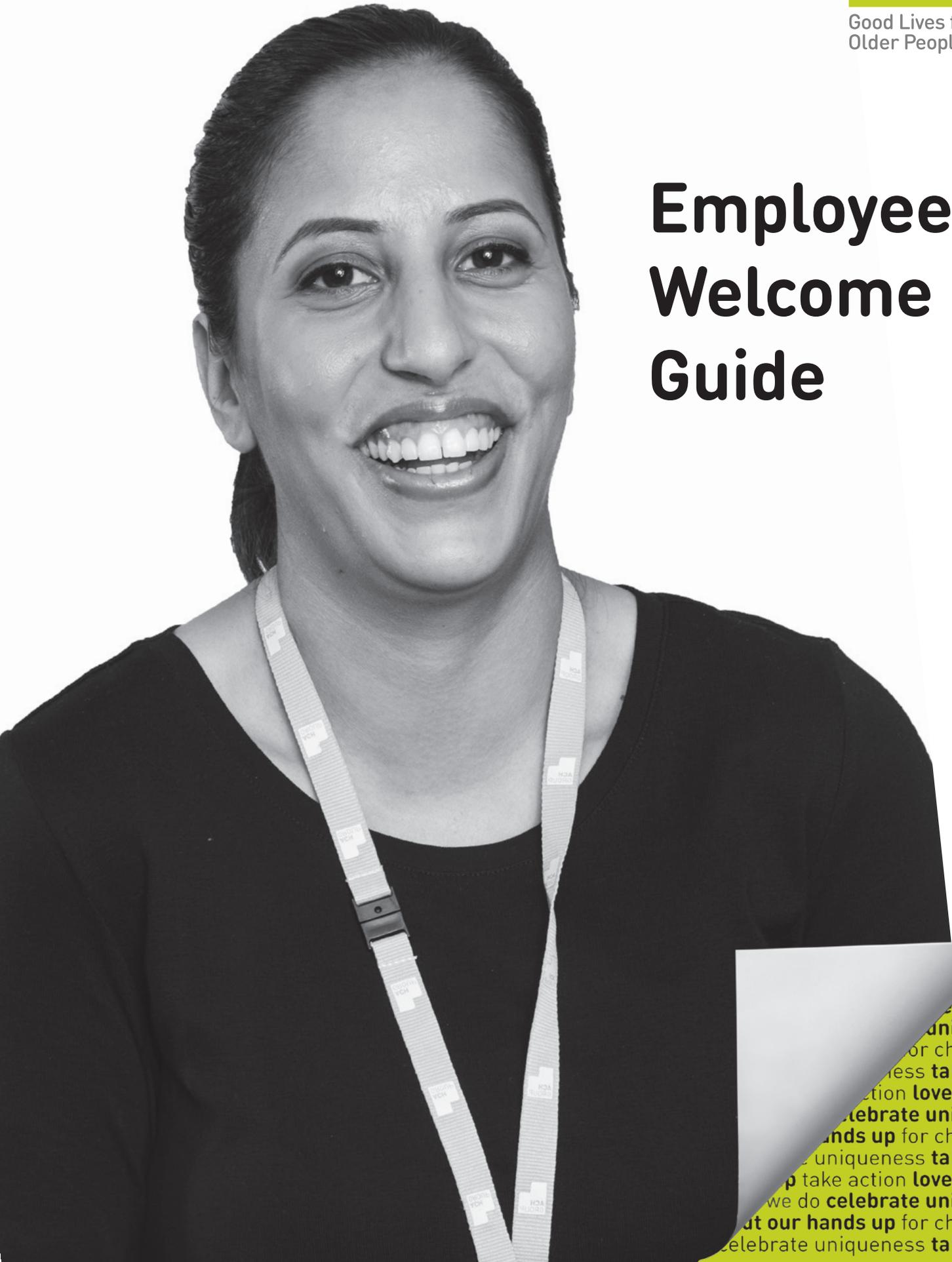




Good Lives for
Older People



Employee Welcome Guide

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**ACH Group supports older people to live good lives, and we love what we do.
Every day we bring a lot to work: an open mind, a commitment to support others
and passion to make a difference. Most importantly, we bring our best.
We believe that older people should feel valued, respected, connected in their
communities and supported to live a life of their choosing.**



**LOVE WHAT
WE DO**



**TAKE
ACTION**



**CELEBRATE
UNIQUENESS**



**PUT OUR HANDS UP
FOR CHALLENGES**

**ACH Group's Culture Elements unite and guide us in all that we do
to deliver on our vision of supporting Good Lives for Older People,
ensuring the best in you brings out the best in us.**

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**“Knowing I help to put
a smile on people’s faces
makes me look forward to
coming to work every day.”**

Helen, Careworker

WELCOME

ACH Group is one of Australia's leading aged care organisations, employing more than 1,800 employees and around 400 volunteers, supporting more than 20,000 older people in South Australia and Victoria. We have a proud history dating back to 1952, initially building accommodation for financially disadvantaged older people, in particular Veterans and War Widows, under the leadership of Sir Keith Wilson. This progressed to residential living sites in the 1970s and community based programs in the 1980s to today, with the wide range of services we offer, as outlined on page 16.

We believe that older people should feel valued, respected, connected and are contributing members of their family, community and society and supported to live a life of their choosing.

We love what we do, aren't afraid to take action, constantly put our hands up for challenges and celebrate the uniqueness of our community. We believe the best in you brings out the best in us, and do all we can to support you, so you can support our vision of Good Lives for Older People.

As a not for profit, we operate only for the benefit of our customers and any profit made is applied towards our vision.

We are proud of our diversity and welcome everyone as an individual, acknowledging and respecting all cultural backgrounds, religious and spiritual beliefs and practices, sexual orientation and gender identity. Around 39% of the workforce were born overseas and 9% speak a first language other than English, reflecting the amazing array of cultures that make up Australian communities.

SUPPORTING YOU TO BRING YOUR BEST

EMPLOYER OF CHOICE

Employees have a vital role within the organisation, and our ability to support good lives for older people relies on the contribution of our workforce and volunteers. ACH Group is committed to being an Employer of Choice – by doing all we can to maximise the full potential of every member of our workforce through our culture, leadership, training, development, recognition and remuneration, wellbeing and safety promotion. This includes a range of benefits that support you so you can bring your best to work every day.



Your Work

We spend a lot of time at work so, at ACH Group, we want to make sure it's the right fit for you. From a great start with a seamless recruitment process and a welcoming and informative induction program to ongoing opportunities, where you can help improve our working environment through Teamgage, ACH Group's employee feedback tool. We also support flexible working wherever possible embracing technology so you can better balance your personal and work commitments.



Your Career

At ACH Group, we love what we do and whether you want to stay in the same roles or seek different opportunities we support learning and pathways for your career development. Our role specific learning, delivered face to face and online through ACH Group's bespoke KnowHow platform is run in tandem with experiential learning which gives insight into some of the experiences we may face as we age.



Your Finances

We help you maximise your take home pay, now and in the future, through our Salary Packaging partners, AccessPay, and superannuation advice for all HESTA members, ACH Group's default superannuation fund. We also offer a range of savings on everyday activities and personal needs like Health Insurance, gym membership, novated leasing and going out through a discounted Entertainment membership.



Your Wellbeing

Your physical and mental health are of vital importance and our wellbeing program supports this through a range of activities including annual skin checks, free flu vaccinations and an Employee Assistance Program providing free, confidential, independent counselling for our workforce and their families.



Your Recognition

We recognise the big achievements as well as the everyday wins with a culture that believes in acknowledging people's contribution. We also know you have a choice about where you work so we recognise service contribution at regular intervals, throughout your career at ACH Group.

If you have any questions about any benefits email wellbeing@ach.org.au

ACH GROUP'S CULTURE

ACH Group's strong culture enables the organisation to deliver on our vision of Good Lives for Older People by guiding and uniting us, challenging us to do our best and to hold each other to the highest standards.

Our culture is characterised by four elements and supporting Service Behaviours:

<div data-bbox="379 645 450 712"></div> <p>Love What we Do</p> <p>We love learning and inspiring others. As well as making an impact it brings out our best and the best in those around us.</p> <p>I am passionate and authentic</p> <p>I am professional</p> <p>I am a united team player</p>	<div data-bbox="912 645 983 712"></div> <p>Take Action</p> <p>We listen, then act with ownership. We always step in at the earliest opportunity with reliability and accountability.</p> <p>I am timely and responsive</p> <p>I communicate effectively</p> <p>I take ownership</p>
<div data-bbox="379 1135 450 1202"></div> <p>Celebrate Uniqueness</p> <p>We value diversity, and act with integrity to ensure that everyone is recognised, respected and heard.</p> <p>I get to know you</p> <p>I am adaptable</p> <p>I build right relationships</p>	<div data-bbox="896 1135 967 1202"></div> <p>Put Our Hands Up For Challenges</p> <p>We see each challenge as a positive opportunity to use our initiative to stay a step ahead. We don't settle for the status quo.</p> <p>I deliver innovative solutions</p> <p>I learn from my mistakes</p> <p>I have a growth mindset</p>

When we exhibit these Culture Elements and supporting Service Behaviours, we perform at our best. And, as a member of the ACH Group workforce, the best in you brings out the best in us.

LEADERSHIP

ACH Group is led by a Board of Directors, with Chairperson Mary Patesos, to whom the CEO Frank Weits reports. General Managers, reporting to the CEO, are responsible for the strategic direction and business operations of their respective divisions. To find out more about our leadership team go to achgroup.org.au in the 'About' section.

All leaders are supported to successfully lead their teams, to provide day to day services and deliver team goals, in line with the strategic direction. It is also important they are effective communicators who coach and develop their team members to be the best they can be.

STUDENTS

More than 750 students participate in work placements each year, and in 2019/20 over 15% of new employees came from student placements, with roughly 40% of all new care staff coming from recently graduated students.

We use an Interprofessional Learning (IPL) approach for student placements, where two or more professions (eg: a nurse and a physiotherapist) work together to learn and reflect about their professions' similarities and differences. Using the IPL approach helps all health care disciplines appreciate the importance of other health professionals and the role that they have in contributing to the best outcome for customers.

ACH Group believes an IPL approach to learning improves communication, collaboration, reduces risk of practising in isolation and ultimately improves the quality of care.

VOLUNTEERS

Around 400 volunteers provide approximately 80,000 hours each year to supporting good lives for older people at ACH Group. Volunteers provide support across all areas of the organisation; residential, health, community, retirement living and support areas in a variety of roles including program support, driving, gardening, companion/social outings, special projects, admin, food preparation, shopping, tutoring, maintenance and as exercise buddies. Around 20% of volunteers are also customers with 15% coming from the workforce.

We work with individuals to match them with a volunteering role that suits their interests and skills. Volunteers participate in meaningful training programs and learn new skills as part of their volunteering experience with ACH Group. If you or someone you know is interested in being a volunteer see the Work with us section at achgroup.org.au for more information.

OUR GOOD LIVES PHILOSOPHY

OUR VISION

Good Lives for Older People.

OUR PROMISE

When we asked our customers to tell us the key thing that ACH Group did that makes a huge difference to their lives, it was that we 'listened'. Listening is an invaluable tool in delivering our vision, its how we find out what is important to older people and help them navigate the range of opportunities available.

GOOD LIVES ELEMENTS

In order to design and deliver services that truly support Good Lives for Older People, it is important for us to understand what makes a "Good Life". We teamed with researchers from the University of South Australia as well as ACH Group customers, volunteers, staff and the broader community to find out what older people value most – what contributes to them living a "Good Life".

While we recognise that the essence of a Good Life can't be defined, we worked with these groups and distilled their feedback into six elements that direct how we shape our offerings to make sure we're supporting opportunities for people to live their lives the way they want to, where they want to live them.

SIX ELEMENTS OF A "GOOD LIFE"



UNIQUE

No life has been lived before and it won't be lived again. This uniqueness is honoured, including my life experiences, strengths, culture and spirituality.



BEING IN CONTROL

I am in control of my life and I make my own decisions.



OPTIMISTIC

I have a sense of future and hope, of anticipation about tomorrow and of the things to do and goals to work towards.

CIMPACT REVIEWS AND GOOD LIVES LEARNING PROGRAM

Doing what we say we do is vital, and we have developed the Customer Impact Review (CImpact Review) to measure the impact of ACH Group services on the lives of older people.

A CImpact Review measures what we do and identifies where we could do better by focussing on the 4 Rs – Roles, Real Experiences, Right Relationships and Reablement – plus relevant safeguards.

Small peer-led teams of employees visit an ACH Group site or service, undertake interviews and gather evidence to understand the impact of the service, from the perspective of the older person. This evidence is assessed against criteria drawn from principles of Social Role Valorisation, Right Relationship theory, and other Quality of Life Measures.

Strengths and areas for improvement are identified to inform continuous quality improvement and innovation in service design and delivery.

The Good Lives Learning Program is a tiered program of in-house learning, which equips staff to participate in CImpact Reviews, and embeds our Good Lives approach in everything we do.

Speak to your line manager about participating in a CImpact Review.



BELONGING

It involves me having a variety of relationships with other people and every day roles and rhythms, routines, experiences and emotions that are part of everyday life.



ENGAGING AND CONTRIBUTING

To give, take and to enjoy the fullness of life with interests and passions like sport, art, music and faith.

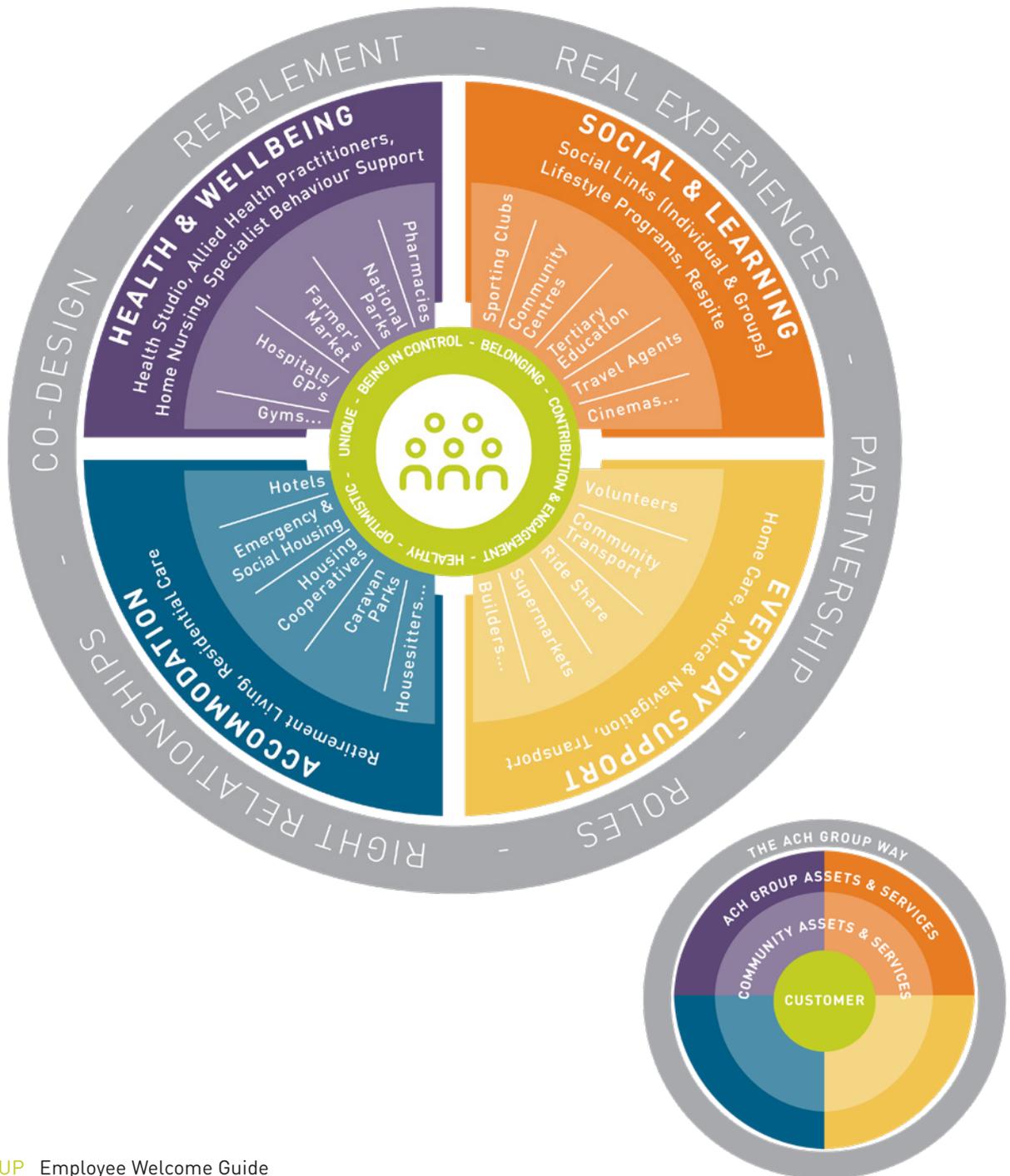


HEALTHY

I am as healthy as I can be.

ACH GROUP'S GOOD LIVES APPROACH

As you can see from the diagram Good Lives is at the centre of our approach, with the services we offer around this. Whenever we look at how we design and deliver services we use the principles of co-design and partnership, as well the 4 Rs – Roles, Real Experiences, Right Relationships and Reablement, to guide us.



THE FOUR Rs

Roles

As we get older it is common to gradually lose some of our more valued roles, and along with this the sense of achievement, purpose, and self-worth that our roles give us. Examples of roles are; wife or husband, what we do as a job or our interests and passions such as gardener, musician or artist.

We believe in supporting people to continue in active and valued roles which are meaningful to them. Think about how you can help older people you work with to not just participate in activities, but to maintain the roles that are important to them or take on new valued roles. Can you help someone continue their love of gardening or become a volunteer?

Real Experiences

Ensuring that all our services support people to stay connected with their community and part of 'real life' is what real experiences is all about. We need to make sure services don't feel like an imitation of real life, where older people are kept separate or just filling in time or doing an activity not appropriate for their age or intellect. This contributes to ageism, stereotypes and stigma about older people. An example of a real experience is an art class that is run by an artist, in an art studio, making art that has the potential to be sold through initiatives such as South Australian Living Artist Festival (SALA).

Think about how you can help the older people you work with, be part of the life of their community. Taking part in real life experiences and doing the typical things which valued citizens enjoy.

Right Relationships

Right Relationships relates to how we work with older people to ensure they are the ones in control. To do that you need to have a deep understanding of the person and their needs. Right Relationships mean being person-centred rather than task focused and doing things in partnership. It is also about maintaining boundaries and knowing what is appropriate in a professional relationship.

Think about how you can develop the Right Relationships with the older people you support, to genuinely understand their needs, and ensure they are the ones making the decisions about what you do and how you do it.

Reablement

At ACH Group we support optimism and high expectations, and we believe you can almost always get better and stronger, whether that's recovering your physical or mental ill health, improving your social connection, or taking on new challenges whatever your age.

Taking a reablement mindset and building people's competence to do things for themselves is core to how we work with older people.

Think about how you can embrace reablement, encouraging and supporting the older people you work with to have high expectations for themselves to continue to learn and grow.

INNOVATION

We seek new and innovative ways to achieve and maintain the highest standards of excellence, supported by research and training and underpinned by a commitment to continuous quality improvement in service delivery. One example is our 'Magic tables' where we project colourful images and interactive games onto tables, to stimulate physical and cognitive activity as encouraging social interactions for residents, particularly those living with dementia. Our Empathy Suits learning experience is another great initiative where workforce participants wear a purpose-made suit to gain insight into some of the physical limitations we may face as we age.

EQUITY AND DIVERSITY

We believe that supporting equity and diversity principles ensures the best possible outcomes for all members of our community. Everyone is an individual with their own unique qualities and that is why we celebrate uniqueness.

ADVOCACY

As an organisation, ACH Group prides itself on working to break down the stereotypes that many members of the community hold about ageing and older people.

You will notice in our print and online publications, as well as in any video content, that we strive to represent older people in the most positive manner possible. We will never publish an image of an older person who is disempowered in any way, and our intent is to portray older people as being in control.

Likewise, the language we use when referring to older people is person-centred, and we will never refer to an older person in terms of their condition or behaviour.

QUALITY

The ACH Group Quality Framework supports the organisation's strategy to integrate service and quality principles to produce quality outcomes for our customers. We adhere to the quality standards applicable to each area of the business, ensuring that our approach supports compliance with the standards.

At ACH Group we also adhere to the Aged Care Quality Standards that apply to both residential and community services, which are in line with our philosophy of Good Lives. The eight standards are applicable across the organisation at varying levels. The standards main focus is on customer outcomes i.e. what choices and decisions has the customer made in terms of the services we provide for them.

OUR STRATEGIC DIRECTION

Together with our Good Lives philosophy, our strategic vision in connecting communities will position us to continue to be a trusted customer-led organisation that gives our customers, workforce and partners confidence that we will remain true to our social purpose and deliver support to ensure people have a good life as they age.

STRATEGIC PARTNERSHIPS – CONNECTING COMMUNITIES

Throughout ACH Group's history, we have formed powerful partnerships to ensure we can deliver on our vision of good lives for older people.

We recognise the value of synergy: the whole is greater than the sum of its parts. By partnering with other organisations, within and outside our industry, it will be possible to find new ways to achieve our goals and to deliver better outcomes for our customers, and this is being further developed through our Connected Communities strategy.

Important formal and informal partnerships we have developed:

- Commonwealth, State Governments and local councils
- Tertiary institutions
- Aged care peak bodies and other aged care providers
- Referral bodies (eg General Practitioners)
- Regional Assessment Service (agency that acts an interface between the Government My Aged Care website and providers)
- Advocacy Organisations (eg Aged Rights Advocacy Service)
- Organisations/Communities of interest built around the needs of older people (eg Active Ageing Australia)

Recent partnerships include:

'Child Care in Aged Care' which brings together residents in aged care, children in a childcare centre and university students to co-design an intergenerational education and development program. The project is supported by Office for Ageing Well and SA Health and involves Uni SA and TAFE SA City West Child Care Centre.

The Dining Co. project which is in tandem with local businesses and focuses on age-friendly dining experiences in local neighbourhoods which are inviting, welcoming, inclusive, accessible to all and support meaningful engagement.

SERVICES WE OFFER

HOME CARE AND COMMUNITY

ACH Group provides a comprehensive range of support services and advice to help older people maintain independence and stay in their home. Specialist Advisors work with customers to determine their needs and goals.

The government provides two streams of funding; Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP). Customer who are not eligible for government assistance, can pay for services (privately-funded).

Services include:

- Cleaning
- Personal Care
- Assistance with Shopping
- Home Maintenance
- Transport
- Respite
- Opportunities to take part in social activities or to learn new skills or embrace existing ones

NDIS

ACH Group is a registered NDIS provider and supports people aged under 65 who are living with a neurological condition including acquired brain injury, Parkinson's disease and younger onset dementia. Services include personal care and social activities.

SOCIAL

ACH Group offers a range of opportunities so customers can continue their interests or take up new ones, make friends and stay connected to their local community. There are more than 50 groups or one-on-one experiences held across metropolitan Adelaide and the Fleurieu Peninsula.

Read more about our services in a copy of our Information Guide, or visit achgroup.org.au/informaton-and-advice >



HEALTH SERVICES

ACH Group's focus on wellness, reablement and restoration includes specialised health services that support older people to live good lives, by optimising their health and wellbeing. These services are run out of three centres; Newton in the East, Christie Downs in the South and our state of the art Health Studio at Glenelg.

We provide an individualised approach that is tailored to the person's specific goals and needs. Services and programs include:

- Dietetics
- Exercise Physiology
- Nursing Services
- Physiotherapy
- Managing Chronic Disease
- Podiatry
- Occupational Therapy
- Massage Therapy
- Personal Training

We also offer a range of health programs that combine exercise and education, including:

- Life Exercises
- Tai Chi Fit ball
- Walking groups
- Mobility and balance
- Health Brain, Healthy Body
- Neuro Recovery

ADVISORY SERVICES

Along with offering general information about ACH Group services, we also have some specific advisory services, on a range of topics that provide expert advice to meet customer needs:

Aged Care Navigator – Advice and support to learn what's possible to live well as you age

Planning Ahead – Document your wishes regarding financial and medical care if you are unable to

Brain Health – Reduce your risk of memory loss, identify if there is any cause for concern and keep your brain healthy

Dementia Advice – Support pre or post diagnosis to live well with dementia, including:

- Memory loss service – Occupational Therapist delivered service focuses on strategies to maintain or improve physical and brain health and to enhance independence and social connection in everyday living.
- Dementia Specialist – for when you may need increasing support due to progressing symptoms or carer stress. This adviser delivered service focuses on helping carers to access services, service navigation and guidance around care management.

Smart Technology – Live safely and independently at home with technology that is matched to your needs.

Palliative Care Planning – Help to understand the process and guidance to establish a tailored care team.

Wound Management Advisory – Advice for wounds that aren't healing and need specialist management.

RETIREMENT LIVING

At ACH Group, we have a range of independent retirement living options across greater metropolitan Adelaide and in Melbourne, that offer a more manageable lifestyle.

ACH Group's 900 independent living units offer choice across price, number of bedrooms, size of unit grouping and site location. Our units are all conveniently located close to public transport, shops and community facilities. Units are professionally maintained by ACH Group including a 24-hour maintenance emergency service.

RESIDENTIAL LIVING

ACH Group has approximately 700 residents living within eight residential homes located across Adelaide and the Fleurieu Peninsula. Each offers a safe and secure home for residents to continue to live well.

ACH Group promotes a Healthy Ageing approach so that every person has the opportunity to achieve optimal physical, mental, emotional and social wellbeing. This approach encompasses a broad range of health promoting activities such as an onsite gym, walking groups and more.

Each home has unique features with all offering a wide range of activities and events for residents and their families to enjoy and have a strong connection with their local community.

From a foundation of providing high quality care supported by registered nurses, GPs and a range of health professionals, ACH Group is passionate about optimising lifestyle, social and accommodation choices based on the person's individual interests.

THINGS YOU NEED TO KNOW

PAY FREQUENCY

Your wages are paid fortnightly into your nominated bank account on alternate Fridays. Electronic payslips are available in the Employee Self Service (ESS) portal.

EMPLOYEE SELF SERVICE (ESS)

ESS is an online portal where you can access your personal employee information including:

- Payslips and payment summaries
- Personal details held on file with Payroll
- Leave balances

Access ESS via The Page, when on the ACH Group network. When outside the network go to the direct link via the ACH Group website, achgroup.org.au/workwithus/staff portal. For first time access, you will need your tax file number and your employee number.

SALARY PACKAGING

As ACH Group is a not-for-profit organisation, ACH Group employees are eligible for Salary Packaging. This is an approved Australian Tax Office method of structuring your income to legally reduce the amount of tax you are required to pay. Salary Packaging at ACH Group is managed by salary packing specialists Access Pay, and you liaise with them directly to commence and manage your salary packaging arrangement.

For further information, search for AccessPay on The Page.

SUPERANNUATION

All ACH Group employees are entitled to compulsory Superannuation contributions. ACH Group's default superannuation fund is HESTA, although you are welcome to nominate a fund of your choosing.

HESTA provide a wealth of free advice for members online, over the phone and face to face at visits to sites throughout the year.

More information about HESTA is available on The Page.

KEY POLICIES, PROCEDURES AND REQUIREMENTS

For full details of these and all ACH Group policies, procedures and requirements see ACH Group's intranet site, The Page and go to The Library.

Code of Conduct

The ACH Group Code of Conduct provides a broad framework of ethical conduct you are expected to meet. A copy is sent to you prior to commencing work at ACH Group to be read and acknowledged. A copy is on The Page for ongoing reference and it's your responsibility to ensure you are up to date with any changes.

Right to Work

In order to be employed at ACH Group, applicants must be an Australian citizen or permanent resident, or must hold a valid visa with work rights. Immunisation requirements must be fulfilled, inline with your role and all relevant guidelines.

Flexible Working Arrangements

ACH Group understands that work life balance is important, and that you have many other obligations and commitments outside the workplace. Flexible work arrangements can be put in place, where possible and applicable, so you can balance your work commitments with your lifestyle.

Arrangements may vary according to the Award that governs your employment, so it is best to discuss Flexible Working Arrangements with your Line Manager or a People and Culture Business Partner.

National Criminal History Record Check (NCHRC)

ACH Group requires all employees, students, volunteers, contractors, agency staff and service providers to have a current NCHRC prior to commencement, or to have made an application for an NCHRC.

A NCHRC is valid for three years and you will be advised by letter from ACH Group prior to its expiration. The cost of obtaining a NCHRC for existing employees is covered by ACH Group. For more information about your NCHRC, contact People and Culture.

Privacy Principles

During the course of your employment with ACH Group you may have access to personal customer information. We have strict protocols in place as to how that information may be used or disclosed. Please familiarise yourself with our Privacy Policy, available on The Page.

Accepting Gifts or Benefits

In the course of doing business sometimes gifts or benefits may be offered, as a business courtesy. Gifts and benefits may be offered out of gratitude and goodwill for a job well done and can be from various sources (eg customers and families of customers). However, gifts and benefits can also be offered as a subtle form of influence to create a favourable impression or to gain preferential treatment. This in turn may give rise to a conflict of interest. Acceptance of a gift or benefit can create a sense of obligation that may compromise impartial and honest decision making from a business perspective.

Generally, gifts under \$50 can be accepted provided that they are not monetary or financial gifts, or gifts being offered on a regular basis. Please check Accepting Gifts or Benefits procedure on The Page for further information.

Site Access

Depending on your work location, you may require a swipe card that permits free flow of authorised personnel throughout the site. In addition, if you are visiting another site, you are required to sign in to the Visitor's book or iPad.

You will be advised during your site induction how to access your regular work site.

Media Management

To ensure a consistent and coordinated approach when dealing with the media, all media enquiries are to go through our Marketing and Communications team. Should you be contacted by the media about any ACH Group related issue, please ask them to call the media enquiries phone number: 0417 856 361.

Social Media

ACH Group understands that many of us participate in a variety of social media platforms and may connect with other members of the workforce on these platforms.

As a member of the ACH Group workforce, you must not post negative or derogatory comments about ACH Group, its customers, services or other members of the workforce on social media.

In addition, where your comments or profile can identify you as a member of ACH Group's workforce, you must not post material that is offensive, fraudulent, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order or is otherwise unlawful.

Leave Entitlements

ACH Group provides various types of leave, both to meet legislative requirements and staff needs, including annual, parental, long service, carer's and compassionate leave.

All applications for leave must be made by completing an Application for Leave form (available on The Page) or through ESS. Leave approval is granted by your immediate manager. The form should be sent to Payroll for processing at least one full pay period before the desired leave period. Details of leave accrued and leave taken will appear on the pay slip and can be accessed by logging into the Employee Self Service (ESS).

Our leave policies can be accessed via The Page.

Use of ACH Group vehicles

Some roles include the use of a company vehicle and some roles require the employee uses their own vehicle for regular or intermittent travel. The Fleet Vehicle Code located on The Page, provides a broad framework of conduct in regards to vehicle usage that we all have an obligation to uphold.

STAYING CONNECTED AND INFORMED

As an ACH Group employee, you are the face of our organisation and it is important that you feel connected to the organisation and understand your role in delivering our vision and strategic goals. We work hard to ensure that you know you are valued and important to the organisation so that you feel good about coming to work each day.

It is an expectation of your employment with ACH Group that you will be an active seeker of information regarding what is required to do your job and what is happening within your team and across the organisation. There are a number of ways to do this including role specific communication through emails and face-to-face formats plus organisation wide channels:

The Page

Our employee intranet, The Page, holds a wealth of information and news about ACH Group and our people. This includes all relevant policies, procedures and documents, held in The Library, to help you in your role.

On The Same Page

Regular online newsletter with news and updates from across ACH Group.

Newsletters

Printed employee and resident focused newsletters are available at residential sites.

The Good Lives Newsletter is sent out to all community and retirement living customers at regular intervals throughout the year.

Good Lives Magazine

This is a twice-yearly magazine promoting the philosophy of ACH Group.

Website

The ACH Group website is an important tool in attracting customers to ACH Group, by providing information about our products and services as well as advice. In addition, the website positions ACH Group as innovators in service design and delivery, leaders in advocacy and education, and as a promoter of Good Lives opportunities. The ACH Group website also acts as an important recruitment tool as it is one of the first places candidates learn more about ACH Group and the opportunities that are available. Visit the ACH Group website at achgroup.org.au



Social Media

Along with the ACH Group website, our social media channels provide opportunities to reach potential customers and the wider ACH Group community.

While we leverage social media to profile our programs and services, it is also an important advocacy platform to showcase customer stories that break down stereotypes that the community has about older people.

You can follow ACH Group on:



ACH Group



www.twitter.com/ACH_Group



www.youtube.com/ACHGroupAustralia



www.linkedin.com/company/ach-group

SUPPORTING AREAS

People and Culture

The People and Culture team supports our 1,800 strong workforce through the provision of recruitment and retention services, workforce experience, volunteering, human resources services and learning and development. The People and Culture team partners with leaders to support our culture and to improve our workforce capability.

Learning and Development

As an organisation, we are well positioned to support good lives for older people when our workforce has the appropriate knowledge, skills and behaviours to perform their role. As a learning focused organisation ACH Group offer career opportunities and pathways to support your career development.

Your working life at ACH Group will commence with your role and site specific induction. Role specific learning will be delivered face to face and online through ACH Group's bespoke KnowHow platform, covering technical skills and the essential 'soft skills' we all need to ensure we can support Good Lives. We are also proud of our experiential learning, such as the Empathy suits experience, which gives insight into some of the physical limitations we may face as we age and you can also take part in a CImpact Review, giving insight into another part of the organisation.

Our performance management framework provides regular opportunities for you and your line manager to discuss your professional development, including your strengths and opportunities to improve your work performance, as well as identify career advancement opportunities and ways you can increase your skills and knowledge as required to bring out your best.

Work Health and Safety

ACH Group prides itself on our commitment to robust Work Health and Safety protocols to assure the safety of employees and customers, through the achievement of best practice in the management of health, safety, welfare and injury management. Work Incident and Injury Management Reporting is a very important part of maintaining a safe workplace and you will be advised how to report all incidents and hazards.

Your health is important to us and if you injure yourself, you must report it to your line manager straight away so the appropriate steps can be taken to support you. Each site has trained First Aid Officers and trained Fire Wardens who can respond in an emergency. Their names are published in several places around your work site.

Digital and Business Transformation

The Digital and Business Transformation function comprises of the Digital teams who are responsible for the day to day operation of all technology solutions and the Enterprise Architecture and Cyber Security. Business Transformation deliver technology and strategic business projects.

For support with any technology visit The Page and select the Service Desk link or call 08 8159 3699.

Customer Experience

The Customer Experience team is responsible for gathering feedback from our customers to better understand what is and isn't working for them. This feedback is collated (the collective voice of the customer) and then shared across the organisation, including the Board and the Executive Leadership Team, aiming to drive continuous improvement initiatives and customer-centred projects at ACH Group.

Procurement

The Procurement team leads strategic procurement activities and supply chain management of high risk/value contracts and provide specialist advice and support to the business for their operational procurement needs.

Marketing and Communications

Our Marketing and Communications team oversees the production of all promotional material, website and social media management, media liaison and media coverage, manages all major events and provides support to all sites and functions for their marketing and communications needs.

Finance

Our Finance team is responsible for the operation of the organisation's financial systems and processes including the functions of accounts receivable/payable, divisional accounting services and payroll.

Service Design

The product and service development team use best practice innovation processes to develop new services and products to meet the changing needs and expectations of our customers. The team undertakes customer-focused research, tries out and implements new ideas and approaches, and supports new initiatives across the organisation. A key part of the team's work is developing partnerships with other organisations and industries to ensure ACH Group is a leader in innovation for older people.

LEADERSHIP GROUPS AND COMMITTEES

There are a number of Leadership Groups and Committees across the organisation that help drive the management and improvement of the organisation. Membership of these groups is usually related to your area of expertise or interest and is generally in addition to your day to day duties.

Workforce Connect

Workforce Connect is a group made up of employees from across the organisation at all non-leader levels. They:

- Represent 'the voice' of our services by providing feedback, requirements, inputs and challenge on how strategic options/ suggested changes will or will not work in practice
- Provide suggestions of opportunities for improvements
- Advise on communication channels and change management strategies
- Champion change through their areas

Leaders' Forum

Comprising leaders across ACH Group, the Leaders Forum provides an opportunity for regular updates from the Executive Leadership Team to leaders that they then share with their teams, as well as the chance to ask questions directly to the Executive Team. Face to Face sessions enable members to connect with colleagues they may not normally work with and discuss broader subjects and develop strategic thinking beyond their day-to-day roles.

Clinical Governance

This is the standing governing and advisory body for all issues relating to clinical care delivery, with the governing body, managers, clinicians and staff sharing responsibility and accountability for the quality of care, continuously improving, minimising risks, and fostering an environment of excellence in care.

Work Health and Safety and Injury Management Leadership Group

Assures and promotes best practice in the management of health, safety, wellbeing and injury management for all employees.

- Health Clinics
- Community Services Offices
- Retirement Living Units
- Residential Care Homes
- Corporate Office

Home Support, Social Experiences, Nursing and Health Services are delivered across Metropolitan Adelaide, Gawler and the Fleurieu Peninsula.

Melbourne

- Retirement Living Units




For over 65 years, ACH Group has been supporting older people to live good lives.

Let's talk **1300 22 44 77** Visit achgroup.org.au

Join the conversation      #goodlives #achgroup