

AGED CARE EMPLOYEE DAY (ACED) 2020 VIDEO THEMES

#ThanksforCaring #AgedcareSuperheroes

The overarching theme of ACED 2020 is #ThanksforCaring – to celebrate and honour the tireless and dedicated staff across our industry, after a tumultuous year of great challenges including new Aged Care Quality Standards, the Royal Commission, bushfires and of course the COVID-19 pandemic.

We encourage you to record and post short videos, highlighting aged care employees who have gone above and beyond to care for older Australians, using the Aged Care Employee Day 'Thanks for Caring' video top and tail.

We also encourage you to share your videos online via social media such as Facebook and LinkedIn, tagging Leading Age Services Australia and using the hashtags shown above. In this way, we will raise awareness of the great work being done in the age services sector, improving its image and highlighting the impact it has on the lives of older Australians.

Thanks for caring messages are focused on care, joy, enjoyment, thankfulness, professionalism, dedication and friendship and can come from staff themselves, residents, home care clients, retirees, relatives and friends or from senior management:

- A staff member can talk about:
 - What they do
 - Why they love what they do
 - The relationships they have formed
 - Actions that may be unique or different
 - Their underlying philosophy and what drives them
 - How they have helped residents, home care clients or retirees to enjoy and live a more comfortable or fulfilling life
 - In some cases, it may be helpful for an “interviewer” to ask these questions

- Residents, home care clients or retirees can talk about:
 - What a difference this person or team has made to their lives
 - Why they enjoy it
 - How it has helped them
 - The relationship they have built with staff members.

- You could also try a vox pop interview style with frontline workers and/or a manager.

- The videos can include both staff members and residents, home care clients or retirees together, talking to camera and also having a conversation about how well they interact and how much they appreciate the care given and received.

- Relatives, friends and/or management can also give compliments on video.

- The range of #ThanksforCaring videos is as broad as your imagination:
 - Nurses, personal carers, health professionals and diversional therapists
 - Chefs, cooks, gardeners and musicians
 - Everyone contributes to care

See the accompanying guidelines on ***How to Shoot Compelling Social Media Videos***.

- Once the video is shot, if you have people in your organisation who can edit videos, please edit to include the Aged Care Employee Day top and tail video clips.
- If you do not have the capability in house, send the video to nickw@lasa.asn.au via a large file sharing platform such as dropbox, hightail.com or wetransfer.com and we will aim to edit the top and tail onto it for you
- Post the video on social media using the hashtags #ThanksforCaring and #ACED2020.
- You can add #AgedcareSuperheroes if you and the video subject/s are comfortable with that and submit it to the Superheroes of Aged Care website which has a link on the ACED homepage <https://agedcareday.com.au/>
- Please tag LASA on Facebook, Twitter or LinkedIn and email the Facebook link to nickw@lasa.asn.au
- Please note, you are responsible for requesting and recording the consent of any staff members, residents, clients or families featured, prior to publishing the video.

EXAMPLES OF #THANKSFORCARING STORIES

Born to be an #Agedcaresuperhero

“A people person with a gift of the gab” is how **Jennifer Findlay** describes herself and as a Community Support Worker with Southcare these skills have seen her invited into 275 homes in 5 years to look after our State’s most vulnerable.

“My friend”, “cheerful”, “kind”, “thoughtful” and “considerate” is how her customers describe her and why she has been recognised as one of Southcare’s #agedcaresuperheroes as part of Age Care Employee Day on August 7.

Jennifer was also named the overall winner at Southcare’s annual “Living the Southcare Values Awards” recently.

Not that Jennifer sees herself as a hero of course. “I just love people and I love this job, we are like one big extended family,” Jennifer said. “I join my customers for lunch or afternoon tea with their family, adult children have bought me maple syrup from visits to Canada and I sometimes feel like I know more about my customers than some of their family members do!

“There is always a strong level of professional respect – that goes without question – but care, compassion, empathy and all the qualities are also inherent making for a life-long friendship,” Jennifer said.

Taste of Success Delights Hakea Grove’s Residents

Our Head Chef **Kylie Horton** has fully embraced what she learned at a Maggie Beer Masterclass. Kylie excelled in a Creating An Appetite For Life Masterclass in Sydney last September and is now putting into practice all the tips she picked up on creating meals that taste and look amazing.

Following in Maggie’s footsteps, Kylie is “creating an appetite for life” by modifying pureed meals to look more like regular food.

Kylie says “I think the biggest tip I can give is give it a go. You never know what you might create unless you try. My cooks and I have had many failed attempts when making things. Some work – some don’t, but don’t get discouraged by it. Our residents with swallowing difficulties are counting on us to present them something that everyone would want to eat and to not feel saddened and upset by being forgotten about in regard to care and effort.

A very proud co-worker submitted this story about a fellow support worker's kindness
My contribution to the Wave of Thanks is to highlight a marvellous event that occurred on ANZAC Day 2020 during the COVID-19 total lockdown period.

Briefly, my team works the western area of NSW - Parkes. We often travel many kilometres to deliver daily services in remote places. We are a small but dynamic team of fantastic ladies that often go above and beyond to deliver essential services and social support to our little group of amazing elderly clients.

My telling is about a fellow support worker: **Rhonda Mason** during the lockdown of COVID-19 that included ANZAC Day of 2020.

In true Rhonda style, she spent her day off on 24 April painting and cutting out dozens of red cardboard poppy flowers as buying fresh poppies out here, in lockdown, was not an option. ANZAC morning arrived very early for Rhonda. At 4.30am Rhonda drove almost 50 kms to the small township of Peak Hill NSW in the cold and dark predawn to reach our oldest ANZAC, Mr Bruce Allen, (97 years young) to wake and ready him and escort him to his front gate in time for the sunrise and the playing of the Last Post on ABC radio. Mr Allen fought in WWII in the Airforce and is a proud ANZAC. It was very important for Mr Allen to acknowledge ANZAC Day and remember the fallen as he has done every year.