

| HESTA | AWARDS
excellence



Thursday 24 November 2022
Pullman on the Park, Melbourne

order of events

pre-dinner drinks and canapés

Welcome to Country

Aunty Janet Galpin

Official welcome

entrée

Aged Care awards

main course

Allied Health awards

Community Services awards

dessert, tea & coffee

Disability Services awards

entertainment by the Baker Boys Band

menu

entrée

Pan fried gnocchi, green pea and tomato ragout, shaved pecorino

alternating with

Pork belly, moutarde aux fruits, smoked celeriac puree, spiced pork crackers

main course

Honey mustard lamb shoulder, herb gremolata, smoked green peas, fondant potatoes, shiraz jus

alternating with

Atlantic salmon, broccolini, caper buttered kipfler potatoes, spicy sesame aioli

dessert


A delicious and seasonal range of miniature desserts



Photos of tonight's event can be viewed at hestaawards.com.au

Please advise our photographer if you do not wish to have your photo taken.

connect & share

 We'll be live streaming on Facebook facebook.com/HESTAAwards [#HESTAAwards](https://twitter.com/HESTASuper)

 Join the conversation [@HESTASuper](https://twitter.com/HESTASuper) [#HESTAAwards](https://twitter.com/HESTAAwards)

 Share your photos and congratulate our finalists [@hesta.super](https://www.instagram.com/hesta.super) [#HESTAAwards](https://www.instagram.com/HESTAAwards)

beverages

wine

Legacy Brut

Legacy Sauvignon Blanc

Legacy Shiraz

Willowglen Moscato

beer

Boag's Draught

Boag's Premium Light

non alcoholic

Non-alcoholic sparkling

Non-alcoholic rose

Sparkling mineral water

Juice

Soft drinks

welcome

For the first time since we launched the HESTA Excellence Awards in 2019, we're able to safely gather together to acknowledge and celebrate the extraordinary work being done across the Disability, Allied Health, Aged Care and Community Services sectors to enhance the health and wellbeing of individuals, families and communities.

Each of the 24 finalists has demonstrated inspiring leadership, dedication, and a drive to improve care and support for Australians during challenging times. HESTA is proud to help share the stories and achievements of these wonderful finalists, who through their work each day demonstrate such care and compassion, improving outcomes for individuals, families and communities.

From delivering clinics and outreach street care for people experiencing homelessness, to supporting bereaved parents grieving the devastating loss of their baby, these professionals help our communities in their greatest time of need. I wish to acknowledge every finalist for their critical work, and thank the people who nominated them.

Eight winners will share in \$60,000 of prize money to be used for further education, service improvement or team development, courtesy of longstanding HESTA Awards supporter ME Bank.

Thanks and appreciation to our judges who have had the difficult task of selecting the winners across each of the eight categories.

On behalf of HESTA, ME and the awards judging panel, we hope you enjoy today's presentation as we honour the finalists and winners.



Debby Blakey
Chief Executive Officer
HESTA

meet our host



Rhiannon Tracey

After a pool accident made her a quadriplegic just before her 21st Birthday, Rhiannon's big plans for the future were suddenly put on hold. Understandably, she initially struggled to come to terms with her diagnosis of never walking again, but Rhiannon's tenacious drive and determination saw her set out to prove the doctors wrong.

The word inspirational is so frequently overused, it's almost lost its meaning. However, when it comes to describing Rhiannon Tracey and her incredible life, it really is an understatement.

Already doing more in her 31 years than many hope to achieve in a lifetime, Rhiannon is a motivational speaker, wellness advocate, model and lifestyle influencer with a beautiful point of difference.

While many may let a life-changing injury hold them back from living their dreams, Rhiannon has used it as further motivation to create a life she loves, helping and inspiring thousands along the way.

judging panel

Amanda Bresnan Government Relations Adviser, Asthma Australia and WIRE Director

Jane Stanley Advocacy and Policy Manager, cohealth

Emeline Gaske Assistant National Secretary, ASU and HESTA Director

Lindy Twyford Dining and Food Services Manager, Royal Freemasons' Benevolent Institution and Senior Vice President of Health Services Union, NSW, ACT & QLD Branch

Samantha Edmonds Manager, Policy and Systemic Advocacy, Older Persons Advocacy Network (OPAN)

Dr Saranne Cooke HESTA Director

Craig Maltman Deputy CEO, Australian Physiotherapy Association

Deborah Cole HESTA Director

David Bower Regional Business Operations Manager (QLD, TAS), QML

Laurie Leigh CEO, National Disability Services

Robbie Moore Industrial Manager, HACSU Tasmania

David Swain CEO, Endeavour Foundation

Cath Smith Principal, Changesmith Consulting and HESTA Director

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aged care outstanding organisation finalists

This award recognises organisations that have excelled in delivering initiatives to enhance the health and wellbeing of individuals, families and/or communities within aged care.



ACH Group
Mile End SA

ACH Group is recognised for its Connected Communities strategy, which focuses on partnering with people, communities, like-minded organisations, and tertiary institutions to create opportunities and social connections for older people to improve their health and wellbeing, have real experiences, build strong relationships, take on new roles and challenges.

The strategy is brought to life through innovative programs including the 'Child Care in Aged Care' pilot initiative which saw Milpara Residential Care Home residents and childcare-aged children engage in weekly activities, develop lasting connections and learnings from each other. Another program is 'Everybody's Game', a partnership between ACH Group, Flinders University and Football SA that provides a walking soccer program for people with diverse neurological abilities.

ACH Group hopes to develop a series of videos featuring customers participating in social initiatives and programs to encourage more older people to take up new experiences.



Activus Transport

Engadine NSW

Activus Transport is recognised for its work to combat loneliness and social isolation for men in the South Eastern region of Sydney through the Just4Blokes program.

Activus Transport is a not-for-profit community organisation providing transport and social services to older people and those living with disabilities. After observing few men joined its regular social programs, the organisation created Just4Blokes, a monthly day trip designed for men.

The popular program has helped reduced loneliness and social isolation, providing much-needed companionship and social engagement. More than 100 men have participated in Just4Blokes activities since April 2022, with new participants joining each month.

In the future, Activus Transport hopes to employ a part-time coordinator to assist with research, promotion, delivery of the service, and to offer free trips to clients experiencing greater disadvantage.



HealthX

Petrie Terrace QLD

HealthX is recognised for its work to help address Australia's aged care workforce shortages by boosting long-term staff capacity to improve the overall wellbeing of individuals, families, and communities.

It does this through a variety of programs. HealthX employs full-time AHPRA-qualified registered nurses from overseas to work in partner facilities for 24 months. It also places highly skilled nurses to support aged care facilities facing critical staffing shortages. These nurses provided COVID-positive facilities with infection control training and workforce relief during the pandemic, supporting more than 500 residential aged care facilities, and it continues to assist facilities under pressure.

HealthX strives to provide its employees with professional and personal development in self-care and overall mental and physical wellness, leading to better health outcomes and reducing burnout for staff working in busy and demanding environments.

aged care team excellence finalists

This award recognises teams that have developed and/or improved a product, service, process or system to enhance the health and wellbeing of individuals, families and/or communities within aged care.



Consumer Experience Team, St Vincent's Care Services

Bowen Hills QLD

The St Vincent's Care Services (SVCS) Consumer Experience Team is recognised for reimagining the resident and family experience of aged care.

The team introduced a comprehensive suite of consumer-focused and informed initiatives during COVID. These include an award-winning visitor booking system, seven-day call centre, a centralised admissions process across SVCS's 23 residential aged care facilities, and a new consumer listening program and survey system to drive organisation-wide improvements.

The team has given SVCS access to new, vital insights - more than 22,000 pieces of feedback have been received directly from families, residents and clients since launch. This data now underpins decision-making and direct investment to achieve the best care, health, and wellbeing outcomes for residents.

The team hopes to conduct more research to better influence the aged care consumer experience, from admissions through to outbreak communications and community engagement.



Falls Improvement Program Team, Brightwater Care Group

Inglewood WA

Brightwater Care Group's Falls Improvement Program Team is recognised for identifying and implementing evidence-based strategies in falls prevention to reduce fall rates, better support aged care residents, and improve overall knowledge gaps.

The program provides ongoing support and education to increase prevention awareness and includes professional development and educational sessions for staff to minimise risks and hazards. The team also introduced weekly exercise sessions for residents to help prevent falls and hosted Zoom Chair Yoga sessions every weekday during Falls Month 2022.

Within six months of launch, the program resulted in a 28% decline in fall rates at several of the Brightwater Care Group facilities.

Brightwater Care Group plans to support additional events for Falls Month 2023, train 40 therapy assistants for various exercise activities that appeal to individual residents' interests and develop a virtual exercise platform.



Specialist Community Palliative Care Team, Illawarra Shoalhaven Local Health District

Wollongong NSW

The Illawarra Shoalhaven Local Health District (ISLHD) Specialist Community Palliative Care Team is recognised for its commitment to supporting Aboriginal people to maintain Connections to Country while receiving culturally safe care.

The service follows a person-centred and family-supported approach which ensures Aboriginal elders living in aged care facilities are engaged in the community while receiving palliative care that is trauma informed, individualised and that recognises the importance of story and identity, and is aligned to the individual's song lines.

The team holds yarning circles with staff and the local Aboriginal community to share information and skills to better understand how to improve quality of care for First Nations people. The team's work is highly valued by the community and the pathway is formed for walking together in the palliative care journey.

Looking forward, ISLHD will focus on communicating the importance of cultural safety and identity, as well as highlighting team collaboration across the District to meet the individual communities' needs – encompassing care by hearing valued community voices.

allied health outstanding organisation finalists

This award recognises organisations that have excelled in delivering initiatives to enhance the health and wellbeing of individuals, families and/or communities within allied health.



12 Points Psychology Bayswater VIC

12 Points Psychology is recognised for improving access to mental health support. The practice strives to create a 'ripple effect' of mental wellness. They do this through creative initiatives such as animal-assisted therapy and online psychoeducation resources.

Therapy Bytes is one of the programs. An eight-week online course that aims to demystify psychology, the program provides easy-to-understand therapeutic skills, concepts and material, accessible any time from a mobile phone, tablet or computer. Topics include breathing techniques to counter stress responses, managing intense emotions and negative thoughts and more. Well-received by clients and clinicians, Therapy Bytes has resulted in significant improvements to participants' mental wellbeing.

12 Points Psychology plans to use the prize money to continue improving the accessibility of the program. It plans to cut costs, customise content for different demographics and help organisations share the program with clients.



Firstchance Mayfield North NSW

Firstchance is recognised for supporting the development of children with disabilities for over 40 years.

A not-for-profit organisation, Firstchance has a dedicated team of allied health specialists, educators and support staff that delivers early intervention and school-aged programs to nearly 400 children and families in the Greater Newcastle region.

Their work is changing lives. Earlier this year, Firstchance worked with community organisations to implement 'Welcome to Touch Football', an inclusive group program that helps children develop their motor and social skills in a natural, rather than clinical, setting. The organisation also launched a suite of video modelling resources, helping children on the autism spectrum learn new skills and behaviours at their own pace, in a safe environment.

Firstchance plans to implement another inclusive group activity, providing an alternative to touch football for children with different interests.



Little Wings Limited Bankstown Aerodrome NSW

Little Wings is recognised for their innovation in supporting children from regional and remote NSW to continue accessing life-saving medical treatment.

Little Wings is a free aero-medical service, transporting seriously ill children and their families to hospital. When the pandemic hit, attending hospital became unsafe for many immunocompromised children. As a result, Medical Wings was born. The program sees medical specialists fly to regular pop-up clinics in regional and remote locations, removing barriers for children to receive care during COVID.

The program's impact has exceeded expectations. In 18 months, approximately 4,000 children were treated through Medical Wings, which has reduced unnecessary hospital referrals by 85% and relieved 8,000+ hospital beds annually.

Little Wings plans to use the prize money to cover the costs of five additional clinics, assisting up to 500 seriously ill children.

allied health team excellence finalists

This award recognises teams that have developed and/or improved a product, service, process or system to enhance the health and wellbeing of individuals, families and/or communities within allied health.



Eating Disorders Team, Epworth Clinic Camberwell VIC

The Epworth Clinic's eating disorders team is recognised for their transformation of care for consumers experiencing eating disorders within a general mental health unit.

After identifying a higher-than-expected prevalence of eating disorders among consumers, the team set about creating a new care pathway at the clinic. This included implementing critical pre-admission screening, supportive meal therapy and specialist referrals. Training and upskilling staff has been vital, ensuring care is embedded across the ward and not just left to a few experts.

The Epworth Clinic now provides a specialist eating disorder program, delivered by a skilled team of nurses, allied health clinicians, psychiatrists and food service staff that ensures a holistic and comprehensive approach to care.

The team plans to provide professional supervision for all staff working with consumers with eating disorders and expand the service to better support consumers following discharge.



Mental Health Co-Responders (MH CORE) SA Health partnership

Oaklands Park SA

The Mental Health Co-Responders partnership (MH CORE) is recognised for spearheading an innovative approach to mental health care, reducing pressure on the South Australian health system.

MH CORE has partnered South Australian paramedics with mental health clinicians to respond to Triple Zero (000) callers experiencing a mental health crisis and help them avoid a hospital emergency department.

MH CORE is a partnership between SA Ambulance Service and the Central, Southern and Northern Adelaide Local Health Networks' community mental health teams.

One of the key successes of MH CORE is that around 80% of people attended by MH CORE have been able to be supported in the community, whereas previously almost all would have been taken to a hospital emergency department.

MH CORE also sets people up for a more sustainable recovery and self-management of their mental health by connecting them to community-based services and engaging them in decision-making about their care.



The Baby Play Academy Team, Western Kids Health

Mount Hawthorn WA

Western Kids Health's Baby Play Academy Team is recognised for going above and beyond to empower parents to support baby development.

When COVID hit, Western Kids Health was inundated with messages from anxious parents concerned about their baby's growth. To address the lack of accessible and affordable support and information for parents, the team developed the Baby Play Academy.

The Academy is an online education and support pathway for parents and caregivers, combining digital resources, community forums, telehealth consultations and referrals. The team spent a year creating video and written content covering infant motor, language, social and cognitive skills development, all based in play and attachment principles. The Academy has since grown to support over 2,000 members, improving parent knowledge, skills and confidence. The team also utilises Instagram to support parents all over the world, with over 130,000 followers.

The team plans to continue developing Academy content, including utilising specialist guest speakers and building the online community.

community services outstanding organisation finalists

This award recognises organisations that have excelled in delivering initiatives to enhance the health and wellbeing of individuals, families and/or communities within community services.



St Patrick's Community Support Centre (St Pat's)

Fremantle WA

St Pat's is recognised for its leadership on several innovative and collaborative programs, which support families and individuals facing complex challenges.

Programs include Library Connect, the first of its kind in WA. Delivered in partnership with the City of Fremantle, the program places a St Pat's support worker within the welcoming environment of the public library, improving access to supports for families and individuals and reducing stigma.

During COVID, St Pat's delivered 35,000 meals as part of the Doorstop Diners program, ensuring people experiencing disadvantage or isolation had access to nutritious daily meals and support services. Their '20 Lives 20 Homes' Fremantle pilot program had a 76% success rate in supporting people to not only secure but maintain permanent housing.

St Pat's plans to host ongoing social engagement activities for families and individuals, such as art and storytelling workshops.



Women's Health & Family Services Northbridge WA

Women's Health & Family Services (WHFS) is recognised for its commitment to providing excellent, connected healthcare for women.

Until 2021, there was no single client information record that could be shared between primary care providers, counsellors and family and domestic violence advocates.

The team addressed this issue by implementing a cloud based primary (GP) software, so all practitioners can access case notes. Now, clients do not have to re-tell their story, or history, as they move between programs within the organisation, which helps provide a more holistic service. The new system also enables the team to monitor the quality and effectiveness of their services, leading to improved health outcomes.

WHFS plans to deploy a client portal, embedded into the organisation's website, where clients can self-refer and book appointments with the team.



Zonta House Refuge Association Willetton WA

Zonta House Refuge Association is recognised for its work in providing the necessary supports and opportunities for victim/survivors who are experiencing family and domestic violence and their families, from prevention to crisis response to recovery, redress and rebuilding.

The team seeks to adapt, improve, partner, and grow its services by listening to the women accessing its programs, researching good practice, and analysing the data collected to inform a range of programs that provide support, opportunities, and advocacy for women and their families.

Its latest program, *Empowerment through Education*, provides family and domestic violence (FDV) education resources to other service providers, workplaces and community members to increase awareness and improve responses to FDV.

Zonta House would like to engage with The Blue Knot Foundation to provide training that will build on the knowledge of complex trauma and trauma-informed practice.

community services team excellence finalists

This award recognises teams that have developed and/or improved a product, service, process or system to enhance the health and wellbeing of individuals, families and/or communities within community services.



Health on the Streets Erina NSW

The Health on the Streets (HoTS) team is recognised for its work delivering clinics and outreach street care for people experiencing homelessness on NSW's Central Coast.

Their nurse-led service was designed in response to the growing homelessness issue on the Central Coast. Since 2020 their work has diverted non-urgent cases from hospitals, reduced emergency hospital admissions, reduced the transmission of bloodborne diseases and sexually transmitted infections through education and treatment, and improved healthcare and the physical and mental health of the homeless population on the Central Coast. The team also works to identify and treat Hepatitis C among the homeless population.

HoTS would use the prize money to support and enhance ongoing services and supports that the team provides to its clients, including purchasing more sleeping bags, personal hygiene packs, and fuel and public transport cards.



Catholic Healthcare Hoarding & Squalor Team

Macquarie Park NSW

The Catholic Healthcare Hoarding & Squalor (H&S) team is recognised for introducing several innovative and complementary programs for older people in NSW facing issues with hoarding and squalor.

The team began providing in-home support in 2015 and now offers comprehensive case management, one-on-one decluttering, rubbish removal, forensic cleaning and teaches living skills across NSW. This helps clients manage accumulation tendencies, reduces risks to safety and risk of homelessness, and improves mental health and wellbeing.

Programs include the 'Buried in Treasures' support program, which provides in-depth training and support, online declutter groups for participants to develop social connections with each other, and a psychosocial support program for clients with underlying and additional mental health challenges.

They plan to create video content in partnership with consumers and clients that introduces the H&S program and its person-centred approach.



Treasured Babies Program

Mooroolbark VIC

The Treasured Babies volunteers are recognised for their work over the past 20 years to acknowledge and honour the lives of babies who have died. The program supports bereaved parents by providing beautiful size-appropriate handmade clothing, memory boxes and coffins for their babies.

Every week, up to 10 volunteers meet in an old vacant shop where they coordinate the packing of gift sets for bereaved parents. Supporting them from a distance are 70 volunteers who knit, sew, and crochet tiny outfits and blankets and send them to the Melbourne-based volunteers for distribution around Australia.

Members of the group are united in the knowledge they are helping make a real difference for parents who are grieving the devastating loss of their baby.

disability services outstanding organisation finalists

This award recognises organisations that have excelled in delivering initiatives to enhance the health and wellbeing of individuals, families and/or communities within disability services



Loom Arts and Management Coburg VIC

Loom Arts and Management is recognised for furthering equality and respect for people with disabilities, demonstrating that artists with disability can achieve mainstream success.

Loom exists to break down the barriers of arts industries so artists with disabilities or who are deaf are recognised for their skills as practising artists and cultural contributors. It provides highly individualised services such as professional coaching, mentoring, skills and career development in a manner that respects and treats the artists as professionals.

Artists working with Loom have expressed greater confidence and shown improved health and wellbeing, which helped them achieve their career goals and artistic aspirations.

In future, Loom plans to develop its services to provide more artists with opportunities and build the capacity of the mainstream sector to become more inclusive.



Jigsaw Australia NSW, QLD, VIC, SA

Jigsaw Australia is recognised for helping improve employment outcomes for people with disability in Australia.

Jigsaw's innovative 'prepare for work, through work' pathway helps address barriers to unemployment, taking people with disability through a comprehensive workplace-based training program focused on transferable skills, to ensure they have the skills and expertise needed to transition into award wage employment. In addition, Jigsaw works with employers to promote inclusive working environments and support transitions, so people with disabilities feel supported in the workplace.

Jigsaw has supported more than 700 people with training, employment, and work experience. They have provided 146 clients with award-wage jobs and transitioned 53 people into mainstream employment by demonstrating, influencing, and embedding change.

The organisation plans to focus on professional development for its staff who have started as frontline support workers passionate about supporting people with disability to build their skills, and have since promoted into management roles.



Jumbunna Community Preschool & Early Intervention Centre Inc. Casino NSW

Jumbunna is recognised for providing an inclusive environment for all and for developing meaningful relationships with those who use its services.

Located in a small rural town affected by bushfires, COVID and devastating floods, the team saw a need to provide wraparound support for children and families in their community.

Visiting paediatricians and hearing and vision professionals run clinics at the venue for families who would not otherwise have been able to access these services. Education is also provided to children from birth to 18 years, so they can learn while receiving the support they need in a comfortable environment.

Recently, a Jumbunna student won an Apprentice of the Year award and acknowledged Jumbunna's role in their achievement.

Jumbunna plans to direct its focus to upskilling and training staff members, while carrying out research and implementing evidence-based practices.

disability services team excellence finalists

This award recognises teams that have developed and/or improved a product, service, process or system to enhance the health and wellbeing of individuals, families and/or communities within disability services.



'Be with Me' Navigators, Aboriginal Family Support Services Adelaide SA

The 'Be with Me' Navigators team is recognised for its dedication to Aboriginal people with disability by assisting them to access and utilise appropriate support while encouraging a culturally safe environment.

Designed by Aboriginal people to support Aboriginal people with disability to have better information, options and connections for participating in community, 'Be with Me' Navigators sit within the Aboriginal Family Support Services organisation in South Australia. The team aims to keep the community safe and together, while increasing employability through education and training, including via culturally grounded workshops, free of charge, to support Aboriginal community members with disabilities.

To facilitate NDIS access for community members, the 'Be with Me' Navigators hope to fund reports and assessments that are not affordable for families in the community. This would streamline support, increase outcomes, and reduce the time spent working with families waiting for support within the public healthcare system.



Communication eXtra

Morphett Vale SA

A significant provider among the Deaf and Hard of Hearing community, the team at Communication eXtra is recognised for breaking down language barriers for its clients by revolutionising how clients' NDIS information is communicated.

A data analyst was engaged to identify what information Communication eXtra could provide to clients about NDIS Plans, and research the different communication platforms available in the community.

Several roundtable discussions with stakeholders concluded information should be a combination of easy English, graphs, and pictures to ensure more clients can better comprehend key NDIS information. This resulted in a new Quality Management System and the development of Easy Read and Visual Policies to communicate NDIS information in Auslan or visually.

Communication eXtra plans to use professional experience Auslan translators to explain each policy in Auslan, and graphic artists to visually depict all core policies and procedures.



Down Syndrome Australia Health Ambassador Team

Armadale VIC

The Down Syndrome Australia Health Ambassadors are recognised for their tireless efforts to inform and educate healthcare professionals and students on how to include people with Down syndrome and intellectual disability in their own healthcare decisions.

The team is comprised of ten self-advocates with Down syndrome who all received professional training in public speaking and presenting. This has equipped them with the skills to teach health professionals and students how effective, inclusive communication can make a positive difference in the experiences and health outcomes of people with Down syndrome.

By sharing stories of their own experiences, the Health Ambassadors encourage healthcare professionals to make reasonable adjustments and implement inclusive communications practices, resulting in better health outcomes for people with disability. Down Syndrome Australia hopes to continue the important work of the Health Ambassador program into the future.

Thank you to our wonderful sponsors

The following sponsors are assisting the next generation of health and community service professionals to share in the experience of the HESTA Awards. We thank them for their generous support.



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Celebrating the heart of our community.

HESTA and ME's shared vision, values and dedication to the future of Australians are just a few of many reasons we've partnered since 2007.

In that time we've had the pleasure of supporting dozens of HESTA award recipients and have contributed over \$1 million in supporting their initiatives.

So to all those recognised at the 2022 HESTA Awards, congratulations and thank you from ME.

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