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Thursday 26 November 2020

# order of presentation

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## official welcome

### Aged Care

Outstanding Organisation award  
Team Excellence award

### Allied Health

Outstanding Organisation award  
Team Excellence award

### Community Services

Outstanding Organisation award  
Team Excellence award

### Disability Services

Outstanding Organisation award  
Team Excellence award

### Special performance

DJ Vamp



Video of tonight's event can be viewed at **[hestaawards.com.au](https://hestaawards.com.au)**

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# welcome

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Since 2007, HESTA has celebrated people working in health and community services through the HESTA Awards Program, and this year we have introduced the HESTA Excellence Awards to highlight 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 have been selected for their leadership, compassion and incredible dedication to improve the quality of care and support for more Australians.

Their work has pushed boundaries, shown innovation and is making a real difference to people's lives.

These highly skilled professionals deserve to be recognised for the incredible impact they have had in their communities, which is why HESTA is proud and privileged to help shine a spotlight on their achievements.

Finalists from each of the four sectors were chosen across the categories of Outstanding Organisation and Team Excellence and were selected from hundreds of nominations by an independent judging panel.

The eight winners will each receive \$7500 for further education, service or product development generously provided by longstanding HESTA Awards supporter ME – the bank for you.

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 tonight's presentation as we honour the finalists and winners.



**Debby Blakey**  
Chief Executive Officer  
HESTA

# meet our host

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You will currently see Gorgi Coghlan as regular co-host on Network Ten's prime time program 'The Project', alongside Pete Hellier & Waleed Aly. Gorgi's diverse experience in news, current affairs, media, journalism, travel, musical theatre, science, education and professional singing, have made her a valued member of the panel for the past four years and one of the most well-rounded television presenters in the industry.

Her vast experience in television has seen her co-host the Logie Award winning morning show 'The Circle' on Channel Ten from 2010 to 2012. Prior to this, Gorgi was the Melbourne reporter and travel presenter on 'The Today Show' and the Melbourne reporter for 'Early Edition News', both on the Nine Network, and regular reporter on the 6pm Nine News

Bulletin. Gorgi has also hosted 'Holidays for Sale' and the Victorian travel show 'Postcards'.

Gorgi holds a Bachelor of Science (majoring in pharmacology and zoology) and a Graduate Diploma of Education (Secondary) specialising in biology and science, both from Monash University. She taught for four years and presented the keynote address at the 2015 graduation ceremony.

Gorgi is an accomplished and classically trained singer and professional stage performer. She has performed at many prestigious events such as Alannah and Madeline Foundations, Starry Starry Night Ball, where she and Waleed Aly gave the performance of the night singing 'Fields of Gold'. Gorgi also supports music close to home, initiating the inaugural Music on the Mount concert in 2016 to raise money for the Buninyong Primary School music program.

Gorgi is an ambassador for The Langham (Melbourne), and is also a judge for Jetstar's Flying Start Program which awards grants to groups and organisations for projects that contribute to their community. She is an enthusiastic supporter of The Leukaemia Foundation, the Ballarat Children's Hospital ward, Alzheimer's Australia and is an Ambassador for Ronald McDonald House (Parkville, Melbourne) and Vision Australia.

Gorgi grew up in Warrnambool, Victoria, on a sheep farm. She is a former state level equestrian competitor and currently enjoys dressage on her warmblood mare.

Gorgi has found a perfect balance currently commuting from her family farm where she lives with her husband and daughter, Molly-Rose, whilst enjoying her various media roles.



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fund that  
understands  
my industry.”**

Anne Mitchell,  
HESTA member

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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.



## **Community Based Support (CBS)** Moonah TAS

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CBS is recognised for supporting people who are frail-aged or are living with a disability through services that enable them to remain living independently at home, the way they choose, for as long as possible.

Through their nine Social Hubs, CBS provides connections and community access to older people who may otherwise be isolated. Other services provided by CBS include exercise groups as well as personal, home and garden maintenance support.

When COVID-19 hit, CBS was able to maintain connection to their clients by providing devices to enable virtual get togethers, creating exercise programs (online and DVDs) and most importantly implementing an amazing meal delivery service – providing a full two-course meal for just \$5. This has helped their clients remain socially supported and independent in the midst of the pandemic.

Post-COVID, CBS would like to continue a meal delivery service and social support.



## **ECH (Enabling Confidence at Home) Inc**

Parkside SA

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ECH is recognised for delivering outstanding support to older people through its innovative and inclusive model of aged care. This includes community-based interdisciplinary care, affordable housing for older people with limited financial means, ground-breaking support for the LGBTI community to access advice and aged care services in a culturally safe way, and strong technological and social supports.

ECH has developed a prototype Connected Communities program, which promotes and provides neighbourhood-based support for older people at risk of social isolation.

The program has great potential to help other aged care providers identify and engage 'community connectors' to help older people and their carers retain independence and continue to participate in their community.



## **Southern Cross Care (SA, NT & VIC) Inc**

Glenside SA

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Southern Cross Care (SCC) is recognised for providing quality healthcare for residents using Person Centred Software (PCS), a live monitoring clinical care system. The system has been implemented in SCC's 17 Residential Care homes across South Australia and the Northern Territory.

PCS has helped individualise each resident's care plan, which is followed and monitored by staff on hand-held devices. Any alterations to care plans can almost instantly be viewed and implemented. Nursing and care staff have live information about care delivery for each resident. This level of transparency enables staff to respond quickly to changing needs, identifies any missed care and ultimately leads to better outcomes for residents.

Staff feedback indicates PCS facilitates better care, capturing a more person-centred and holistic picture of each resident. Implementation of the PCS system has allowed staff and the whole organisation to work more efficiently and productively, improving care outcomes for residents.

# 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.



## **Aged Care Services Team**

Footprints in Brisbane Inc, Fortitude Valley QLD

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The Footprints Aged Care Team is recognised for providing outstanding support and care for older people through the Whole Meals initiative.

Footprints provides specialist community services to older people, including providing support with shopping, community transport, meal preparation and personal care to help them stay independent in the community.

Many of Footprints' clients were left feeling stranded and unsupported during Queensland's Covid-19 restrictions. Footprints had to modify many of their services including their social support program and look for new ways to assist their clients.

Footprints' dedicated Aged Care Team quickly identified clients who needed to have meals delivered that were healthy and nutritious to ensure they didn't have to rely on shopping and food preparation. This paved the way for the launch of their Whole Meals service at low or no cost for clients.





## **Wellbeing Clinic for Older Adults**

Swinburne Psychology Clinic, Department of Psychological Sciences, Swinburne University of Technology, Hawthorn VIC

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The Wellbeing Clinic for Older Adults (Clinic) team is recognised for providing outstanding mental health care and support for aged care residents.

Responding to the significant restrictions to face-to-face visiting as a result of COVID-19, the Clinic's team established the National Telehealth Counselling and Support Service. The first of its kind in Australia, the telehealth service provides support to vulnerable aged care residents who may be experiencing mental health issues including depression, anxiety and loneliness.

The Clinic is passionate about training psychologists, social workers and counsellors on how to provide mental health care to residential aged care populations.



## **Wound Champions Team**

Southern Cross Care (SA, NT & VIC) Inc, Glenside SA

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Southern Cross Care's (SCC) team of wound champions is recognised for increasing awareness and knowledge of best-practice wound care across SCC.

Wounds are becoming more common in aged care due to the complexity of health conditions among residents, with an estimated 10,400 pressure injuries and 2,500 other ulcers approximately per year across residential aged care in Australia. Chronic wounds are linked to poorer quality of life.

Across all of SCC's 17 Residential Care homes, wound champions are supporting nurses and care staff to promote good skin integrity, reduce wound prevalence and shorten healing times. They have also helped develop a more efficient wound management system and support training on wound staging and classification.

# 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 an allied health setting.



## **Advance Rehab Centre** Artarmon NSW

Advance Rehab Centre (ARC) is recognised for providing outstanding patient care through its multidisciplinary neurological rehabilitation centre. With a team of physiotherapists, occupational therapists, exercise physiologists, allied health assistants, support staff as well as a neuromuscular orthotist, ARC provides rehab services at their purpose-built centre in Sydney and nationally via tele-rehab.

ARC is passionate about providing direct therapy through training and education for carers or support workers to support adults and teenagers with complex therapy needs such as stroke or brain injury or a progressive condition such as Multiple Sclerosis or Motor Neurone Disease.

ARC share their vast knowledge with other organisations and individuals through their ARCAcademy website that provides resources, lectures and practical videos to upskill coordinators and carers with practical ideas to help those living with neurological conditions.



## **Cyclabilities**

### Evatt ACT

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Cyclabilities is recognised for providing quality learning opportunities in recreational activities for children with disabilities or vulnerabilities. Cyclabilities achieves this through intensive therapy-based programs that support gross motor development, drawing strongly on sensorimotor and sequential neurodevelopment.

Cyclabilities main program focuses on supporting participants to successfully learn to ride a bicycle and road safety skills. They also offer a MoveAbilities program, WaterAbilities program and a SchoolAbilities program. The content of all sessions is responsive to the needs and skills of participants with an overarching focus on developing communication skills, self-awareness, confidence and social support.

The team aim to continuously promote and support inclusion and social acceptance for diversity. The programs are currently fee-for-service but in the future Cyclabilities would like to offer a participant scholarship program to enable families struggling financially to access their support and programs.



## **Little Wings Limited**

### Bankstown Aerodrome NSW

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Little Wings is recognised for providing free, professional and safe air and ground transport services for sick children in rural and regional NSW. Their aim is to ensure sick children in regional NSW can access the specialised medical services and treatments available in major cities or towns by easing the financial burden, emotional strain and travel fatigue associated with receiving vital medical treatment.

When COVID-19 struck, Little Wings had to pivot – bringing doctors and other specialists to seriously ill children in the regions to continue their treatment. This has prevented highly vulnerable patients from being exposed to COVID-19 as well as to reduce transmission in NSW.

Little Wings volunteer pilots and drivers are the heart and soul of the organisation.

# 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 an allied health setting.



## **IDHS Allied Health Team**

Inglewood & Districts Health Service,  
Inglewood VIC

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The IDHS Allied Health Team is recognised for their innovation and collaboration to improve physical and mental health outcomes for residential aged care clients.

IDHS has always prided itself on its friendly, committed and excellent care for their residents and families. However, when COVID-19 restrictions impacted the ability of visitors to come on-site, the team at IDHS identified a change in the demeanour and wellbeing of the residents.

To better support their residents, the team developed a range of new activities, including ten-pin bowling, a dance competition where residents competed against local schools and an obstacle course designed to challenge the residents' balance, strength, endurance and writing skills. These regular activities have led to health and wellbeing improvements.

Going forward, IDHS intend to continue to find innovative ways to support their residents with a big focus on improving their Dementia specific games and resources.



## **PACE (Pulmonary and Cardiac Exercise and Education) Team**

Alpine Health, Alpine Shire  
(Bright, Mount Beauty, Myrtleford) VIC

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Alpine Health's PACE (Pulmonary and Cardiac Exercise and Education) team is recognised for going above and beyond to deliver outstanding client care in the face of great challenges and adversity.

PACE provides combined cardiac and pulmonary rehabilitation for communities within the Alpine Shire in Northeast Victoria. As devastating bushfires threatened the region and caused all team members to evacuate, the team seamlessly continued to deliver the program to clients using telehealth via both phone and internet.

The PACE team can provide cardiopulmonary rehabilitation programs either at community venues or in the home rather than at hospital, which is unique. They have received more than 300 referrals in 2.5 years of operation, improving quality of life and health outcomes for more clients in the regions.



## **RFDS Partnership Speech Team**

Royal Flying Doctor Service Victoria,  
Robinvale District Health Service, Mallee  
Track Health and Community Service, VIC

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The Royal Flying Doctor Service Partnership Speech Team is recognised for improving access to speech pathology services for children and their families in rural Victorian communities.

The Royal Flying Doctor Service Victoria (RFDS) alongside two rural health services from North West Victoria – Robinvale District Health Service (RDHS) and Mallee Track Health and Community Service (MTH&CS) – developed a delegation model of care approach with Speech Pathologists and Allied Health Assistants utilising telehealth.

Difficulties recruiting allied health professionals are universal for rural communities, resulting in limited or no available services as well as long wait times for appointments. A vulnerable population and a scarce workforce presented a huge challenge, leading the organisations to collaborate in the pursuit of providing much needed paediatric speech services to the community.

The team between them travelled approximately 20,000 km in a year to establish the program, improving speech and language outcomes for more children and reducing wait times for services.

# 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 who rely on the services of the sector.



## **Justice Connect** Sydney NSW and Melbourne VIC

Justice Connect is recognised for helping people and community organisations access legal support by designing and delivering high-impact interventions. Their work ensures people can access the right legal help at the right time, avoiding the negative impacts on their wellbeing or organisational health caused by legal problems. Justice Connect helps those who would otherwise miss out on assistance, focussing on people disproportionately impacted by the law and the organisations that make our communities thrive.

As a result of COVID-19, Justice Connect had to quickly enhance their capacity to deliver effective legal help online. Their Justice Connect Answers online platform now connects people with lawyers who can provide pro bono legal advice online. They are also working to expand their Not-For-Profit Law program online to provide legal help for Australia's 600,000 not-for-profit organisations.

Justice Connect is committed to achieving social justice by advocating for systemic change and continuing to share what they've learned across all the sectors they intersect.



## Little Dreamers Australia

### St Kilda VIC

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Little Dreamers Australia is recognised for their work to empower young people caring for a family member. With one in 10 children in Australia giving up their childhood to provide unpaid care to a family member, Little Dreamers delivers fun and proactive support programs to reduce the risk factors these young people face and to increase their life opportunities.

Programs have been developed by young carers, for young carers, targeting the five main risk factors these young people face – social isolation, poor mental health, unemployment, financial and educational disadvantage. The aim is to ensure young carers feel cared for and supported.

Having moved six programs online as a result of COVID-19, Little Dreamers aims to ensure all young carers have access to reliable technology for their programs with Resource Packs mailed directly to young carers. Online delivery has allowed them to reach and support more Young Carers, both within Melbourne, interstate, and in rural and remote communities.



## Purple House

### Alice Springs NT

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Purple House is recognised for helping to get Indigenous dialysis patients home to country and providing a home away from home in Alice Springs.

An innovative Indigenous-owned and run health service operating from a base in Alice Springs, Purple House runs dialysis units in 18 remote communities across the NT, WA and SA, and a mobile dialysis unit called the Purple Truck. The focus is getting patients back home so families and culture remain strong.

Before Purple House, patients were forced to leave country and move far away for dialysis, leaving communities without elders to share knowledge and families disrupted. Many patients are now home but there are still communities without dialysis and patients who need to live short or long term in Alice Springs. Purple House's base in Alice Springs also offers primary health care, allied health, wellbeing, aged care, NDIS and a bush medicine social enterprise.

Purple House walks in two worlds, doing things culturally and clinically the right way.

# 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 who rely on the services of the sector.



## **The Plenty Project** Midlas, Midland WA

The Plenty Project, a program delivered by Midlas, is recognised for their innovation in providing emergency food relief to communities in need.

COVID-19 saw an increased demand for emergency food relief. Water fountains were shut off and public restrooms closed to contain the virus. But this meant the street community was not only cold and hungry, but also unable to get a drink of water or have a wash.

The Midlas team installed a (donated) vending machine outside their office that would dispense essential items for free, 24/7 – the Plenty Project was born. Filled with water bottles, soap, toiletries, and food items that could be consumed without the need of cooking, people in crisis could access essential items when they needed it, with dignity. Since April, the Plenty Project has dispensed more than 2000 items through the vending machine, delivered 450 food hampers to people's doors, and has received more than 5000 item donations from the community.





## **Tresillian 2U Mobile Early Parenting Service**

Tresillian & Mid North Coast Local Health District, Belmore NSW

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The Tresillian 2U (T2U) Mobile Early Parenting Service is recognised for their innovative approach to delivering child and family health services to regional NSW.

Tresillian aims to support families with the best foundation possible for children's early development and safety in their first 2000 days. T2U is the first mobile specialist child and family health service in Australia, providing services in communities of lower population density that often struggle to receive specialist help.

Their fit-for-purpose motorhome and dedicated staff deliver equitable access to child and family health services for families with children aged 0-3 years within their own communities, working with local service providers. In 18 months of operation, T2U's small but dedicated team (1.5 FTE) has provided more than 1000 occasions of service to rural families in need.



## **Wongee Mia**

Ruah Community Services, Subiaco WA

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Wongee Mia is recognised for their innovative pilot housing project designed to end the cycle of evictions and long-term homelessness disproportionately experienced by Aboriginal people.

Meaning 'Strong Home', Wongee Mia is based on the understanding that services need to think differently about how they provide appropriate support for Aboriginal people. The project recognises that Aboriginal families need tailored and culturally appropriate support to help them deal with the kinship obligations that often lead to overcrowding and breaches when they are housed through mainstream programs.

The Wongee Mia program uses strong engagement and culturally responsive support to tackle inter-generational homelessness. It has active participation and endorsement from families who have direct involvement in program design.

Elders are integral to the success of the project and provide input through yarning sessions, assisting with recruitment of new staff and ultimately act as partners in the model.

# 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 who rely on the services of the sector.



## **Autism MATES** Maroubra NSW

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Autism MATES is recognised for supporting young people with autism through organising events; giving its members a platform from which to advocate and educate and fostering greater inclusion and representation.

These include the Autism and Me Conference, where young people with autism can speak directly about their lives, hopes and dreams, and ModelMATES, enabling them to model Australian fashion and show the community there is room for their inclusion. Both events attract capacity crowds.

Other programs include BestMATES, a puppet show for primary schools with a powerful anti-bullying and inclusion message, and SchoolMATES – a secondary school, peer-led leadership and inclusion program.

Motivated by her son's experience of bullying as a school student on the spectrum, founder Randa Habelrih created Autism MATES to empower young people with autism and their families.



## **Synapse Australia Ltd**

### West End QLD

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Synapse Australia Ltd is recognised for providing a range of services for people who have been impacted by brain injury and disability. They promote quality of life, self-determination and choice through information, specialist housing and supports, services, advocacy and research. Their vision is to make Australia a more supportive, just and understanding place to live for the one in 45 Australians who experience brain injury.

In 2017 Synapse built Australia's first and only purpose-built, culturally responsive housing for Indigenous Australians impacted by brain injury and complex disability, the Warner Street Community. Warner Street provides housing and support that is spiritually, socially, emotionally and physically safe – which is critical to appropriate disability service provision and social and emotional wellbeing for Aboriginal and/or Torres Strait Islander people.

Synapse is looking to build more culturally safe housing options for Indigenous Australians with disability in other locations.



## **TAD (Technical Aid to the Disabled)**

### Northmead NSW

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TAD is recognised for changing the lives of people living with a disability by providing personalised technology, equipment and services. TAD's volunteer workforce are primarily retired engineers and tradespeople who use their skills and experience to create custom solutions to help people living with a disability to achieve their goals and live more independently.

With input from the client, their support network and an Occupational Therapist, each piece of assistive equipment produced is fit-for-purpose, personalised and safe.

From enabling someone to take notes with a mouthpiece, cycle for the first time on a custom bicycle to showering independently with the support of custom rails, TAD helps make the goals of people living with a disability a reality.

# 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 who rely on the services of the sector.



## **NeuroMoves**

Spinal Cord Injuries Australia, Osborne Park WA

Spinal Cord Injuries Australia's NeuroMoves team is recognised for their work in delivering exercise and therapy services for people with neurological conditions. NeuroMoves sees exercise physiologists and physiotherapists working to maximise the functional potential of the clients they treat as well as providing a safe and supportive community in which they can reach their full potential.

NeuroMoves has 11 locations around Australia that treat over 600 individuals each month. At the outbreak of COVID-19 the service had to innovate to protect their vulnerable clients while also ensuring that all the strength and functionality gains that had been made were not lost during isolation.

In one week, the team of 52 therapists had transitioned to deliver therapy 100% online. They have now delivered over 8000 hours of telehealth to their clients and have continued to deliver telehealth sessions to clients who feel more comfortable in the safety of their homes as clinics begin to re-open under COVID-safe plans.



## **Sharon's 24/7 Support Team**

### Interchange, Maddington WA

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Sharon's 24/7 Interchange support team is recognised for their significant contribution to people living with disability, including providing support to start a new life at home and in the community after incarceration.

In Australia, approximately 10 per cent of soon-to-be released prisoners have an intellectual disability. They face a range of challenges upon their release from prison due to their needs and the complexity of the service delivery system. Many people experience homelessness, unemployment and social isolation, leading to a high risk of re-offending.

Sharon faced multiple challenges on her release, including trauma from negative experiences with a previous service provider. By building a relationship of trust and understanding, Sharon's team helped her develop necessary life skills and independence, and the team supported her by putting everyday routines into her life and home. Sharon is now responsible for her own budgeting, shopping, cooking and maintaining her home, enabling her to live well with greater autonomy.



## **Start Up**

### Challenge Community Services, Wickham NSW

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Challenge Community Services' Start Up team is recognised for delivering an innovative self-employment program designed to support people living with intellectual disability and/or autism to become self-employed. Start Up's strength lies in being led entirely for and by people with disability.

The team model gave every member, from participants to the Executive, equal responsibility to contribute to the program and its success. Participants developed microbusinesses and/or self-employment opportunities in areas including photography, pet care, Zumba, accessible sports, woodwork, car detailing and video editing.

Start Up was designed in response to feedback from clients who felt they faced an employment gap between mainstream and supported employment. All participants increased their employability, self-efficacy, confidence, self-esteem, friendships and network.

## judging panel

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**Amanda Bresnan** CEO, Australasian Association of Nuclear Medicine Specialists, AVIL and WIRE Director

**Anja Nikolic** CEO, Australian Physiotherapy Association

**Cath Smith** Principal, Changesmith Consulting and HESTA Director

**David Moody** CEO, National Disability Services

**Dr Deborah Cole** HESTA Director

**Emeline Gaske** Assistant National Secretary, ASU and HESTA Director

**Greg Mayo** Group HR Manager, Qscan Group

**Jane Stanley** Advocacy and Policy Manager, cohealth

**Joanne Jessop** CEO, Multicap Limited

**Lindy Twyford** Food Services and Dining Manager, Royal Freemasons' Benevolent Institution, Senior Vice President HSU

**Samantha Edmonds** Managing Director, Ageing with Pride

**Dr Saranne Cooke** LASA Director & HESTA Director

**Robbie Moore** Assistant Branch Secretary, HACSU Tasmania

## student sponsorship

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