



**Aged & Community Services
SA & NT Inc**

Membership Kit

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Who we are

Aged & Community Services SA & NT Inc (ACS SA&NT) is the peak industry body representing over 95% of the not-for-profit aged & community sector in South Australia and an increasing number of members within the Northern Territory. ACS SA&NT is truly representative of a wide range of community, retirement housing and high and low care residential providers.

Our members provide nursing home, hostel, independent living units, serviced apartments, respite care and community care services through over 600 separate services operated by our members.

- 38 members operate in excess 2,400 CACPs
- 11 members operate 144 EACHPs
- 64 members provide in excess of 301 HACC programs
- 26 members operate in excess 47 Day Therapy Centres
- 102 members operate 7,299 Low Care Beds
- 79 members operate 5,059 High Care Beds
- 71 members operate 7,203 IL & RFU units

ACS SA&NT strives to provide all members with practical information and support in operating aged care facilities and community care services, in what is a dynamic, challenging and rapidly growing service sector. ACS SA&NT assist our members by promoting their work to the community and to Governments, and by keeping them informed of matters which affect their operations.

Membership of ACS SA&NT is open to organisations serving older South Australians and Northern Territorians operating as church, charitable, community or State and Local Government service providers.

Associate Membership is open to any entity (including government bodies), the main activities of which are to provide residential care and/or community services or residential housing and also to any entity (including government bodies) engaged in research, promotion, advocacy or other activity which is reasonably intended to advance the objects of the Association.

Organisations supplying services or equipment to villages, care facilities and community services are also welcome to become corporate members as a Sponsor or Industry Supporter.

Aged & Community Services SA&NT Inc is proudly affiliated with Aged & Community Services Australia, and the Federation, in order to maintain links with Australia's Federal Government and promote our members' services at the national level. To assist in benefiting the industry, ACS SA&NT works with other state Associations (when consistent with its objectives) to ensure a national voice is heard.

Our Mission, Vision and Value Statement

Mission

To support and credibly represent ACS member organisations who provide aged and community care services in the best interests of older people. ACS will achieve this in a professional and ethical manner through advocacy, sector promotion, collaboration, education and significant contribution to aged care policy development.

Ten-year vision (2009–2019) for aged and community care

ACS envisions a future for aged and community care in SA and NT where aged and community care services, systems and providers operate collaboratively (where appropriate) so that service provision is person-centred, access to services is simplified, individual choice is encouraged and service delivery is sustainable and seamless. Excellence in all facets of service provision to members will be the underlying premise.

Values and qualities

As part of the ACSA National Federation, ACS models and promotes the following values and qualities in all its undertakings and activities:

- **Unity:** Collaborating, cooperating and building partnerships to advance our mission.
- **Integrity:** Acting in a sincere, informed, transparent and ethical manner.
- **Social responsibility:** Supporting members to provide access to aged and community services for people who need them, including those who have special needs.
- **Excellence:** Continually seeking and implementing that which is the very best in each sphere of activity.
- **Respect:** Showing an understanding and appreciation of the values, abilities, experiences and contributions from others.
- **Openness:** Valuing new ideas, opportunities, innovation and alternative views.
- **Boldness:** Acting with courage, conviction and resilience in all our endeavours.

Code of Practice

In pursuit of excellence in Aged Care, members of Aged & Community Services SA & NT Inc believe and assert all persons seeking and receiving care and services:

- Have the same rights as any citizen, and that these rights are not diminished when the ability to exercise them is reduced. Furthermore, aged persons have the right to live with dignity and enjoy the respect of those who support them.
- Have a right to self determination and as far as possible, to live in the same manner and circumstances as other citizens living in the community.
- Will be provided with information setting out the Aims and objectives of the management.
- Will be given a clear statement in writing of the terms under which services are offered and have ready access to a recognized and simple mechanism for dispute resolution, together with the right to confidentiality over personal information and records.

- Have access to the health, remedial and advocacy services of their own choice which are available in the community together with the right to receive services in accordance with statutory requirements.

To these ends, we affirm our commitment to the employment, training and support of the best staff and volunteers available.

Objectives of the Association

The objects of the Association are to:

1. Promote the interests of members
2. Encourage co-operation and understanding between members
3. Give assistance, advice and support to members
4. Promote the provision of appropriate care for aged or disabled persons including community, residential and domiciliary services and support for carers
5. Promote awareness of the needs of aged and disabled persons
6. Promote community awareness of the work, aims and needs of members.
7. Obtain and distribute information to the members in relation to:
 - the provision of accommodation, care and support of aged or disabled persons
 - existing and proposed legislation and government controls
 - administration and financial matters
 - training opportunities
8. Influence and develop philosophies, policies and programmes for the care and care and well being of aged and disabled persons
9. Make representations and submissions to governments, courts, boards, commissions, committees or any other body or tribunal on matters affecting the interests of members or their client group
10. Make public statements and issue publications (in any form whatsoever) on any matters relating to the provision of accommodation, care or support of aged or disabled persons
11. Promote, encourage and engage in research and investigation into the general provision of all types of accommodation, care or support of aged or disabled persons
12. Encourage and assist with the development and provision of educational programs aimed at improving standards for care of the aged or disabled persons
13. Carry out such other activities which are incidental to, or consistent with these objectives.

Becoming a Member

Aged & Community Services SA&NT Inc welcomes new members to the Association and is open to all operators of care and accommodation services for the aged or disabled people, at the following levels:

- Not-for-profit member
- Associate Membership
- Industry Supporter
- Sponsorship Program
- Friend of ACS SA&NT

Not-for-profit Membership

Membership of the Association shall, upon payment of the prescribed Membership fee, be open:

- To a benevolent association or organisation, as may be determined by the Board of Management, receiving or entitled to receive assistance pursuant to any statute through which subsidies are payable to benevolent associations or organisations which provide or intend to provide residential and/or care and/or community services for aged or disabled persons and their carers in the State of South Australia and the Northern Territory of Australia
- To such other benevolent associations or organisations as may be determined by the Board of Management. In making a determination pursuant to this rule, the Board of Management shall have regard to the mutuality of interest between such association or organisation and Aged and Community Services SA & NT Incorporated.

Membership fees are calculated on the basis of the number and type of services operated. Fees are calculated on a pro-rata basis after September of each year. (See Membership Fees)

Associate Members

Associate Membership is open to any entity (including government bodies) the main activities of which are to provide residential care and/or community services or residential housing, and also to any entity (including government bodies) which is engaged in research, promotion, advocacy or other activity which is reasonably intended to advance the objects of the Association.

As an Associate Member, entities shall have the same rights, privileges and obligations as Members other than the right to vote at Annual or Special Meetings of the organisation.

Membership fees are calculated on the basis of the number and type of services operated. Fees are calculated on a pro-rata basis after September. (See Membership Fees)

Industry Supporter Program

ACS SA&NT developed an Industry Supporter Program in response to numerous requests from representatives with a commercial interest in Aged Care. Their wish was to be able to work in partnership with members of the Association in order to share knowledge of services and products, as well as being offered the opportunity to network with staff of facilities.

Organisations supplying services or equipment to villages, care facilities and community services are welcome to become Industry Supporters.

Industry Supporter fees are \$950 including GST per annum and invoiced upon receipt and approval of application form. The fee is charged per financial year and for those who join part way through a year a pro-rata rate to the closest three months is given.

For Industry Supporter benefits see the Industry Supporter section of this kit.

Sponsorship Program

ACS Sponsors are businesses who are significant supporters of the aged and community care industry. Our sponsors provide goods and services across the full range of businesses that supply to aged care providers.

ACS is committed to developing beneficial relationships with its Sponsors, particularly those who express a long-term commitment to providing exemplary services in the aged care industry. ACS Sponsors are entitled to "first offer and priority choice" on sponsorship opportunities including seminar sponsorship, trade displays and advertising opportunities at a range of ACS events in 2009/10.

Event sponsorship and trade opportunities allow businesses and members to conduct business in an environment free from the pressure of day-to-day demands. For further information about sponsorship please contact Business Development Manager Kellie Kulinski on 8338 7111.

Friends of ACS SA&NT

Open to organisations such as peak bodies and government departments who wish to be informed of the activities within the aged care sector.

Friends of ACS SA&NT fees are \$350 including GST per annum and invoiced upon receipt of application form and approval from the ACS SA&NT Executive Committee. The fee is charged per financial year and for those who join part way through a year a pro-rata rate to the closet three months is given.

Friends of ACS SA&NT receive the following benefits:

- Electronic member newsletters *Snippets* and *News Bites*
- Notification of, and membership rates, to ACS SA&NT Business @ Breakfast events and Forums
- Notification of, and membership rates, to ACS SA&NT Training Courses, Seminars and Workshops
- Access to members-only section of the ACS website.

Member Services

Our team of staff offer direct assistance through telephone enquiries, covering a wide range of issues within the residential, retirement living and community sectors.

ACS SA&NT represents and advocates on behalf of its members the following:

- Representation of residential care, retirement living and community care members at State/Territory, National and local forums on issues of significance to the industry and members, including general representation and policy influence

- Representation of individual ACS SA&NT members on issues causing concern, conflict or difficulty, including difficulties with governments, statutory bodies and client advocates. This may be done anonymously or with the identity of the member known
- Industry policy development and promotion of these policies aimed at improved client outcomes and better viability for members
- Participation in various Government working parties, committees and collaborations on behalf of members
- Political lobbying for outcomes sought by members
- Media response on behalf of members and promotion of industry position and a positive image
- Participation in the development of national industry policy positions, directly and through ACSA
- Supporting and endorsing members in the development of funding round submissions.

Members have access to:

- Industrial Relations Assistance through EMA Consulting
- Member newsletters *Snippets* fyi emailed (monthly) and *News Bites* (monthly) to as many members and their staff as required – providing updates on government information, policy, service direction, education opportunities and other industry related information
- Website access with "members only" information and links to member sites and government and other updates
- Regional Forums held once a year in the three regions and once in the metropolitan area
- Access to an extensive education training and seminar program
- Legislation Update Service (subscription-based) which identifies priority areas of legislation to assist aged care providers to meet accreditation standards and to comply with legal requirements
- Access to ACS committees which assist ACS SA&NT in advocating and representing members' needs on a state and national level.
- ACS Health Plan (with Mutual Community), that offers quality health cover – ACS will pay members' excess for hospital stays.

Members of ACS SA&NT have access to a comprehensive networking structure through:

- A network of committees aimed at influencing policy and service directions, and giving members opportunities to participate in these endeavours
- Regional meetings, conferences, seminars and workshops which enables extensive networking and sharing between members and with the staff of ACS SA&NT
- Facilitating partnerships between members for support, assistance and service provision
- Provide co-operative support networks to members who provide services to specific client groups, such as clients from culturally and linguistically diverse backgrounds and Indigenous clients
- Provide national networking opportunities with interstate providers through ACS SA&NT affiliation with ACSA and the associated conferences and national committee networks
- Involvement in the National Community Care Coalition and initiating the South Australian Community Care Coalition

- ACS SA&NT have networking relationships with a range of state and national community organisations including, Council of the Ageing, Carers Association, SACOSS, Government Bodies, ACROD, Nurses Board, Seniors Information Service, SA Division of General Practice.

ACS SA&NT provides ongoing support to members in many forums including the development of, and input into, resources. These resources include:

- Community Aged Care Packages (CACP) Standards Workbook
- Questions and Answers about Quality for Community Care Service Providers
- Workforce Resources for providers and potential employees
- In Their Homes/Shoes (training resources)
- Retirement Housing Model Residents Agreement
- The South Australian Retirement Villages/Supported Residential Facilities Statutory Reference Guide
- The South Australian Retirement Villages Statutory Reference Guide
- Remuneration Review 2005
- Model Residential Care Service Agreement

Committees

ACS SA&NT has five committees who assist ACS SA&NT in advocating and representing members needs on a state and national level. The purpose of the committees is to:

- Monitor and identify key initiatives that relate to matters impacting on the industry.
- Develop policy positions, submissions, strategies and/or other initiatives on behalf of the ACS membership in regard to the key matters that are identified.
- Provide leadership, policy direction and industry intelligence in regard to issues that relate to financial matters.

The structure consists of the following committees:

- Workforce
- Finance
- Residential Care
- Community Care
- Housing

Industrial Relations Service

As of July 1 2006, EMA Consulting (EMA) will provide ACS SA&NT Inc (ACS) Members with Industrial Relations Assistance. EMA Consultants are highly qualified, trained, experienced and are contemporary leaders in their profession.

What do I receive?

As an ACS Member, you have access to EMA for the following services:

Telephone Advisory Service

- Unlimited access to discuss any Industrial Relations topic
- Deal with IR Consultants
- No charge per call ~ generally limited to 15 minutes per issue. If it does longer than this, it generally means the issue is complex and you need to get specific advice.

Wage Rate Summary ~ will be forwarded from ACS

- Nurses (ANF ~ SA Private Sector)
- Nurses SA
- Clerks SA
- Health Service Employees

Consultant Service

EMA will provide consulting services for all ACS Members at a discounted hourly rate of \$230.00 per hour, which is a saving of \$50 per hour. This includes access to a full range of user pays services such as AWAs, training, workers compensation, disputes and collective agreements.

How do I access this service?

Simply contact EMA with your organisations name and provide your client access number as shown on your client card.

Telephone (VIP toll free number)	1800 632 812
Advisory Service	(08) 8221 6565
Telephone	(08) 8221 6665
Facsimile	(08 8221 6660
Website	www.emaconsulting.com.au

09/10 ACS SA&NT Inc Membership Fees

- Category A** \$34.13 plus GST per high, & low care bed & Ageing in Place (including respite)
Category B \$7.49 plus GST per ILU & RFU unit
Category C CACP @ \$16.02 plus GST & EACHP and EACHP-D @ \$20.81 plus GST per package
Category D charge **0.186%** plus GST of annual funding received for all **HACC, DT, Respite, VHC**

Minimum Fee \$300.00 plus GST
Maximum Fee \$22,600.00 plus GST

	Fee	GST	Total Fee
Minimum Fee – 09/10	\$300.00	\$30.00	\$330.00
Maximum Fee – 09/10	\$22,600.00	\$2,260.00	\$24,860.00

Category A – Residential Beds including respite

	Fee	GST	Total Fee
High & Low Care Beds	\$34.13	\$3.41	\$37.54
Ageing in Place	\$34.13	\$3.41	\$37.54

Category B – Retirement Housing

	Fee	GST	Total Fee
ILU	\$7.49	\$0.75	\$8.24
RFU	\$7.49	\$0.75	\$8.24

Category C – EACHP & CACP

	Fee	GST	Total Fee
CACP	\$16.02	\$1.60	\$17.63
EACHP	\$20.81	\$2.08	\$22.89
EACHP Dementia	\$20.81	\$2.08	\$22.89

Category D – Annual Funding for HACC, Day Therapy, Respite, VHC
 0.186% plus GST of Annual Government Funding received for HACC, Day Therapy, Respite and VHC

Industry Supporters Benefits

ACS developed its Industry Supporter Program in response to numerous requests from representatives with a commercial interest in Aged Care. Industry Supporters are companies who wish to work in partnership with ACS members to share knowledge of services and products, and network with staff of member providers. ACS is the perfect means for this network as it provides its membership with the latest directions and trends, advice and management support in providing care to the elderly people of South Australia and the Northern Territory.

ACS Industry Supporters have the opportunity to present products and services to a targeted audience, many of whom are at the 'point of purchase' or developing their plans for future expansion or development.

Industry Supporter fees are \$950.00 per annum and invoiced upon receipt and approval of application form. The fee is charged per financial year and for those who join part way through a year a pro-rata rate to the closest three months is given.

The aged and community care sector is a rapidly expanding industry and ACS SA & NT Inc can help you get your message and products to this sector by providing your business with advertising & sponsorship opportunities which will assist you in reaching this burgeoning market.

In a competitive and rapidly changing environment, strategic alliances have become essential for maintaining leadership and position in the market place. A strategic alliance with Aged & Community Services SA & NT Inc as an Industry Supporter will give you:

- A better understanding of current and future market opportunities for your business
- Useful contacts with leading thinkers and innovators in the industry
- The opportunity to demonstrate your commitment to ethical practices
- Listing in the ACS SA&NT Annual Report

Being aware of what is happening in the aged and community care sector is an important part of operating any business. As an Industry Supporter you will receive up-to-date and relevant information on what is happening through:

- Annual subscription to ACS's e-news publications *Snippets* and *News Bites*
- Access to the ACS website members-only section
- Four copies of ACSA's quarterly national newsletter, *Agendas*
- Attendance at ACS Forums/training sessions at member rates

Having access to networking opportunities with providers of aged and community care services will enable you to showcase your services and products and identify the needs of the sector. Networking opportunities for Industry Supporters are available through:

- Invitation to attend the annual 'drinks & nibbles' with Members
- Attendance at ACS forums/training sessions (at member rates)
- Discounted 'priority choice' trade opportunities at ACS designated training and forums, where trade opportunities are offered @ 20% discount of normal fee.

Industry Supporters can promote their services to the ACS membership in the following ways:

- Twelve months of your logo appearing on the ACS website homepage
- Distribution of promotional flyers through direct mail-outs to members as negotiated
- Free listing (includes logo and contact details) and link on the ACS website
- Free distribution of promotional material at one ACS Seminar or Conference per year
- Priority choice of sponsorship opportunities for ACS Seminars/training sessions
- Periodic showcasing of Industry Supporters in one of our member communications.

Advertising to Members of ACS SA&NT

ACS SA&NT provides many opportunities for commercial advertising. Advertising through ACS SA&NT ensures direct access to a target audience, many of whom are making the day to day decisions on the purchase of equipment and/or services for their operations in providing care to the elderly people of South Australia and Northern Territory.

Annual Report – Advertising in the ACS SA&NT Annual Report is only available to Industry Supporters. Industry Supporters are invited to purchase a 1/2 page ad in the Annual Report published in October of each year. The Annual Report is sent to each member and subscriber of ACS SA&NT and is available as a download from the ACS SA&NT website.

Annual General Meeting – An opportunity exists for an Industry Supporter to be the major sponsor of the ACS SA&NT Annual General Meeting held in October each year. The sponsor of the Annual General Meeting will have their logo and name on all promotional material including the agenda, acknowledgement of sponsorship on the day of the AGM, the option of providing written material on the day (brochure) and a 5 minute speaking opportunity.

Snippets – *Snippets* is an online monthly publication that is made available to all employees of ACS SA&NT members and subscribers. The distribution list is in excess of 1,000 readers. An opportunity exists for an exclusive annual sponsorship/advertising rights to *Snippets*. This will entail your logo being seen on every edition of *Snippets*, an opportunity to provide regular editorial to be published in *Snippets* and a company profile published twice year.

Website – The ACS SA&NT website home page provides an opportunity for companies to place their logo (linked to own website) for a one-month period (maximum of three consecutive months). Please note that only three logos can appear on the ACS SA&NT website home page at any one time. Industry Supporters receive one month free as part of their benefits.

For further information on Advertising opportunities please contact Kellie Kulinski, Business Development Manager business@agedcommunity.asn.au or (08) 8338 7111.