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Please contact ACS on 8338 7111 for copies of the report.  
The Annual Report is also available electronically on the ACS website at [www.agedcommunity.asn.au](http://www.agedcommunity.asn.au)

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# OVERVIEW

Aged & Community Services SA & NT Inc (referred to in this Report as 'ACS') is the peak industry body representing more than 95 percent of the not-for-profit aged & community sector in South Australia and an increasing number of members in the Northern Territory.

Our members provide high and low care residential facilities, retirement living, serviced apartments, respite care and community care through over 600 separate services:

- 110 members operate 12,834 residential beds
- 37 members operate 2,892 CACP
- 15 members operate 444 EACH & EACHD Packages
- 74 members provide in excess of 1,890 HACC programs
- 29 members provide 42 Day Therapy Centres
- 70 members operate 6,776 ILU & RFU units.

ACS is proudly affiliated with Aged & Community Services Australia (ACSA) in order to maintain links with Australia's Federal Government and promote our members' services at the national level.

## Mission

To support and provide leadership to member organisations which provide services to the aged.

## Vision

To be a dynamic peak body representing, leading and supporting members to achieve excellence in providing a range of quality and affordable housing, community and residential services to older people.

## Values

ACS models and promotes the following values in all undertakings and activities:

- Integrity – acting in a sincere, informed and honest manner.
- Openness – welcoming all people, opportunities and ideas.
- Excellence – continually seeking and implementing the very best in each sphere of activity.
- Fairness – acting with due process and empathy to achieve an equitable outcome.
- Inclusiveness – actively involving all stakeholders.
- Respect – acknowledging the values, abilities and contributions of ourselves and others.
- Unity – collaborating to promote harmony of purpose, action and outcomes.
- Proactive – taking the initiative to create and achieve the outcomes we want.

# THANK YOU

ACS would like to thank the Chairs and members of all committees for their contribution in the 2007–2008 period. The Association would also like to thank the ACS CACP/EACHP Steering Group and ACSA for sharing their expertise and assisting ACS to support the community care membership. The Better Practice Project would like to thank OFTA, particularly Gurdev Bahl for her ongoing support, and Wendy Milne, who retires from her BPP role after a long, greatly-appreciated contribution.

# HIGHLIGHTS OF 2007-08

## CHIEF EXECUTIVE OFFICER / CHAIR OF BOARD



ALAN GRAHAM  
Chief Executive Officer

The 2007/08 financial year can be characterised as a period of 'change and consolidation'. In last year's Annual Report we noted the revamping of the ACS advisory committees and staffing restructure, which created three new positions in communications, research/policy and management support. Some difficulties were experienced sourcing appropriately qualified staff and the office operated on less than full capacity for most of the year. The overall performance of the office, given these difficulties, was meritorious. By year's end new staff had 'settled in' and the committees were operating well.

The Board supported other significant governance changes during the year:

- A Board Charter was ratified and, complementing this, a new Role and Delegations Authority policy was adopted;
- A new Board meeting format (nine annually) was agreed and trialled (to be reviewed in December 2008);
- A Financial Investment and Management Policy was adopted (it is intended that some of the current surplus funds and additional revenue from the 2008 ACSA National Conference will be used to diversify the existing investment 'mix' with the aim of providing greater longer-term earnings).

A commitment was also made to undertake a strategic planning exercise in early 2009 following the 2008 Board elections. In the interim, our strategic focus is provided by the 2008 Operational Plan adopted by the Board in February, and the strategies being progressed nationally by ACSA.

The Education and Training program was well supported with total attendance figures up on 2006/07. While fees to attend the ACS industry forums were increased to better reflect the costs associated with staging the events, they still represent good value for money. Of particular note is the effort undertaken to ensure that the sector

was well informed about the Aged Care Funding Instrument (ACFI) introduced in March 2008. Further sector training is envisaged through at least the first half of 2008/09.

### Advocacy

Advocacy is a key focus of the office and is undertaken at both federal and state levels. In the lead up to the November federal election, in conjunction with ACAA-SA, meetings were arranged with nearly all South Australian-based federal politicians to lobby for policy changes in line with Aged Care Industry Council election manifesto.

Creating a 'presence' at the federal level was taken a step further when it was decided that ACS SA&NT delegates should regularly visit Parliament House in Canberra. The first of these visits took place in May 2008. In the future two or three visits will be undertaken annually.

At the state level advocacy activities during the year revolved around two key issues – new legislative changes involving the administering of drugs of dependence and Workcover. Recognising the sensitivities of the proposed changes to smaller (primarily regional members) the Association has made its views about the drugs of dependence legislation well known. No decision was made by year's end although something is expected in the first half of 2008/09. In spite of a partial back down by the State Government following extensive union lobbying, the overall Workcover legislative 'package' is favourable to the sector.

The office was also very active in its support for three significant State Government initiatives which will affect the sector:

- The Health Care Plan for Older People
- Older Persons Mental Health Services Plan (OPMHS)
- TAFE SA High Level Review Community Services Program

# HIGHLIGHTS OF 2007-08 (CONT'D)

ACS was part of the steering committee in both the Older Persons Health Care Plan (report finalised in May and presented to government) and OPMHS, while chairing the High Level review project. Both are expected to finalise their work and/or report around October/November 2008. Importantly, ACS involvement in these projects has added considerably to its standing in the State Government domain.

Canvassed in late 2006/07, the office has also largely finalised its industry vision document which is intended for lobbying purposes in the lead up to the 2009/10 budget and 2010 state election. The document is expected to be endorsed by the Board in September or October 2008.

## ACS representation

Association representation takes many forms. A few of the more important activities during the year included the work done in articulating members' views, issues and concerns to:

- SAPOL following the introduction of mandatory reporting and how, from a practical perspective, this could be managed;
- TAFE SA regarding vocational placement agreements which will result in concessions being granted by TAFE around the clarification of roles and responsibilities 'vis a vis' the provider, TAFE and the student. This has also led to the development of a Vocational Placement Agreement (VPA) which is intended to assist members with other registered training organisations. The VPA is expected to be available to the sector in 2008/09.

Member communication was upgraded in early 2008. *Snippets* remains the main monthly communication 'tool' but is enhanced with the addition of *News*

*Bites*, which is currently published every second month. Members are advised about urgent matters with special notices produced on an 'as required' basis.

The sector's public image was a recent matter of Board interest. The office was directed to pursue a scoping study to determine how the image question could be addressed. However, developments at the national level circumvented the need for ACS to proceed with its South Australian project. ACSA engaged the services of SA-based research firm McGregor Tan who undertook an extensive exercise; the findings were reported at the June Board meeting. The findings will now be developed into a strategy intended to present more positive messages about the sector. ACSA will, during the early part of 2008/09, engage the services of an appropriate firm to develop this initiative nationally. ACS will be supporting this project.

Adelaide hosts the 2008 ACSA National Conference from 28 September to 1 October. As with all such events, considerable resources have gone into assisting the national office with this event. The Business Development Manager (BDM) and CEO have carried the staff involvement and, although the event is not held until the 2008/09 year, the lead up commitment has been extensive. This has been at the expense of the BDM's own role in fostering the Association's sponsorship program and relationship building with our supporters. Much of this work has been put on hold until after the conference.

ACS office staff represented the Association in a variety of ways: through involvement in national committees and participation on various government working groups and forums. Excellent relationships exist with all key stakeholders and in particular with the Department of Health and Ageing and

the Office for the Ageing. When called upon, staff make presentations to various groups and to the membership. The CEO acts as the Association's media spokesperson and is regularly contacted on a range of matters.

## Future plans

Plans are well underway for a range of new initiatives, some of which include:

- Making a commitment to hold a Creative Arts Creative Ageing Conference in late 2009 to highlight the excellent work in this area and to point out the need for policy attention by the arts sector to our ageing community.
- Developing a Northern Territory Program which adds value, in a structured way, to the membership base in the NT. A proposal will be developed for Board consideration in 2008/09.
- Investigating the opportunity to expand the ACS Education and Training program – a paper is to be prepared for Board consideration. An expanded program represents a significant opportunity for the Association to improve its member services and increase its revenue base.
- Updating the IMIS database to enable, amongst other things, online registration, which will reduce administrative costs.

The past year, while challenging in many respects, laid the foundation for ACS to ensure that the membership is informed and that its interests, issues and concerns are appropriately articulated to those in positions of authority. ACS seeks to lead and not be led, as all good associations should do, and we look forward to doing this for our members in 2008/09.

**Rob Hankins** Chair  
**Alan Graham** Chief Executive Officer

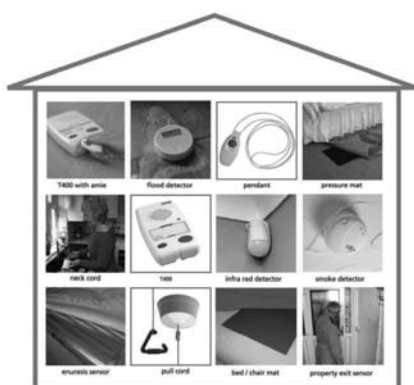
# HIGHLIGHTS OF 2007-08 (CONT'D)

## ACS major responses to submissions and/or Government policies 2007–2008

<b>2007–2008</b>	Feedback on various ACSA submissions – comments on Cost of Regulation document
<b>August 2007</b>	Controlled Substances – submission on the Proposed Amendments to the Controlled Substance (Poisons) Regulations 1996; various letters to Drug and Alcohol Services
<b>September 2007</b>	Advance Directives – collated responses from ACS members for Advance Directives Review Committee Meeting Feedback on the National Fees Project From September (ongoing): feedback on the Access Points Demonstration Project
<b>October 2007</b>	SA Dept Health Community Systems Review Project – input to the SA Community Systems Review Project (IT project for the better coordination of care) Upgrade of the Northern Territory medicines and poisons legislation – letter to NT Govt outlining members' feedback Feedback on the Draft Community Care Standards
<b>November 2007</b>	Draft Health Care Plan for Older People – attendance at SA Dept Health meeting and input into draft.
<b>December 2007</b>	Nursing and Midwifery Bill comments – feedback on Consultation Draft of the SA Nursing and Midwifery Practice Bill Feedback on the HACC Triennial Plan Stakeholder forum papers and the HACC Triennial Plan (feedback also given March 2008)
<b>February 2008</b>	Feedback on the Packaged Care Census
<b>April 2008</b>	Stroke Strategy – letter to consultants on draft national stroke support strategy Feedback on the Draft State Dementia Plan

### THE CENTRE FOR INNOVATION IN HOME HEALTHCARE

A partnership project of Doctors Safety Line Pty Ltd and Tunstall Australasia, the Centre for Innovation in Home Healthcare is a demonstration, education and training facility designed to showcase the latest assistive technology, featuring Telecare and Telehealth. This technology aims to improve quality of life and provide independence and lifestyle for older people and those living with illness or disability.



Plug and Play **TELECARE** sensors generate an automatic alarm call which is immediately responded to by the Monitoring Centre day or night every day of the year. A program is tailored to the individual's particular needs.



**TELEHEALTH** is a proactive HealthCare management system that allows vital signs and predetermined health measures to be monitored from home. Ideal for case management, long term and chronic disease management and early hospital discharge.

#### Doctors Safety Line Pty Ltd

247 Henley Beach Road  
(PO Box 738)  
Torrensville SA 5031

Phone: 08 8354 0155  
Fax: 08 8354 0455  
E-mail: [dsl@senet.com.au](mailto:dsl@senet.com.au)



# TREASURER'S REPORT

PETER WRIGHT



I have pleasure in presenting this brief statement of the trading result of Aged and Community Services SA&NT Inc for the financial year 2007/08.

The Association recorded a net surplus of \$42,891 for the 2007/08 financial year. This compares with net surpluses in the last two years of \$93,693 (2006/07) and \$42,553 (2005/06).

This positive result was assisted by increased revenue from sponsorships, membership subscriptions and additional interest earnings

Key factors influencing the overall result include:

## Income

- The overall total income for the year was down on the previous year mainly due to the difference in the miscellaneous income source which was in 2006/07 bolstered by a once-off injection of funds associated with a Federal Government educational initiative – WorkChoices forums run on behalf of the Department of Employment and Workplace Relations.
- Member subscriptions grew by \$26,334 reflecting the modest membership increase.
- Industry supporter revenue was down \$4,729 on 2006/07 because of a staff change and the office's involvement with the ACSA National Conference in 2008.
- Interest received was higher due to increased rates and more careful cash flow management.
- There were modest increases in revenue in both sponsorships and the legislative update service.

## Expenditure

- A very minor increase in total expenditure (\$5,995) was incurred compared with 2006/07.
- General administrative expenses were basically kept at the previous year's levels.

- Salary expenditure increased significantly (\$37,675), mainly due to the creation of a new research/policy staff position. Related costs and other employment expenses also increased slightly.
- Expenditure associated with conferences was also down on 2006/07 reflecting the WorkChoices forums initiative.

## Balance sheet returns

- Current cash at bank is \$102,377 (2006/07 \$210,504).
- Investments stand at \$793,013 (2006/07 \$650,000).
- Current liabilities include un-earned membership subscription income: \$207,419 and carry over un-earned grant: income \$132,043.
- Non-current liabilities are made up of long service leave provision.

## Other matters

A modest refurbishment of the office premises was undertaken during the year and additional training equipment purchased. This enhanced the office space and will assist future plans to extend the education and training activities.

While membership subscriptions are clearly the main source of income, the education and training program undoubtedly represents an important alternative source of revenue. Plans also exist to expand the Sponsorship and Industry Supporter program to broaden the income base and lessen the dependence on membership fee increases.

The ACS Board adopted a new Financial Investment and Management Policy during the year, which aims to diversify the Association's investments over time.

Overall, a prudent management of finances has ensured that members' funds are used responsibly, for the benefit of the aged care sector.

# INDEPENDENT AUDITOR'S REPORT



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## INDEPENDENT AUDITOR'S REPORT

To the members of Aged & Community Services SA & NT Inc.

### Report on the Financial Report

We have audited the accompanying summarised financial report ("financial overview") of Aged & Community Services SA & NT Inc ("association"), comprising the summary Balance Sheet as at 30 June 2008, the summary Income Statement for the year then ended, and related note, which was derived from the financial report of Aged & Community Services SA & NT Inc for the year ended 30 June 2008. We expressed an unmodified auditor's opinion on that financial report in our auditor's report dated 15 September 2008.

#### *The Responsibility of the Board for the Summarised Financial Report*

The Board of the association is responsible for the preparation and presentation of the summarised financial report in accordance with the basis of preparation outlined in note 1 to the financial overview.

#### *Auditor's Responsibility*

Our responsibility is to express an opinion on the summarised financial report based on our procedures, which were conducted in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements.

#### *Independence*

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

#### *Audit Opinion*

In our opinion, the information reported in the summarised financial report is consistent, in all material respects, with the financial report from which it was derived. For a better understanding of the scope of the audit, this auditor's report should be read in conjunction with our audit report on the financial report.

**MSI TILLEY**  
Chartered Accountants

**DEAN SPENCER**  
PARTNER

Dated this 15<sup>th</sup> day of September 2008, at 253 Sturt St, Adelaide, South Australia 5000.



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Professional Standards Legislation



# FINANCIAL OVERVIEW

## FOR THE YEAR ENDED 30 JUNE 2008

### AGED & COMMUNITY SERVICES SA & NT INCORPORATED

ABN 68 220 832 293

	<b>2008</b>	<b>2007</b>
	<b>\$</b>	<b>\$</b>
<b>Summary Income Statement</b>		
Revenue	925,898	951,903
Other Income	<u>69,920</u>	<u>88,722</u>
Total Income	<u>995,818</u>	<u>1,040,625</u>
Employee Benefits Expense	(445,751)	(403,338)
Depreciation	(17,753)	(15,966)
Other Expenses	<u>(489,424)</u>	<u>(527,629)</u>
Net Profit	<u>42,890</u>	<u>93,692</u>
<b>Summary Balance Sheet</b>		
Current Assets	952,863	918,800
Non Current Assets	<u>81,109</u>	<u>78,628</u>
Total Assets	<u>1,033,972</u>	<u>997,428</u>
Current Liabilities	452,694	449,756
Non Current Liabilities	<u>9,065</u>	<u>18,349</u>
Total Liabilities	<u>461,759</u>	<u>468,105</u>
Net Assets	<u>572,213</u>	<u>529,323</u>
Cash at 30 June 2008	<u>895,640</u>	<u>860,754</u>

#### Note 1: Basis of preparation of the financial overview

The financial overview is an extract from the full financial report for the year ended 30 June 2008.

The financial statements included in the financial overview are derived from and are consistent with the full financial report of Aged and Community Services SA & NT Incorporated ("Association"). The financial review can not be expected to provide as detailed an understanding of the financial performance, financial position and cash flows of the Association as the full financial report. A copy of the full financial report and independent auditor's report was sent to all members with the Annual Report. Additional copies can be downloaded from the ACS website or provided on request.

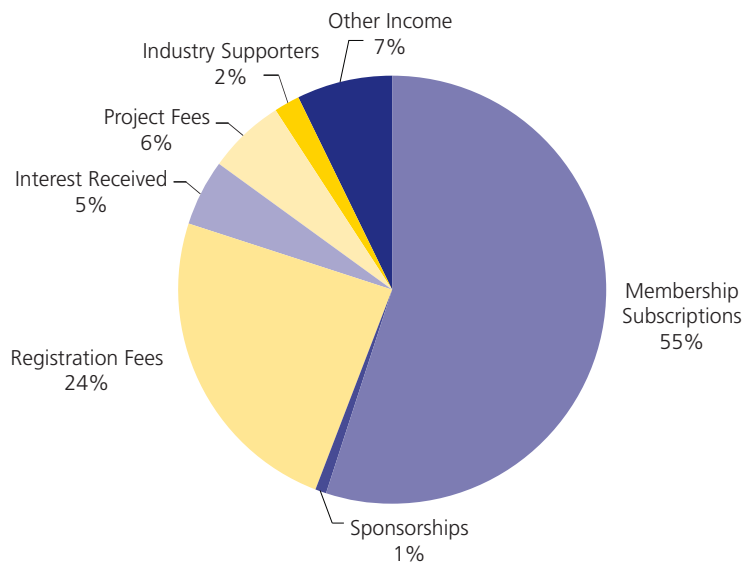
# FINANCIAL OVERVIEW

## FOR THE YEAR ENDED 30 JUNE 2008

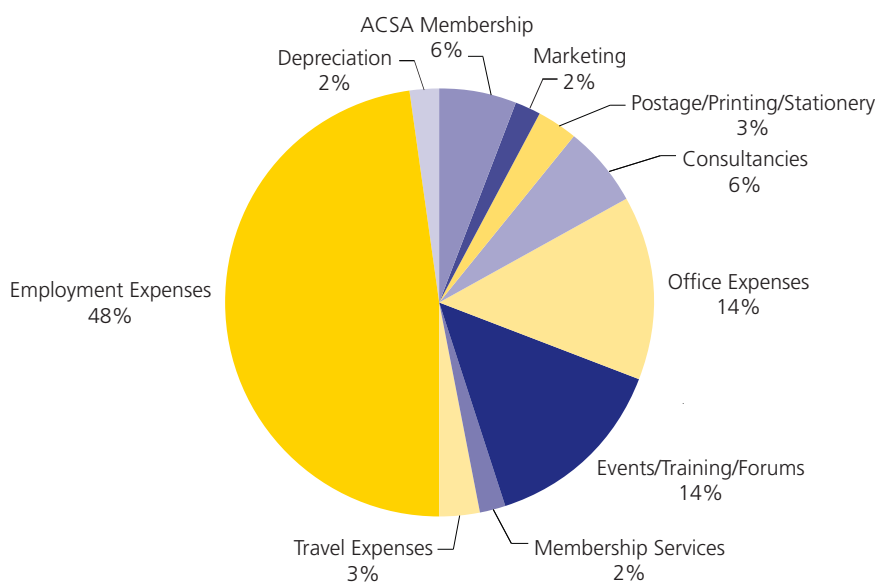
### AGED & COMMUNITY SERVICES SA & NT INCORPORATED

ABN 68 220 832 293

#### INCOME



#### EXPENDITURE



# ACSA REPORT

## GREG MUNDY



### South Australian flavour at the national level

In 2007/08, ACSA gained its first South Australian President since Ian Hardy stepped down in 2001, with the election of Eldercare CEO, Klaus Zimmermann. The Board also welcomed Rob Hankins, ACS Chair.

ACSA finalised a new three-year Federation strategic plan (2008–2011) in April and all state associations recommitted to the Memorandum of Understanding which gives expression to the concept of the Federation – the Board, national office, state associations and providers who belong to them. The plan confirmed some existing directions and marked out some newer frontiers such as our major project on the image of the aged care industry. Coincidentally both consultants for our strategic planning and the research company on the image project were from South Australia.

Our South Australian theme continues with the National Conference in Adelaide, which promises to be the best yet.

Transitions also characterised the world we live in with a change of Federal Government. While aged care did not feature strongly in the policies of the major parties during the election, we do have some new policy agendas to work with.

Aged care is an important component of the new Government's health and hospital reform strategy and ACSA's submission to this process was one of many we completed during the first six months of the new Government.

The Rudd Government has a strong focus on affordable housing and has been receptive to ACSA's representations on the housing needs of older people and appreciative of the significant presence of ACSA Federation members in this important field. We look forward to Federation members in South Australia and the Territory participating in the new funding initiatives on rental affordability and expanding their service provision in this area.

Government policy on 'social inclusion' outlines the distinctive role of the not-for-profit sector. Working out what this means in concrete terms is still ahead of us. The tax and transfer system review being conducted by Treasury and the Department of Families, Housing, Community Services and Indigenous Affairs will be an important test of the new Government's bona fides regarding charities. This will have important ramifications for ACS SA&NT members and, potentially, the long-term composition of our industry.

The aged care policy agenda is, hopefully, gathering momentum as the new Government gets to grips with meeting the needs of increasing numbers of older people. I look forward to being able to report real progress on some of our long-standing issues over the coming year.

The ACSA Federation works as a team across the states and territories and I greatly value the contribution to the national agenda from, among others, Rob Hankins on the Board and Alan Graham as CEO.

# ACS STAFF



ALAN GRAHAM  
Chief Executive Officer



KELLIE KULINSKI (appointed Feb 08)  
Business Development Manager  
Simone Punshon until Dec 07



PETA BRAENDLER  
Community Services  
Manager



NATASHA SEARCY (appointed Sept 07)  
Residential Services Manager



CAROL MOHAN  
HACC Service Support  
& Development Officer



JOYLEEN THOMAS  
Project Manager - Better  
Practice Project



MARILYN NUSKE  
Project Support Officer -  
Better Practice Project



ANN-MARIE HUDSON  
Research/Policy Officer



VICKY KURBIS  
Finance Officer



EILEEN KING  
(appointed May 08)  
Management Support  
Officer

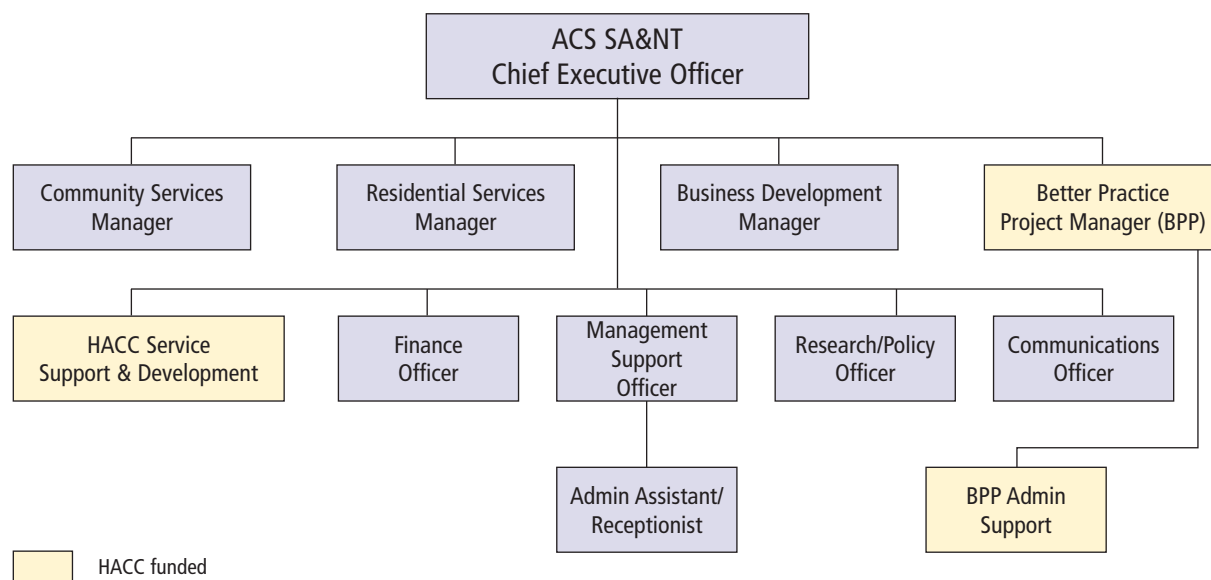


GRETTA KOCH  
(appointed June 08)  
Communications Officer  
Julia Beckett until May 08



KAYLENE QUIST  
(appointed April 08)  
Administration Assistant/Receptionist  
Jan McDonnell until Aug 07

# ACS STAFF STRUCTURE



# ACS BOARD

## Executive Committee

Rob Hankins, ECH Inc.	Chair
Richard Hearn, Resthaven Inc.	Deputy Chair
Jane Pickering, Metropolitan Domiciliary Care	Secretary
Peter Wright, Anglicare SA Inc.	Treasurer

## General Members

Dennis Chamberlain, James Brown Memorial Trust  
 Anne Suttie, St Basils Homes (SA)  
 Marion Holden, Whyalla Aged Care  
 Mike Rungie, ACH Group Inc  
 Ruth Roberts, Abbeyfield Society  
 Klaus Zimmerman, Eldercare Inc

## Regional Representatives and Chair

Sue Andrew, Warrawee Lodge	Central
Barry Graham, Mt View Homes	Northern
Jenny Norman, Boneham Cottages	South East

# BUSINESS DEVELOPMENT REPORT

KELLIE KULINSKI



## Training and education program

In the 2007–08 financial year, ACS ran eighty-four days of specialised training and education events, attracting over 2,200 participants. More than 700 participants registered for the following forums: Quality improvement (two), Community care (two), Finance, Residential, Retirement Housing (in conjunction with RVA SA) and Regional, and Business@breakfasts: CEO briefing with the Minister and Affordable Housing.

Some events were sponsored and included trade displays. Special thanks go to all ACS event sponsors including McInerney Barratt Financial Solutions, Doctors Safety Line, CCI Group Purchasing Inc, Lynch Meyer, Bank West and trade exhibitors.

Introductory workshops and orientation, IT and management training attracted over 1500 participants. Topics included:

- Rural workshops – Mount Gambier, Renmark and Port Lincoln
- ACFI – financial, assessment and demystifying
- Leadership series
- Transitions to management
- Food handling, safety and developing food plans
- Zero tolerance
- Workplace relations systems

All training was conducted by presenters from the aged care industry and registered training organisations including Oz Train, TAFE SA, Anglicare SA and Academy IT. Special thanks go to all presenters and participants in the training program.

## 2008 ACSA National Conference

Involvement in the Organising Committee for ACSA's National Conference in Adelaide (28 September – 1 October) provided an opportunity to better understand the

national office's role, meet ACSA staff and Federation staff involved in conferences and events, and put together a picture of the national aged care industry supporters (i.e. the trade exhibitors/sponsors).

Ongoing conference work involved coordinating trade exhibition places, sponsorship, marketing, communication and ACS member queries.

## Industry Supporter and (new) Sponsorship program

Industry Supporters continued to support the work of ACS and its membership. This financial year ACS expanded the Industry Supporter program to launch Corporate Sponsorship Packages. Three levels of sponsorship were offered: gold, silver and bronze.

ACS welcomed McInerney Barratt Financial Solutions (silver sponsor), Doctors Safety Line and CCI Group Purchasing Inc (bronze sponsors).

The Program is developing well with sponsors reporting benefits such as greater brand awareness among members, good business networking and product launch opportunities and streamlined building of positive relationships with ACS and its members.

Included in this Annual report is a list of the 2007–08 national and state-wide sponsors. Please contact the Business Development Manager if you have any queries or ideas to advance the sponsor program.

# RESIDENTIAL SERVICES REPORT

NATASHA SEARCY



In the past 12 months the residential aged care sector has continued to see a lot of change, the most significant being the introduction of the Aged Care Funding Instrument (ACFI) on 20 March 2008. ACS has been keeping members up to date with a regular ACFI column in *Snippets*, and education and training sessions conducted by Jill Pretty and Jacqui Banham. These sessions have been very well attended with excellent feedback received.

There are a lot of grey areas with the new instrument and ACS continues to work with the Department of Health and Ageing to clarify a number of questions. It is expected that the validations for ACFI will commence in September 2008 and ACS plans to monitor this process carefully.

The Residential Care Committee has been reviewing the ACFI data collected from 271 residents to evaluate the financial impact of ACFI post-implementation and to assess the financial outcomes against the intended goals of ACFI to better support the costs of High Care residents. The Residential Care Committee expects ACFI will remain a priority agenda item for the next twelve months.

ACS has also continued to lobby against some of the proposed amendments to the *Controlled Substance Act – Drugs of Dependence*, particularly the section that would see care workers no longer permitted to administer scheduled 8 medications. Clearly this change poses significant concerns for aged care facilities, particularly small stand-alone and rural/remote providers. At the same time ACS welcomes the proposed amendment to the legislation that would allow enrolled nurses to administer schedule 8 medications.

In regard to housing and retirement living, the 2007/2008 period has seen a number of initiatives announced, including the National Rental Affordability Scheme (NRAS) and the Housing Affordability Fund (HAF). The Retirement Housing Committee has provided feedback on the NRAS technical paper and liaised with the South Australian Housing Affordability Unit.

The Committee forums have had record attendances this year with more than 100 members attending the Residential Care Forum in April and the joint RVA / ACS Retirement Housing Forum in May.

# COMMUNITY CARE REPORT

PETA BRAENDLER



The past year has been very busy with preparing submissions, representing members on committees, raising issues and concerns with relevant authorities on behalf of members, providing information and responding to member inquiries. Community care reform continues to progress, albeit at a slow pace, and ACS participates in the process whenever the opportunity arises. ACS met with OFTA and DoHA staff, from both the SA office and Canberra, to provide input to the reform agenda, and liaises regularly with ACSA to ensure the interests of SA & NT members are addressed in the national reform agenda.

ACS also met with the Department of Health to discuss the interface between the health and aged care sectors, and with County Health SA regarding transition care.

ACS has been involved in providing feedback on a number of reviews and draft documents. In preparing these submissions and letters comments were sourced from the membership broadly, the ACS Community Care Committee and the CACP/EACHP Steering Group. The Association thanks everyone who took the time – and this is a precious commodity – to consider the topic and send comments. This ensures that ACS feedback represents the views of the membership. Topics ACS provided feedback on included:

- the National Fees Project
- draft Community Care Standards
- draft Community Packaged Care Guidelines
- HACC Triennial Plan Stakeholder forum papers and the HACC Triennial Plan
- Access Points Demonstration Project
- Packaged Care Census
- draft State Dementia Plan
- VHC Review

ACS participated in a number of committees to represent the views of the ACS community care membership. They included:

- SA Access Point Reference Group
- SAHS Healthy Ageing for All Committee & CNAHS Healthy Ageing Implementation Group
- Better Practice Project Advisory Group
- ACSA National Community Care Advisory Committee
- ACSA National Workforce Committee
- ACSA National Community Care Conference Organising Committee

There were two ACS Community Forums, in addition to the Quality Improvement Forums, held this financial year. They were 'How to Recruit the Right Person' (November 07) and 'Palliative Care in the Community' (April 08).

# HACC SERVICE SUPPORT & DEVELOPMENT REPORT

## CAROL MOHAN



ACS receives Home and Community Care (HACC) funding to employ a HACC Service Support and Development Officer to assist HACC funded agencies in the priority areas of workforce, local government and quality improvement.

### Workforce

The attraction and retention of a suitably skilled workforce continues to be a challenge across the aged and community care sector. With HACC funding, a work group was established to develop two resources expected to be launched in October 2008. The first resource aims to attract new recruits to the sector by informing them about the type of paid and unpaid work available, benefits of working in the sector and training and career pathways that can be accessed. The second resource provides a package of information for employers outlining initiatives organisations have implemented to make their workplace more attractive to both new recruits and existing employees.

ACS was successful in obtaining a grant from Employers Mutual in February 2008 to revise the *Health Safety and Welfare for Home and Community Workers – Guidelines for Managing OHS&W; Aged Care, Disability Care, Community Care* (a SafeWork SA resource). A steering committee has been established to update the 2003 version, in consultation with community care providers. The resource, expected to be launched October 2008, will provide practical information to assist organisations to manage the complex risks associated with providing support in people's homes.

### Local government

Local government in South Australia has been providing services to older people for many years, even prior to the commencement of the HACC Program in 1985. Councils also play a significant role in planning for an ageing population. A contact list of all Aged and Community Care Coordinators is maintained and reviewed annually to facilitate networking, collaboration and joint problem solving. ACS updates are provided at the Local Government Aged and Community Care Workers Network and the HACC Service Support and Development Officer is an active participant on the Local Government Community Managers Group which meets monthly.

### Quality Improvement

Two Quality Improvement Forums for Community Providers were conducted during this financial year, one in October last year and one in June 2008. The first focused on identifying the barriers to providing high quality consumer-focused service and the second focused on overcoming those identified barriers. Both forums provided an opportunity to hear Government updates and showcase practical examples of quality services provided by community care organisations. Between 60 and 80 people attended each forum.

# BETTER PRACTICE PROJECT REPORT

## JOYLEEN THOMAS & TEAM



The past 18 months have been significant for the direction of the Better Practice Project (BPP). HACC agencies are embracing the BPP on their own terms and incorporating the principles into their individual work cultures. The roll-out of the Living as an Older Person training package through the Train the Trainer sessions in 2007 has clearly played a key role in facilitating this, as did the recent follow-on sessions.

Another contributing factor is that the HACC program has presented the BPP as a resource for services in its Triennial Plan, particularly reflecting the need for services to be flexible, proactive, and centred on people and their communities.

### Stage 2 “Living as an Older Person” training – The Domino Effect

As planned, we have now revisited a number of the 18 locations where the Living as an Older Person training package was introduced last year. The BPP is keen to establish how people are using the materials and have been very impressed with their efforts. Some of the exciting achievements include:

- The manager of a program providing support for marginalised adults used the materials to suit their needs, and went on to run the training for two adjoining services.
- Staff from three agencies joined together to run the training for a group of people undergoing a ‘work ready’ program in the Southern Fleurieu, with positive feedback. Along with the Positive Ageing Task Force, they are supporting the BPP to run another Train the Trainer session in the region for those who did not attend last year.

- A variety of responses indicate that the material is adaptable for people working at different levels, and as one coordinator aptly described:  
*‘Fantastic, I am really motivated and encouraged – I realise that I can be part of this process, not leave it to someone with “more expertise”. Going back to work with great ideas! I feel equipped to make a difference.’*

Attendance at the follow-on sessions has been variable, largely due to staff movement between organisations, which can be quite positive as people become messengers in their new environment. Our perception is that the twelve-month gap between sessions (due to a six-month delay in funding for the BPP) also may have contributed to a loss of momentum for some people – hence the challenge for the BPP to re-invigorate people.

### Consumers –Tool Development

The BPP has been privileged to engage with a number of consumers, either through focus groups or other opportunities, which continues to inform our work. The BPP supported the Northern Collaborative Project Regional Consumer Reference Group by providing a renowned guest speaker, Jane Sherwin, at a Consumer and Coordinator Forum focusing on ‘Right Relationship’ in April this year. This brought together consumers, careworkers and co-coordinators to discuss the key elements of a right relationship between all parties and how to establish if it is in place. The very positive feedback indicated a desire to use this information in a productive way. We are delighted to continue working alongside the Group as they help us all to understand what a truly person-centred approach requires and how we might together develop tools that help agencies to measure quality from a service user’s perspective.

# 2007–2008 ACS MEMBERSHIP

Abbeyfield Society	Country Home Advocacy Project Inc	Moonta Health & Aged Care Service Inc
Aboriginal Hostels Limited - Hetti Perkins Home for the Aged	Cowell Cottages Inc	Mt View Homes Inc
ACH Group Inc	District Council of Loxton Waikerie	Murray Bridge Lutheran Homes Inc
Adelaide City Council	District Council of Mt Barker	Murray Lands Homes for the Aged
Adelaide Hills Community Aged Care Program	Domiciliary Care SA	Murray Mallee Aged Care Group Inc
Aged Care Assessment Team	Dunbar Homes Inc	Nalya Lodge
Alexandrina Council	Eastern Eyre Health & Aged Care Inc	Netherlands Aust Aged Services Assoc Inc
Almond Grove Retirement Village	ECH Inc	Nganampa Health Council Inc
Alwyndor Aged Care	Eldercare Incorporated	North Eastern Community Nursing Home
AM Ramsay Village	Eudunda & Kapunda Health Service	Northern Collaborative Project
ANFE Day Care Program	Eudunda Senior Citizens Hostel	Oak Valley (Maralinga) Inc Aged Care Services
Anglicare SA Inc - Aged Care	Federation of Polish Organisations SA	Orroroo & District Health Service
Ardrossan Community Hostel	Flinders House Home for the Aged Inc	Para Vista Lutheran Homes Inc
Australian Red Cross – Northern Territory	Flora McDonald Lodge	Pennington Aged Care Village
Balaklava Mill Court Homes Inc	Frontier Services Northern Territory	Penola War Memorial Hospital Inc
Baltic Communities Home Inc	Gawler Council	PISA Italian Meal Services
Barossa Village Inc	Gilbert Valley Senior Citizens Homes Inc	Port Augusta Homeassist
Barunga Village Inc	Goodwood Community Services Inc	Port Broughton District Hospital & Health Services
Bethsalem Care	Greek Orthodox Community SA Inc	Renmark Paringa District Hospital Inc
Boandik Lodge Inc	Guide Dogs Association of SA & NT	Renmark Paringa Homes for the Aged Inc
Boneham Cottage Homes Inc	Hamley Bridge Memorial Hospital Inc	Resthaven Incorporated
Bordertown Memorial Hospital	Helping Hand Aged Care Inc	Riverland Regional Health Service
Burnside Retirement Services Inc	Hills Mallee Southern Aged Care Facility	Riverview Lutheran Rest Home
Camden Community Centre	Hungarian Caritas Society in SA Inc	Royal District Nursing Service
Carers' Link Barossa and Districts Inc	Hutt Street Centre	RSL Villas
Ceduna District Health Services	IRA Parker Nursing Home	Rural City of Murray Bridge
Ceduna Koonibba Aboriginal Health Service	Italian Benevolent Foundation	SA Baptist Home for the Aged Inc
City of Burnside	Jallahar Homes Inc	Seniors Information Service
City of Charles Sturt	James Brown Memorial Trust	South East Regional Community Health Service
City of Holdfast Bay	Jewish Community Service Inc	Southern Cross Care (SA) Inc
City of Marion	Kangaroo Island Health Service	Southern Fleurieu Community Support Service
City of Mitcham	Keith & District Hospital Inc	Southern Flinders Health - Crystal Brook Campus
City of Norwood Payneham and St Peters	Kingston Retirement Village	St Anna's Residential Care Facility
City of Onkaparinga	Kingston Soldiers Memorial Hospital	St Basils Homes (SA)
City of Playford	Kura Yerlo Council Inc	St Catherines Berri
City of Port Adelaide Enfield	Lakeside Villages Inc	St John Ambulance Australia SA
City of Prospect	Leahurst Home for Aged Trained Nurses	St Joseph's House
City of Salisbury	LHI Retirement Services	St Martins Aged Care Facility
City of Tea Tree Gully	Life Care Churches of Christ	St Matthews Homes Inc
City of Unley	Linsell Lodge	St Paul's Lutheran Homes Hahndorf
City of West Torrens	Lobethal & District Aged Homes Inc	St Raphael's Home For The Aged
Clayton Church Homes Inc	Longridge Retirement Village	Star of The Sea Home For The Aged
Cooper Pedy Hospital & Health Service Inc.	Mallala Community Hospital	Stirling District Hospital
Country Health SA (Eyre Regional Health Service Inc)	Mallee Health Service	Strathalbyn & District Aged Care
Country Health SA (Lower North Health)	Maltese Aged Care Association SA Inc	Summerhill Inc
Country Health SA (Riverland Regional Health Service)	Matthew Flinders Home Inc	Tandara Lodge of Penola
	Meals on Wheels	Tanunda Lutheran Homes Inc
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	Mid Murray Community Support Service	
	Mid Murray Homes for the Aged Inc	
	Minda Incorporated	
	Minlaton Hostel for the Aged Inc - Southpark Hostel	
	Miroma Place Hostel	

# 2007–2008 ACS MEMBERSHIP (CONT'D)

Tappeiner Court Nursing Home  
Tatiara Retirement Village Society Inc  
Tenison Woods Aged Care Services  
The Eyre Peninsula Old Folks Home Inc  
The Salvation Army Healthlink  
The Society of St Hilarion Inc  
The War Veterans Home Myrtle Bank Inc  
The Willochra Home  
Trinity Baptist Church

Trinity Place  
Uniting Care Wesley Adelaide Inc  
Uniting Care Wesley Bowden  
Uniting Care Wesley Port Adelaide  
Waikerie Community Senior  
Citizens Home  
Waikerie Health Service  
Wakefield Regional Health Service  
Wami Kata Old Folks Home

Warekila Lodge  
Warrina Homes Incorporated  
West Coast Homecare  
Wheatfields Incorporated  
Whyalla Aged Care  
Wirreanda Cottages Inc  
Yorke Peninsula Health

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Council on the Ageing (SA)  
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Department of Health & Ageing

Multicultural Aged Care  
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MHD Aged Services Consulting  
Southern Cross Bioethics Institute  
Riessens Corporate Services  
Veterans' Home Care, DVA

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