



The National Report

6 October 2011 – Issue 265
Aged & Community Services Australia
Proudly sponsored by CH2/intouch Direct
www.intouchdirect.com.au

Contents

ACSA's 4th National Community Care Conference and Trade Exhibition
Smart Technology for Modern Aged Care: *delivering change* Conference
Winners of the InterfaceFLOR Win a Makeover Competition
Departures from ACSA
Taxation Forum: Ageing Population Key Challenge: PM
Grant Thornton Analysis of PC Report: Implications for the Resicare Industry
Many Will Age but Few Will Bear the Cost
Personal Carer and AIN Workforce Project
New Arrangements for Aged Care Accommodation Bonds
Draft eHealth Legislation
National Roundtable Forum on Social Isolation and Older People – What Works?
Australian Charities and Not-for-profit Commission & National Standard Chart of Accounts
People of Australia Ambassadors
Nominations Open for the National Homelessness Services Achievement Awards
Aged Care Standards and Accreditation Agency Better Practice Awards
Funding for Culturally Appropriate Aged Care
Aged Care Workforce
Working with Employers and Unions
Productivity Commission to Inquire into Climate Change Adaptation
Good Governance: Examining the Contribution of Not-for-Profit Directors
ABS Social Survey: Most Australians Happy with their Lives
Australasian Journal on Ageing
Residential Aged Care Communique
Helping Health Professionals with Difficult Questions
Social Cohesion Survey Shows Drop in Voluntary Work
Older Prisoners: A Challenge for Australian Corrections

ACSA's 4th National Community Care Conference & Trade Exhibition - *Firm Foundations: Flexible Futures: Adelaide 21-22 May 2012*

Call for Papers

Aged & Community Services SA & NT will host the 4th National Community Care Conference and Trade Exhibition from 21-22 May 2012 at the world class Adelaide Convention Centre.

The theme for this conference is Firm Foundations: Flexible Futures. It will give both service provider and consumer perspectives in sessions addressing:

- choice
- autonomy
- control
- connectedness
- building community capacity
- culture of the sector
- partnerships needed to make the system work

The Call for Abstracts is now open and abstracts relating to the delivery of Indigenous, culturally appropriate, rural and remote, dementia or palliative care services and related research are particularly welcome.

Please visit the Conference Website to find out more information including Guidelines for Abstract Submission. The closing date is Friday 21 October 2011.

<http://www.agedcare.org.au/>

Smart Technology for Modern Aged Care: *delivering change* Conference: Melbourne 19-20 April 2012

Call for Papers Extended to 7 October

ITAC 2012 is hosted by the Aged Care Industry Information Technology Council (ACIITC), supported by ACSA and Aged Care Association Australia (ACAA).

Papers are invited from aged care service providers which reflect the importance of information technology in establishing a sustainable, quality focused aged care environments, and covering, inter alia, community and home based care as well as residential care

For further information contact: Jane Murray, ITAC 2012 Conference Manager
T: 08-9405 7171, E: itac2012@jayscorpevents.com.au

Announcing the winners of the InterfaceFLOR 'Win a Room Makeover'

The following ACSA Conference delegates have won a room makeover for their organisation compliments of InterfaceFLOR:

- Chris Martin, Autumn Lodge Village Armidale
- Jacinta Rose, Feros Village Bangalow
- Kylie Jacques, Anglican Care Carey Bay

Trish Rosen from InterfaceFLOR will be contacting winners about their prize.

Departures from ACSA

- ACSA Board member and Vice President Ross Smith from Queensland, has resigned as RSL Care CEO, effective from 28 October 2011 after almost 16 years in that position. He will continue in the Health Care Reform environment and will become Director of the newly created West Moreton-Oxley Medicare Local.
- Heather Stevens, ACSA's much valued Office Manager who has been with ACSA since, as Aged Care Australia, it moved to Melbourne on 28 October 1996, has resigned effective 28 October 2011, to take up a position with Palliative Care Victoria. She will be greatly missed.
- Lesley Dredge, ACSA's Manager Policy and Planning, is also leaving to take up a position with Palliative Care Victoria. She has been deeply involved in ACSA's response to the PC Report and other policy issues, as well as working on the National Conference, and her valued contribution will also be missed.

Taxation Forum: Ageing population Key Challenge: PM

The Prime Minister Julia Gillard told the Taxation Forum in Canberra on 4 October that the ageing of the population was - along with technology and climate change - key influences shaping the nation in coming decades.

"We know that our society is ageing and that requires us to do smart things to increase participation in the workforce so we do not see unsustainable changes in the dependency ratio," Gillard said.

"We need our health system to be more agile and connected in meeting the needs of people with chronic diseases."

Grant Thornton Analysis of PC Report: Implications for the Residential Aged Care Industry

Cam Ansell has prepared this analysis, which states that the measures represent a 'fundamental necessity' if the industry is to grow and adapt to support the growing number of older Australians that will require aged care services.

"In this context, we believe that the relaxation of regulatory constraints is inevitable regardless of the Government's response to the Productivity Commission's recommendations. The principal uncertainty is around the timing of the changes and the means through which the price and supply deregulation process is managed.

"Assuming that an appropriate implementation strategy is adopted for future resident/subsidy contributions, the following critical changes can be expected in Australia:

1. Substantial growth in investment in high quality aged care services and infrastructure underpinned by commercially viable business models;

2. Greater levels of competition between providers, driving service innovation, consumer choice and efficiency. Strong service integration driven by entitlement models;
3. Accelerated redundancy of older residential aged care facilities and the rationalisation of existing services;
4. Downward pressure on very high individual accommodation bonds (super-bonds) and competitive pressure on some extra service facilities; and
5. New foreign and domestic entrants into the market and consolidation among existing providers.

The report is available at

http://www.grantthornton.com.au/files/agedcare_productivity_commission_110928.pdf

Many Will Age but Few Will Bear the Cost

Stephen Lunn, Social affairs writer at The Australian wrote a feature article on 1 October considering the PC Report.

He contrasts the wish to "age in place" and the PC policy directions on individuals bearing a greater cost of their own aged care with News Limited Newpoll research showing that most Australians believe governments rather than individuals should bear the increased costs of care caused by an ageing population.

Read the article at

<http://www.theaustralian.com.au/national-affairs/many-will-age-but-few-will-bear-the-cost/story-fn59niix-1226153985821>

Personal Carer and AIN Workforce Project

ACSA is on the reference group for the Department of Health and Ageing project "an overview of the personal care worker and assistant in nursing workforce" which is the first stage of a broader project looking at the possible regulation of PCs. The project was promised in the 2010-11 Budget.

The initial consultations are taking place during October-November.

New Arrangements for Aged Care Accommodation Bonds

The new Prudential Regulations came into effect from 1 October. The Department of Health and Ageing (DoHA) has sent out a communications pack containing fact sheets on the governance standards and the disclosure standards; a consumer fact sheet; and a general guide. The pack includes definitions and examples of matters such as capital expenditure.

In relation to a few issues raised by ACS SA and ACSWA, ACSA can advise that:

- Bonds are not able to be applied to operational expenditure except in the first 12 months of a new service;

- Major IT infrastructure is regarded as capital but not individual PCs, nor items such as motor vehicles;
- The governance standards apply to the approved provider, not individual RACFs; and
- There are no retrospective provisions in relation to the treatment of bonds.

Draft eHealth Legislation

The Minister for Health and Ageing, Nicola Roxon, has released the draft eHealth records legislation for public consultation.

The draft legislation outlines the process by which consumers, health care organisations and data repositories will register to be part of the eHealth system. This legislation will underpin the strict security regime being established to protect the privacy of patients using the eHealth system.

ACSA is preparing a response to feed into the consultative process.

Help Plan A National Roundtable Forum Social Isolation and Older People... What Works? 14 November Melbourne

Seniors Victorian (Victorian Government), Benetas and 4C Consulting are organising a roundtable to be held at Zinc, Federation Square, Melbourne on 14 November 2011. The forum will seek to develop a common understanding of the problem and identify key areas for action.

Please help the roundtable planners by answering the three questions on the link below to assist in planning for the workshops to be held on the day. The survey should only take a few minutes to fill out and your assistance is greatly appreciated.

<https://docs.google.com/spreadsheet/viewform?formkey=dDd3eVVYU1ILZWxVYmoyODFRNd1UHc6MQ>

Australian Charities and Not-for-Profit Commission and National Standard Chart of Accounts (SCOA): Update

ACSA has prepared a brief note on this development, which arose from the release, in January 2011 by Treasury of a consultation paper Scoping study for a national not-for-profit regulator. This set out to reduce the reporting burden (in terms of complexity, time and cost) and establish transparent and consistent financial reporting across the NFP sector. It flagged a 'one-stop-shop' for the dissemination of information on reporting requirements and governance for NFPs and the implementation of a new National Standard Chart of Accounts (SCOA) under a new Australian Charities and NFP Commission.

It noted that a new national SCOA for reporting by the NFP sector has been developed and is being adopted by Australian, state and territory governments. The

SCOA will make sure that different governments ask for basic financial information in the same way so that NFPs can report in a standard format. Adoption of the SCOA by NFPs is currently voluntary.'

People of Australia Ambassadors

'In recognition of the importance of ACSA's contribution to a strong and cohesive Australia which recognises and values the contributions of all Australians ACSA has been asked by the Government to nominate candidates for consideration as a 'People of Australia Ambassador'.

The role of the 'People of Australia Ambassadors' will be to champion inclusion and provide 'grass roots' input to the AMC and the Government. Ambassadors will also have key roles in annual community events and celebrations for Harmony Day, held on 21 March each year. They will be appointed for a 12-month period.

Nominees will exemplify a strong commitment to inclusion and social cohesion, or involvement in a range of community work and programs that strengthen our neighbourhoods.

Details at: www.amc.gov.au/ambassadors.htm

Nominations Open for the National Homelessness Services Achievement Awards

Nominations are being called to recognize outstanding organisations committed to addressing homelessness in the first-ever National Homelessness Services Achievement Awards. Seven categories celebrate excellence, quality, innovation and achievement by homelessness service providers.

Nominations for the Awards close on Friday 25 November, with winners to be announced at an awards ceremony in February 2012 at the Great Hall, Parliament House, in Canberra.

The Award categories are:

- Excellence or innovation in addressing homelessness by an organisation;
- Excellence in the prevention of, or early intervention in, homelessness;
- Outstanding business or philanthropic commitment to addressing homelessness;
- Excellence or innovation in partnerships in delivering services;
- Closing the gap: Excellence in addressing Indigenous homelessness;
- Excellence in supporting pathways to employment or education; and
- Excellence in addressing homelessness in a regional, rural or remote location.

To nominate an organisation in the National Homelessness Services Achievement Awards visit: www.fahcsia.gov.au

Aged Care Standards and Accreditation Agency Better Practice Awards

The Agency has announced 41 Better Practice Awards winners, many of which are ACSA members in the different States and Territories.

Individual ACSs will be profiling their local winners and the full list is at:

<http://www.accreditation.org.au/accreditation/better-practice-awards-2011>

Funding for Culturally Appropriate Aged Care

The Australian Government is providing \$5 million to continue the Partners in Culturally Appropriate Care (PICAC) program for the next three years and eight organisations have been funded to deliver the program to equip aged care services to deliver culturally appropriate aged care to people from culturally and linguistically diverse backgrounds.

Aged Care Workforce

- Braemar Presbyterian (Aged)Care, a WA based Enterprise Based Productivity Places Program (EBPPP) participant, recently hosted the Minister for Skills and Jobs, Senator Chris Evans for the launch of the Gillard Government's \$3 billion Building Australia's Future Workforce initiative .
- Robin Flynn, policy and research manager at Community Services and Health Industries Skills Council (CS&HISC) has recently discussed aged care workforce issues including the consistency and quality of Registered Training Organisations (RTOs). He has positioned them within a broader aged-care workforce development context which includes consideration of recruitment, changing client demographics, funding policy, job design, retention, leadership and management as well recognised qualifications.

The article can be viewed at:

https://www.cshisc.com.au/index.php?option=com_content&task=view&id=816&Itemid=907

Working with Employers and Unions

To support the new partnership with industry, the Government will establish a new \$25 million National Workforce and Productivity Agency (the Agency). The Agency will be resourced for intensive engagement with industry, industry skills councils, employer associations and unions, in order to help inform Government and industry workforce planning.

It will work closely with industry to determine the key workforce planning and development areas needed to overcome skill shortages and to lift workforce productivity.

The Agency will administer the new National Workforce Development Fund to ensure that available resources are targeted to the areas of greatest skills need, and to undertake research regarding the future nature of work in Australia.

The new National Workforce and Productivity Agency will provide a pathway to help address Australia's critical shortage of nurses, the Australian Nursing Federation (ANF) has said.

The workforce agency will open ahead of schedule in an effort to find solutions to the country's shortage of skilled workers.

"We are now calling on the Agency to seriously examine one area of the country's workforces experiencing a massive skills shortage right across public and private hospitals, nursing homes and mental health facilities", ANF Federal Secretary Lee Thomas said.

<http://ahha.asn.au/news/new-work-agency-must-address-nurse-shortage>

Productivity Commission to Inquire into Climate Change Adaptation

The Productivity Commission is to report on the regulation and policy settings that would enable effective climate change adaptation by Australian industry and households. As demonstrated by the January 2009 Victorian heatwave, which according to Victorian authorities resulted in an estimated 374 "excess deaths", a 25 per cent increase in ambulance attendances and a 34-fold increase in treatment for heat-related conditions, the projected increase in frequency and intensity of extreme temperatures can be expected to result in significant increase in demand for health services during these periods.

The Inquiry will report in September 2012. Details at www.pc.gov.au

Good Governance: Examining the Contribution of Not for Profit Directors

Most non-executive directors of Not for Profit organisations spend the equivalent of seven working weeks a year on their director's duties – with almost 90 per cent doing so on a voluntary basis, according to a study by the Australian Institute of Company Directors.

The Australian Institute of Company Directors (AICD) released the findings as part of 2011 Directors Social Impact Study, which examines the contribution that Not for Profit directors make to their organisations, to the community and to the sector as a whole.

The study, based on almost 2,000 individual members of the AICD, found that nearly 60 per cent of company directors surveyed currently serve on Not for Profit (NFP) boards, with almost 50 per cent holding directorships with more than one NFP organisation.

50 per cent of the AICD respondents thought the quality of governance within NFP organisations was just as effective as for-profits. This finding differs from the 2010 Productivity Commission report into the NFP sector which suggested that overall governance and accountability arrangements in the NFP sector had not kept pace with international trends.

Of the AICD members who responded, almost half are involved with the largest NFPs - those with turnovers in excess of \$5 million.

The research shows that one of the key differences between for-profits and NFPs (particularly with large NFPs) is the level of complexity that NFP directors are confronted with. NFPs have multiple stakeholders, they are not just responsible to and reporting to shareholders, but beneficiaries, funders, members, community donors and volunteers.

More than 50 per cent of directors surveyed had been involved in the setting up or closure of a NFP, a merger of two or three NFPs or had been in the situation of facing insolvency.

Download the full Directors Social Impact Study 2011 from their website <http://www.companydirectors.com.au> (then search)

ABS Social Survey: Most Australians Happy with their Lives

78% of Australians aged 18 years and over were satisfied with their lives, similar to the 76% who reported being satisfied in 2001, according to figures released by the Australian Bureau of Statistics' 2010 General Social Survey (GSS).

In 2010, 43% were pleased or delighted with their lives, while 34% reported being mostly satisfied. People who had contact with friends and family outside their household at least weekly were much more likely to be satisfied with their lives (78%) than those who either had no recent contact (33%) or who had no friends or family outside their immediate household (28%).

Further information is available in the General Social Survey, Summary Results, Australia. Available for free download from www.abs.gov.au

Australasian Journal on Ageing: Vol 30 Issue 3 September 2011

The peer reviewed AJA is the journal of ACSA, Australian Association of Gerontology, COTA and the Australian and New Zealand Society for Geriatric Medicine (ANZSGM).

The September issues includes articles on an environmental audit tool suitable for use in homelike facilities for people with dementia; Medication problems in patients referred to aged care and memory clinics at a tertiary care hospital; Managing depression in patients with vision impairment; Older people's decisions about ageing in place' in WA; Exploring the effect of foot massage on agitated behaviours in older

people with dementia pilot study, and the ANZSGM position statement on orthogeriatric care.

Subscription details are at www.agedcare.org.au

Residential Aged Care Communiqué

The RACC's third edition for 2011 discusses the contentious issue of risk, rights and responsibility. This edition is a joint initiative with VMIA Risk Management & Insurance who publish a similar newsletter, "Lessons Learned", reporting on clinical incidents. It reports on a coronial case about a resident who died whilst smoking a cigarette and adds three commentaries exploring different perspectives from the nursing and care staff, an ethicist, and a resident's advocate.

Free subscriptions to the RACC can be arranged via email to: racc@vifm.org

Helping Health Professionals with Difficult Questions

The University of Sydney has launched a new website to help health professionals deal with the wide range of challenging ethical and legal issues they encounter in their work. The Clinical Ethics Resource, has over 500 links to an extensive range of material addressing the ethical and legal issues experienced by the thousands of people working in clinical environments in the NSW health system, and would have applicability elsewhere.

The site (<http://clinicaethics.info>) includes guidelines, tools, legislation, policy, reports, articles, books and examples of legal cases. The 19 categories covered on the Clinical Ethics Resource include genetics, mental illness, end of life, organ and tissue donation, consent, reproductive health, confidentiality, negligence and standards of care and communication.

Social Cohesion Survey Shows Drop in Voluntary Work

The number of Australians giving their time as volunteers has fallen, according to the Scanlon Foundation's Mapping Social Cohesion Report.

It found that involvement in regular unpaid voluntary work has fallen by almost 10 per cent over two years from 32 per cent in 2010 to only 31 per cent in 2011.

The report says the findings point to an erosion of individual connectedness, weakening of community organisations and a low level of trust in government – all key indicators of threats to social cohesion.

The report is available at <http://www.arts.monash.edu.au/mapping-population>

Older prisoners: A Challenge for Australian Corrections

This Australian Institute of Criminology Report shows a clear trend towards increased numbers of older prisoners similar to United States, United Kingdom and New Zealand prisons. Older prisoner populations present a number of challenges for governments, correctional administrators, healthcare providers and community agencies.

<http://www.aic.gov.au/en/publications/current%20series/tandi/421-440/tandi426.aspx>

Aged & Community Services Australia
Level 1, Bank House, 11-19 Bank Place, Melbourne VIC 3000
Ph: 03 9670 5900 Fax: 03 9670 6400
Email: info@agedcare.org.au www.agedccare.org.au



The complete solution
for Aged & Community Care

www.intouchdirect.com.au

1300 134 260