



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

ACS Committee Update July 2010

Aged & Community Services SA & NT is delighted to present the first of our Committee Updates, which provide members with a summary of the recent activities and main focus areas for each of the ACS Committees. This Update covers the past six months; future Updates will be issued quarterly.

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

For further information on any of the committees including current members, Action Plans and Terms of Reference, please visit the website www.agedcommunity.asn.au or phone 8338 7111.

Community Care Committee

The Community Care Committee identified a number of key areas of interest for 2010 but also delve into other pressing issues as they come to hand. The key areas for 2010 are:

Health / Aged Care Connection

- Committee members represent ACS on the Statewide Older Persons Clinical Network workgroups for Rural Services for Older People, Community based Rapid Assessment Response and Regional Geriatric Services.
- ACS Community Care Forum held in March that focused on the Health/Aged Care interface, showcased a number of initiatives where aged care is currently bridging the aged care/health interface very successfully and explored the potential, from a policy perspective, for aged care to partner with health in supporting older people to age well.
- Ensured health and ageing interface was included in the ACS 2010 State Election Issues and Recommendations paper

Award Modernisation

- Committee member providing information on operational impacts of Award Modernisation on community care providers to ACSA.
- Raised awareness of OFTA and DoHA regarding cost implications. The Committee will be undertaking more detailed exploration of the impact of award modernisation and pending pay equity case on unit cost and services with fixed budget.

Quality Reporting

- Committee provided input into ACSA letter to Minister Elliot that supported the development of a common set of standards but expressed concern that there would not be a single assessment process and suggested there should be a risk management approach implemented for multi-site organisations. In addition, concern was raised about the plan to undertake spot checks and, while supporting focus groups, noted that they needed to be appropriately resourced. The Committee provided a copy of this letter to David Caudrey, OFTA, and Allan Quire, DoHA, to strongly support a single audit process per organisation that is shared between governments.

Access Points

- Late in 2009 the Community Care Committee wrote on behalf of members to Keith Tracey-Patte, then the Assistant Secretary, Community Programs Branch, DoHA, to express commitment to improving access to community care and to provide an overview of the issues, implications and areas ACS members had identified regarding access points. The key points in this letter have since been taken up nationally in a letter from ACSA to Tracy Mackey, the current Assistant Secretary, and the Community Care Committee have informed OFTA and DoHA (SA office) of this.
- The Committee also provided a copy of the letter to Minister Rankine's Ministerial Adviser and followed-up with an invitation to meet with the Community Care Committee to discuss access points and other areas of interest to ACS members. The Ministerial Adviser, Briana Hendry, and Ministerial Liaison Officer, Simon Cooklin, met with the committee in June.

Respite/Carers

- Recent reports have been consistent in their critique of respite. Aged care is a service that supports older people and respite is the part of aged care that is about trying to retain the relationship between older person and carer. The committee is interested in identifying what the sector needs to revisit in terms of policy and practice and to identify opportunities to influence policy direction to better support carer choice. As a step in this process, the committee put forward a proposal to the ACS Board to hold a state conference in 2011. This will not be a showcase of what we do – more a challenge of what we should be doing to respond to needs and deficits described by carers. The proposal was supported in principle at



Community Care Committee

the April Board meeting.

Elections – ACS Policy Platform

- The Community Care Committee identified key issues to be included in the ACS state election campaign and representatives from the Committee played a key role in the development of the ACS State Election Issues and Recommendations paper.

Day Therapy Program

- The Community Care Committee is concerned there is a risk that essential support currently available to assist frail older people through the Day Therapy Program to age well at home will be lost or reduced unless it is recognised by the Australian Government for its true value and expanded to make it available to more older people in SA and other States. The Committee is developing papers to advocate for Day Therapy to be recognised as an integral part of the continuum of support for frail older people living in the community and to be expanded to enable access in all regions of Australia.

In addition, the Committee has identified a number of areas for a 'watching brief' to discuss when issues arise and to keep members informed of any developments.

The Committee recently raised member concerns with OFTA regarding extending recurrent HACC Funding & Service Agreements, due to expire 30 June 2010, for only one year, to 30 June 2011. While OFTA has issued agreements only to 30 June 2010, David Caudrey has expressed his willingness to extend this via a letter to effected providers when OFTA receives some direction from DoHA in Canberra and clarification that the Commonwealth will honour agreements beyond 2011. ACS has also discussed with the NT Government their intent regarding expiring HACC Agreements, which they have decided to extend to 30 June 2012.

The Community Care Committee is also interested in what research has been done on transition to residential aged care and what the findings are with a view to identifying areas that need improving in community care to better support people who choose to stay living at home – looking at risk factors for residential care. ACS will undertake a literature search.

In addition to participating in regular ACS/OFTA meetings, the Community Care Committee meets with Allan Quire and Kleo Pope from DoHA at least six-monthly to discuss issues that affect ACS community care members.

Residential Care Committee

During the last six months the Residential Care Committee has been working on the following:

ACFI

- Identifying issues with ACFI and contributing to the 'ACFI Review Submission' that was subsequently submitted by ACSA;
- Reviewing the 2009 ACFI Statistical data available from the Department of Health and Ageing and requesting further statistical information from the Department of Health and Ageing to identify the issues that may be causing South Australia to have the highest downgrades;

Australian Nursing and Midwifery Federation (ANMF – SA Branch)

- Corresponding with the ANMF to clarify inclusions/exclusions into the draft 'Guideline for Administration of Drugs of Dependence (DDA) by Aged Care Workers in Low Care Residential Aged Care Facilities in South Australia';
- Developing the above guidelines with the ANMF as well as developing the Personal Care Workers (PCW) Management of DDA possible storage and administration methods;

Aged Care Standards and Accreditation

- Corresponding with the Aged Care Standards and Accreditation Agency Ltd about separate visits to co-located Residential Aged Care Facilities;

Residential Forum and Education

- Successfully organising and hosting the Residential Forum on 16 April 2010 at Morphettville Junction with the following speakers presenting a range of interesting and informative topics:

- ⇒ Pat Sparrow (ACSA) – Industry Overview – 'Residential and Community Aged Care Current Position and Vision for the Future'.
- ⇒ Katherine Tumes (Uniting Care Wesley) – A Picture Speaks a Thousand Words – 'Art Therapy Methods of Expression for People with Dementia and Cognitive Impairment'.
- ⇒ David Roach (Palliative Care Council of SA) – Dying is Everyone's Business – 'The new State Palliative Care Plan and its implications'



Residential Care Committee

and reach into and for aged care facilities’.

- ⇒ Stuart Skevington (PUPA Australia Group) – In2Life – ‘An innovative set of programs, tools and offers, all aimed at helping you understand your health status and provide practical ways to improve it’.
- ⇒ Nicholas Linke (Fisher Jefferies) – Coronial Inquests – ‘The impact of a Coronial Inquest in an aged care facility, what to expect’.
- ⇒ Robert Lloyd (UniSA) – Lean Thinking – ‘What is Lean Thinking? What are the wastes in your organisation? The Enterprise Model and how it applies to aged care’.
- ⇒ David Kemp (ECH) – Managing Complaints – ‘Effective ways to manage your complaints responses’.
- ⇒ Ali Taylor (Ali Taylor Consultants Pty Ltd) – Customer Service in the Aged Care Industry – ‘What is the customer service we want? What does quality service mean in our context?’

- Reviewing the evaluation survey of the Residential Forum confirming that the majority of attendees found the Forum topics and speakers rated as being good to excellent;
- Hosting Liz McGrath from the Alzheimer’s Association SA on 10 June 2010, who gave a presentation about the Dementia Behaviour Management Advisory Services;
- Reviewing KRA set by the committee and developing new KRA for 2010/2011 financial year including developing competencies and guidelines for industry;
- Identifying potential educational / forum topics for the second half of 2010.

Housing Committee

ACS SA & NT represents 56 members who operate retirement villages in South Australia, equating to 42% of total providers in the State. As of August 2009, our members operate 5265 independent living units and 1457 resident funded units.

The ACS Housing Committee was developed to proactively address housing and retirement living issues facing older South Australians.

The main purpose of the Housing Committee is to:

- Monitor and identify key initiatives relating to housing.
- Develop policy positions, submissions strategies and/or other initiatives on behalf of the ACS membership regarding key matters identified.
- Provide leadership, policy direction and industry intelligence regarding issues relating to housing.

Housing Committee Key Initiatives

- Create and promote affordable housing opportunities for older people.
- Highlight new and innovative housing models for older people.
- Promote effective management of retirement village living.

Key Achievements in 2010

- The Housing Committee provided industry intelligence in responding to The Greater Adelaide 30 Year Plan, a key South Australian State Government policy.
- The Housing Committee recently collaborated with the Retirement Villages Association (RVA) to present a joint conference on 12 May 2010. The conference had more than 140 delegates attend.
- The Committee’s guest speaker program invited industry leaders to share their knowledge and expertise (some of the speakers were Lesley Dredge, John Hanlon and Barry Ashcroft).
- Housing Forum and Business@Breakfast sessions to present to members up-to-date and relevant information on housing issues as well as the opportunity to network with key stakeholders in the industry.
- Information session for members on the National Rental Affordability Scheme (NRAS).
- Committee members were invited to speak in industry events such as the SIS Retirement Expo.
- Committee members were actively involved with the RVA Advisory Committee and the Urban Development Institute Retirement Living Committee.
- Liaised with key industry stakeholders to advocate and influence policy and planning for affordable housing. To date the Housing Committee have had meetings and consultations with organisations such as Housing SA—Affordable Housing Innovations Unit, Planning SA, Retirement Village Residents Advocacy Service and Unity Housing.



Housing Committee

Ongoing Projects

- Developing an information flyer to raise the profile and awareness of ACS Members' Independent Living Units
- Representing ACS at RVA meetings, ACSA national, Planning SA Round Table discussion, Older person's Forum and other committees.
- Currently developing an ACS policy paper on the definition of affordable housing as it applies to older people.
- Currently in consultation with the City of Salisbury in discussing key policy issues and models in affordable housing.
- Consulting with experts in architectural and environmental design in developing an appropriate green star rating to aged care buildings.
- Organising information sessions for members to increase awareness and knowledge on environmental rating schemes, how they operate and benefits of voluntarily getting involved.
- The Housing Committee is working with the RVA in promoting greater awareness of a national accreditation scheme for retirement villages and independent living units.

Workforce Committee

The aim of the Workforce Committee is to influence policy and practice which results in a vibrant, skilled, valued and diverse workforce to meet the needs of older people into the future.

Apart from providing an industry voice to Government on topics such as WorkCover's removal of the bonus/penalty scheme, SA Health and Community Services Skills Board annual environmental plan and action plan and the award modernisation process and implications, the Workforce Committee has been very busy progressing the following four projects.

RTO Engagement Project – Skill Development

Purpose

Improve the learning and employment outcomes for students and graduates by bringing industry together with training providers to address identified issues.

Outcomes to date

- Two *Students are the Future* Forums for industry and training providers
- Development and trial of a model *Vocational Placement Agreement (VPA)*
- Development of *Best Practice Guidelines for Vocational Placement* launched 27 May 2010

Identified priorities for next 12 months:

- Improve transition to work for those with cultural and linguistic barriers
- Develop and promote the role of Preceptor in the aged and community care sector

By providing opportunities for collaborative solution finding, this project also fulfils our aim of strengthening the relationship and understanding between training providers and aged and community care providers. For that reason, this is an ongoing project.

Best Practice Guidelines for Vocational Placement



Mature Workers Matter Project – Retention and Recruitment mature people

Purpose

Develop strategies which support the health, safety and welfare of mature workers in the aged and community care sector.

Proposed Outcomes

Development of an industry specific guide listing strategies which support mature workers, reduce risk of injuries and improve return to work outcomes.

Update

Achieved approval for funding from Employers Mutual Ltd to develop *Mature Workers Matter* web-page which will include:

- Information about why it is important to implement age-friendly policies and programs in the workplace

Workforce Committee

- Practical strategies aimed at supporting mature workers, minimise workplace injuries and improve return to work outcomes amongst mature workers
- Case studies of successful programs
- A collection of tools including age profiling tool, Work Ability Index, Job-redesign tool
- A Mature Workers Matter checklist to evaluate an organisation's performance when it comes to supporting their mature workforce
- Train Industry 'Champions' in each region to act as leaders in the area

This is a significant project which is expected to be completed by the end of 2011. Thanks to Employers Mutual Ltd for supporting the industry for the third time in two years. Previous funding has been provided to update the OHSW Guidelines for Community Workers and to conduct OHSW Seminars in Naracoorte and Mt Gambier.

School Engagement Project – Recruitment – younger people

Purpose

Facilitate better awareness and uptake of careers in aged and community care amongst school students/graduates.

Proposed Outcomes

- Promote careers in aged and community care to school aged students, their parents, school career counsellors etc
- Promote school-based apprenticeships to the aged and community care sector
- Develop tools, templates, information seminars etc aimed at increasing the industry's capacity to provide positive structured learning experiences for students.

Update

Focus Group held 11 March with DECS, Hamilton Senior College, and Catholic Schools – identified need for two-pronged approach. Currently working together to:

- Identify what would assist aged care providers to accept school-based apprenticeships and structured learning experiences in the workplace – Survey conducted in May to identify current industry participation and knowledge – result indicated most aged care providers were either not aware of school-based apprenticeships or how to go about it. Those which had participated in the scheme reported that they were very happy with the outcomes.
- Develop a presentation/DVD about working in the aged and community care sector for students, parents, school teachers, career counsellors and job brokers – to ensure consistent messages and branding.



The project approach will be to develop collaborative partnerships with regional 'Futures / Pathways' Projects in first instance and building on the workforce resources and portable career display developed last year.

Middle Managers Project – Retention

Purpose

Improve the retention rate of middle managers by identifying strategies and supports that address identified issues and improve job satisfaction.

Strategies

- Conduct survey with middle managers to better understand work related pressures which affect their job satisfaction. (completed 2009)
- Document findings from survey into a report. (completed 2009)
- Present findings from the survey to CEOs, and senior managers to build awareness of issues and to discuss the best way to address them. (completed June 2010)
- Outline actions/strategies needed to address identified issues for Government, industry and other stakeholders.

Workforce Committee

Update

CEO's Round Table discussion occurred on 9 June 2010. The survey findings were presented in detail and discussion took place around strategies to address the findings. Ever increasing workload and treatment from the Aged Care Accreditation Agency were identified as the two most significant challenges. Feeling undervalued by Government, society and some organisations also had an enormous impact on Managers decision to stay or leave the industry/organisation.

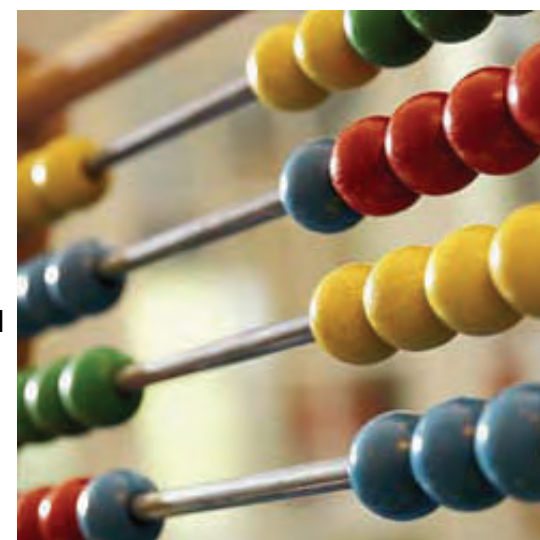
The Work Group will continue to explore ways to address the issues raised over the next 12 months and will be working with the sector to improve the satisfaction and retention of those that perform in the crucial role of Manager of a Residential Facility or Manager of Community Programs.

Finance Committee

The Aged & Community Services SA&NT (ACS) Finance Committee provides input to the overall activities of ACS predominantly through financial modelling and advice. The work of the Committee helps to identify the financial impact of government policies and proposals on the not for profit aged care sector.

The Finance Committee has worked on a range of key issues including:

- Ongoing monitoring of the then new Aged Care Funding Instrument (ACFI) including its capacity to cover the actual cost of care. A Sub-Committee assessed the financial impact of ACFI after a period of 12-15 months following implementation of the system. The outcome from this work indicated that ACFI resulted in higher overall subsidy funding in some cases. However, it was also found that there were variances in the funding outcomes between providers. Also highlighted was the disparity between Aged Care Assessment Teams (ACAT) and ACFI assessment outcomes, particularly where low care ACAT assessments resulted in high care ACFI assessments. The Sub-Committee stressed that until the base profile and indexation were amended to match actual costs, funding would remain a major issue for the sector in terms of the services it was able to provide into the future. The Committee findings were provided through the ACS Board to Aged & Community Services Australia (ACSA) to be included in a national submission to the ACFI Review conducted by the Department of Health and Ageing (DoHA). Submissions to the Review closed in March 2010 and the Committee will monitor the outcomes.
- Maintaining a set of financial indices which compare the actual cost of the provision of aged care in South Australia with government funding and CPI. The indices are designed to provide a financial basis to support advocacy on behalf of the ACS membership. The indices have been provided, through the Board to ACSA and continue to be updated.
- The Committee reviewed and provided feedback to the Board on the Australian National Audit Office (ANAO) *Report: Protection of Residential Aged Care Accommodation Bonds*. The Australian Government has subsequently accepted all of the ANAO Report recommendations. Following consideration of the Report and recommendations, the Committee acknowledged that bond capital held by individual providers is significant and as a result does warrant sound systems to ensure the capital is secure. However, it was strongly recommended that no additional restrictions or administrative burdens be imposed on the sector. Detailed feedback was provided to the Board and the Committee is continuing consultation with senior DoHA representatives. The aim of continued dialogue is to work with the Government to establish workable solutions.



The Committee flagged the significant financial impact on non-self insured providers following the decision by WorkCover to cease the Bonus/Penalty Scheme from 1 July 2010. ACS and the Aged Care Association Australia SA Inc (ACAA) have since jointly written to WorkCover raising sector concerns. Our aim is to continue dialogue with WorkCover on alternative incentives for providers who have demonstrated sound performance management in relation to injury prevention, early return to work and overall occupational health and safety. WorkCover has recently announced the terms of reference for an external consultant who will 'examine the desirability and feasibility of alternative employer incentives in the South Australian WorkCover Scheme'. ACS CEO Alan Graham has since met with WorkCover around this issue and has sought recommendations from the Committee in support of alternative incentives.

The Committee organised a very successful Finance Forum held on 26 February. The Forum attracted excellent speakers on topics of key interest to the sector including:

- Industry Overview – 'Residential and Community aged care current position and vision for the future' by Richard Hearn, Chief Executive Officer, Resthaven Incorporated

Finance Committee

- Economic Update – ‘Current Market Forces and Implications for the Aged Care Sector’ by Giselle Roux, Chief Investment Officer JBWere Pty Ltd
- Climate Change – ‘Think Global act Local’ by Matthew Curnow, SA State Manager, Carbon Planet Australia
- Environmental Sustainability and Strategic Waste Management – ‘The Resthaven experience’ by Andrew Hutcheon, Senior Project Officer - Industry
- The NHHRC Report – ‘A Commissioner’s Perspective on the Recommendations for the Aged Care Sector’ by Robert Knowles, NHHRC Commissioner
- Reducing costs and improving business flexibility in the Aged and Community Care Sector – Insights from the Australian Productivity Commission’ by Angela MacRae, Commissioner Australian Productivity Commission
- Award Modernisation – ‘The Implications for Aged Care including Implementation Phases & Budget Considerations’ by Shayne Bakewell, EMA Consulting
- Results Profile – ‘Insights from the most recent Aged Care Financial Performance Survey results and trends for the aged care sector’ by Max Hopkins, Director, Stewart Brown Business Solutions

The Finance Committee meets monthly (except January and May) and the next meeting will be held on Tuesday 10 August 2010.



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