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Please note some of the articles provided have additional papers which can be downloaded or links to another website page. In some cases these documents are linked to the ACS Members Only section of this website and will require a Username and Password. All members have been issued with a Username and Password. If you have not received this please contact [the Communications Officer](#) with your contact details and you will be issued with your access details.

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From the CEO's desk

Award Modernisation – information and templates for members

The Award modernisation process is nearing an end and the start of the implementation phase begins on 1 January 2010. The ACSA Federation has prepared some material which is intended to assist you more fully understand what is required and when so that you can individually start the process of meeting your obligations under the new legislation and awards.

To assist individual providers the following information is provided:

Award Modernisation – Summary

ACSA have prepared a [summary document](#) which provides a very good overview of what has happened to date.

Template Employee Letters of Appointment

The G10 group (representatives of larger not for profit providers in SA) have generously allowed material, prepared by EMA consulting on their behalf, to be circulated for your benefit. Please feel free to customise these as you consider appropriate.

Three template letters are attached for [permanent](#), [part-time](#) and [casual](#) employees.

Award Implementation Guide

ACCV has made available an [implementation guide](#) which it has prepared for its members. This is an excellent tool for providers to check what is required to be done and when. ACS Tasmania has also prepared an [implementation guide](#) which will be very useful

guide which will be very useful.

ACS NSW/ACT – Industrial News Update

To assist information and understanding a copy of the recent ACS NSW/ACT newsletter is provided for information.

What Members need to do from 1 January 2010 - Summary

1. At a minimum all employers are obliged to give their employees a copy of the Fair Work Information Statement which is a fact sheet outlining information about an employee's entitlements. From the 1st January 2010, it must be provided to all existing employees or new employees before or as soon as practicable after commencing employment. Failure to do so could incur penalties of up to \$6,600 for individuals and \$33,000 for a company. A copy of the fact sheet plus more information about what employers are obliged to do is contained on the Ombudsman's Website.
2. Employers must have copies of the relevant Modern Awards or Enterprise Agreements relevant to their workplace and the National Employment Standards (NES) available for employees to easily access and view. Copies of the awards can be found on the Fair Work Australia Website and the NES can be downloaded here.
3. Employers are required to check their employees' enterprise agreements to ensure that they comply with the NES. If the conditions in the agreement are less than the NES then the NES automatically applies.
4. Employers need to read the Modern Awards closely and compare these against their obligations under the Pre Modern Award instruments and determine what they might need to do differently from January 1.
5. By July 1 2010 employers need to assess which classification employees will move to under the Nurses and Aged Care Awards (this is not required until July 2011 for the SCHCDI award.)

In closing it is important to remind members that EMA Consulting is contracted by ACS to provide an industrial service to member organisations. The service is intended to enable members to seek clarification about a specific matter which can be provided in a short time span up to 15 mins. EMA staff are fully conversant with the Fair Work legislation (they recently conducted seminars on behalf of ACS) and the awards (they have undertaken on our behalf recent education seminars throughout SA).

ACS is also looking at how it can further enhance awareness raising amongst the membership and in this regard already had put in place a full day *Modern Awards – Enterprise Bargaining session* on 3 February (refer recent ACS Training Update)

Vigilance with using products in residential care and health settings

It has recently come to my attention that providers may be unaware of the risks associated with using chemical products (for example, the risks involved with accidental ingestion).

Providers need to be aware that the packaging of such products often does not adequately alert the user to the risks associated with their use. It is timely to remind all providers to assess all chemical substances for risk and follow the appropriate procedures to ensure they are securely stored from anyone but staff using it regularly, and not left in resident or patient care areas.

SA Health Clinical Handover Advisory Group

ACS has been invited to be part of newly created advisory group looking at clinical handover. Potentially an important initiative ACS is planning on having two representatives on the group the CEO and a Board member. Look out for more details on the outcomes from the discussions in Snippets during the course of 2010. The advisory group is due to report by the end of the calendar year.

Click here for the [Group's Terms of Reference](#).

19th Annual Tri-State Conference

MARK THESE DATES IN YOUR DIARY!

Tri-State Conference – *The Changing faces of Aged Care*, 28 February –2 March 2010, Mount Gambier City Hall

After an overwhelming response to the Call for Papers, the program for the 19th Annual Tri-State Conference has just been announced. An exciting and inspiring program has been developed, with a focus on how aged and community services are changing to meet the needs and expectations of consumers whose catch cry is 'choice'.

Trade exhibition – limited booths still available

Registrations for Trade Exhibition and Sponsorship for the 19th Annual Tri-State Conference are currently open. Limited Trade Stands are still available. Interested Trade participants are encouraged to act quickly to secure a Stand.

Visit [the website](#) for more information on Trade and Sponsorship opportunities.

ACS Seasons Greetings

The Board and staff at ACS SA & NT wish you a very safe and happy festive season.

We sincerely thank you for your support throughout the year and look forward to sharing 2010 with you . . .

The ACS offices will be closed from 12.30 pm Thursday 24th December to Sunday 3rd January, reopening on Monday 4th January 2010.



Randstad News

For over 20 years, Randstad has been supporting the needs of employers and the careers of jobseekers right across South Australia. With today's ever-changing business environment, the need for best people, improved productivity and outsourcing of HR-related activities is on the increase. Randstad's vision is to meet these needs by becoming an industry leader in 'Shaping the world of work' and offering a complete range of solutions that cover every aspect of HR services – from temporary staffing, permanent recruitment, executive search through to psychometric assessment and HR consulting. Here's how we can support every area of your business:

Randstad Executive & Professional

Randstad's Executive & Professionals divisions provide tailored recruitment solutions to a wide spectrum of clients across specialised skills-sets and mid-to-senior level management and professional positions. Every recruitment strategy is designed to meet each client's needs, recognising that no two roles or organisations are the same. Our goal is to utilise our specialist knowledge, experience and networks throughout Australia and beyond to uncover the best possible candidates – using only the latest sourcing strategies and techniques available.

For more information, please contact Tim Pearce, manager SA professional on (08) 8461 4430.

Randstad Business Support

Randstad's Business Support division is dedicated to helping businesses to find highly skilled administrative and support staff. Providing temporary, permanent and part-service recruitment solutions, we specialise across many business support position categories, including reception, administration, office support, executive/personal assistance, HR and marketing support; to name a few.

Randstad Contact Centre & Assessment Centre

Randstad's contact centre division specialises in the recruitment and selection of temporary and permanent customer service staff. Providing assessment centre, volume, permanent and temporary recruitment, in addition to part-service offerings, we support all jobs categories from service and sales representatives through to team leaders and contact centre managers.

The flexibility and versatility of our assessment centre product also gives us the capability to design and deliver tailored solutions for volume recruitment needs across every role-type.

For more information on Randstad Business Support, Contact Centre & Assessment Centre, please contact Melina Lipkiewicz, manager SA business support on (08) 8468 8081.

Randstad Health & Community Care

Randstad's Health & Community Care division is dedicated to providing temporary and permanent staffing solutions to South Australia's diverse health and community care facilities – from large public and private hospitals through to small community care services. We recruit and place people who care across the broad spectrum of this industry, including general & specialised nurses, personal care attendants, disability & welfare workers, allied & medical professionals and health & community care management.

For more information, please contact Liz Dunn, SA state manager health & community care on (08) 8468 8081.

Randstad Accounting

Randstad's Accounting division has a single focus recruiting roles right across this specialist skills segment. Recruiting for qualified, part-qualified and unqualified accounting roles, we can support your needs across:

Qualified Accounting roles – Accounting Managers; Business, Revenue, Financial & Data Analysts; Audit, BAS, Commercial, Financial, Cost, Forensic, Insolvency, Fund, Group, Project, Systems, Tax and Management Accountants; Finance Managers; Group Financial Controllers; Risk and Compliance; Treasurer and Treasury Accountants; CFO/Finance Directors

Part and Unqualified Accounting roles – Accounts Payable/Receivable; Credit Control; Accounts Clerks; Reconciliation Clerks; Payroll Assistants; Bookkeepers; Fixed Assets Officers; Graduate Accountants; Purchasing/Inventory Officers

For more information, please contact Teresa Keown, practice leader banking and financial services on (08) 8461 4415.

Randstad HR Consulting

Randstad's team of organisational psychologists and consultants specialise in customised HR solutions, including psychometric assessment for selection & development; emotional intelligence; 360-degree assessment; leadership development & team building; outplacement & career coaching; exit interviewing; and HR consulting services.

For more information, please contact Christian Frederiksen, psychologist HR consulting, on 0404 802 625.

Randstad Industrial

Randstad's Industrial division provides access to a South Australia-wide database of blue collar, labour and skilled trades people. Recruiting temporary and permanent roles, we support client requirements across trades & maintenance, warehousing & distribution and general labour roles.

For more information, please contact David Adams, manager industrial, on (08) 8150 7000.

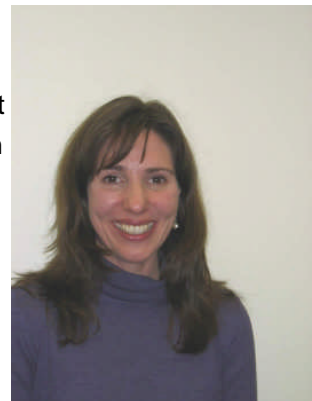
ACS SA&NT staff profile:

This year in Snippets we will profile one ACS staff member each month to provide members with a better idea of individual roles within the Association. This month features Gretta Koch, our Communications Officer.

Background: Gretta trained in Professional Writing and Communication and has worked in various editorial roles within the publishing industry. Prior to commencing at ACS she taught at the University of South Australia, where she is currently completing her PhD in Communication part-time.

Current role: Gretta maintains and develops the internal and external communications tools of the organisation, assuming responsibility for all ACS publications both print and electronic.

Interests: A 'nature freak', Gretta loves bushwalking, camping, running, swimming and lazing anywhere near trees. She also loves spending time with her siblings and their children, travelling to new places and discussing 'love, life and the universe' with friends and family.



General News

National Report Issue 217

The latest edition of the National Report is now available from the Members Only section. [Click here to download](#). Issues covered in the latest edition include:

- National Aged Care Alliance Calls for Fundamental Reform
- Nurses Not only Workers: Phase Two of ANF University of Melbourne Study
- ACFI a Failure Says iCare Mini Poll
- First HACC Program Annual Report
- Report on the Operation of the Aged Care Act 1997
- Productivity Commission Inquiry into Long-Term Disability Care and Support
- Inquiry into Planning Options and Services for People Ageing with a Disability
- National Seniors Housing Report
- Making it Fair - Employment and Workplace Relations Committee Report into Pay Equity
- Pay Equity Test Case
- New Special Needs Category for Care Leavers
- Victorian Rural Facility Receives Extra Aged Care Funding
- Denticare Analysis
- Aged Care - University Link

ACS Managers Work Load Survey

In July 2009, ACS conducted a survey with Managers of Residential Facilities and Managers of Community Programs to gain a better understanding of the perceived pressures of working in the aged and community care sector.

ACS would like to thank the 135 people who responded to the questionnaire (57.8% residential managers, 42.2% community managers). Your responses have raised important matters which are the subject of closer analysis. A paper outlining the key points with recommendations for further action will be considered by the ACS Board at its first meeting in February 2010.

A copy of the findings can be [accessed by ACS members](#).

Risk Management for Emergency Events

The purpose of this advice is to raise awareness about recommended emergency management preparations for

residential aged care services. This is timely as some States have been experiencing high temperatures and bushfires, and a heightened risk of other significant emergency events such as severe storms, floods or cyclones.

On general matters and access to accommodation information the Department of Health and Ageing can be contacted during business hours via the Aged Care Complaints Investigation Scheme on 1800 550 552.

Stay informed – please let the Department know if your contact details change.

Compulsory statement for new employees

From 1 January 2010, you need to provide the attached Fair Work Information Statement to all new employees as soon as possible after commencement of employment.

The Statement provides basic information on matters that will affect employment. If you require further information, please contact the **Fair Work Infoline** on **13 13 94** or visit **the website**.

RDNS awarded for technological breakthrough in nursing

The Royal District Nursing Service (RDNS) has won the Innovation in Information Technology Award for a breakthrough which allows nurses to access client details and update clinical and care activity from anywhere in Australia.

This innovation improves both the safety of staff and patient care by allowing nurses to manage their workload more effectively. The award was announced at the national 2009 Minister's Awards for Excellence in Aged Care. Congratulations!

Inquiry into planning options and services for people ageing with a disability

On 25 November 2009 the Senate referred the following matter to the Community

Affairs References Committee for inquiry and report by 2 September 2010:

Access to planning options and services for people with a disability to ensure their continued quality of life as they and their carers age, and to identify any inadequacies in the choice and funding of planning options currently available to people ageing with a disability and their carers.

The Committee is seeking written submissions from interested individuals and organisations. Closing date for the

receipt of submissions is **28 May 2010**.

Further information [is available here](#).

Change in coalition shadow cabinet

The Liberal Party has today announced a reshaped Shadow Coalition Cabinet. Major changes affecting the aged care industry include:

- The appointment of Senator Concetta Fierravanti-Wells to Shadow Minister for Ageing following the resignation of Mrs Margaret May MP.
- The promotion of the Hon. Bronwyn Bishop MP to Shadow Minister for Seniors.
- The appointment of Dr Andrew Southcott MP as Shadow Parliamentary Secretary for Regional Health Services, Health and Wellbeing.

The Hon. Peter Dutton MP will remain in position as Shadow Minister for Health and Ageing.

Summer safety tips for older Australians

Australia is one of the hottest and driest continents on earth and is experiencing its third hottest year on record. The Australian Government has issued a timely reminder to aged care service providers to prepare for the expected heatwave and is encouraging all Australians to check on the welfare of their elderly relatives and neighbours.

[Read more.](#)

Department of veterans' affairs arrangements during Christmas and New Year

The Department of Veterans' Affairs' offices will close between 5pm on Christmas Eve and 9am Monday 4 January 2010, however key services will continue to be available to the veteran community during this period, including:

- crisis counselling – VVCS–Veterans and Veterans Families Counselling Service offers 24-hour crisis counselling through *Veterans' Line*. This service is available toll free on **1800 011 046** to veterans and peacekeepers of all conflicts, their families and eligible members of the Defence Force;
- transport – if transport is not booked prior to the Christmas period, it will need to be paid for up-front and reimbursement can be sought from DVA at a later date;
- hospital admissions – doctors can admit DVA patients into hospital and request admissions approval, where required, when DVA re-opens on Monday 4 January 2010;
- Defence Service Homes Insurance – help with policy and claim enquiries is available 24-hours a day on **1300 552 662**, while payments can be made on **1300 304 989**, for the cost of a local call or [via the website](#)

Pension pay days will not be affected by the Christmas shutdown arrangements.

The National Representative Body

On 22 November 2009, the Australian Government announced the establishment of a national representative body for Aboriginal and Torres Strait Islander peoples to be known as the National Congress of Australia's First Peoples. The body will play a key role in the Government's commitment to resetting the relationship with Indigenous peoples and developing genuine partnerships to Close the Gap on life expectancy and opportunities.

[Find out more.](#)

Highlights of Stewart Brown Aged Care Financial Performance Survey

Following the session on Monday 30 November 2009 for ACS members, Stewart Brown have provided a copy of the eight-page "Highlights" report on their June 2009 Aged Care Financial Performance Survey.

E-health takes important step forward

The Rudd Government has released exposure draft legislation that will assign a unique healthcare identifier number to health care providers and consumers – an important step in building a secure e-health system in Australia. The Rudd Government has worked closely with the states and territories to develop the exposure draft legislation, which is aimed at improving the health system's ability to effectively share patient information, while safeguarding patient privacy. To date, there has been no single method of accurately and reliably identifying either the people receiving healthcare, the healthcare providers or the organisations managing care.

ACS Library Resource

Aged & Community Services SA & NT Inc has a library resource service available to all its members. Currently the library has over 800 hard copy printed items and multi-media resources such as CD-ROMs, Videos and DVDs. The ACS Library also has PDF copies of reports and papers on several aged and community care related topics.

The library database is currently only available for searching through an Excel spreadsheet. Access to the spreadsheet is available to all ACS members. Members who want to borrow library items can either visit the ACS office or send a library request email. The procedures for borrowing are also outlined in the library database spreadsheet.

We're not saving enough for our retirements

Findings from the *24th AMP.NATSEM Income and Wealth Report - "Don't stop thinking about tomorrow"* show that

Australians are not saving enough to afford a comfortable retirement, but are working less and spending more years in retirement than ever before. The report showed that current retirement funding is inadequate considering that Australians now live for around 20 years after the age of 65. It suggested that the Superannuation Guarantee be increased from the current level of 9% to 12%. Current projections show that retirees need around \$40,000 a year to meet their retirement expectations. However, on average the savings of those currently retired are around \$107,000 for men and \$81,600 for women. This would mean that their savings would only be enough for a couple of years.

A copy of the full report can be downloaded from the [NATSEM website](#).

National Action Plan for Human Influenza Pandemic

Updates have been made to the *National Action Plan for Human Influenza Pandemic* and associated documents that reflect contemporary experience with the H1N1 pandemic in 2009. [Click here to find out more.](#)

Information technology and Australia's aged care sector

The challenges and opportunities in the application of broadband and computer technology in aged care were highlighted in the report "[Golden OpportunITy: How information technology can rejuvenate Australia's aged care sector](#)". The report was published by KPMG and Church Resources detailing the experiences of implementing the ConnectCare program under the Federal Government's Clever Networks program. The paper underscores the need to develop information technology (IT) systems into the delivery of aged care services and how IT and broadband services are essential to meet evolving social and business expectations.

The full report can be downloaded from the [KPMG website](#).

Coming Events

Will I have to sell my house? Understanding aged care admissions

An [invaluable free information evening](#) for people on your waiting list (& their families) to ensure 'readiness' for the 'you've been accepted' phone call.

Tuesday 23 February 2010
Adelaide Pavilion, Veale Gardens
6.15-8.15 pm, bookings essential

This information session is designed for individuals on a residential facility waiting list and the

family members, to learn more about living in low level care (hostel) or high level care (nursing home) and to help make the admission process smoother. It will back up the information you already have from your aged care provider.

You will hear really useful information to gain a fuller understanding of the entire admissions process, including the important must know financial details.

Topics will include:

- Applying to an aged care facility – important hints and tips, how different residential facilities manage their waiting list, policies and keeping applications current
- What to expect when moving into residential care – preparation required, rights of residents and accepting an offer
- The financial implications – costs involved, pension/DVA impact and will I have to sell my home
- Information displays from not-for-profit aged care providers

[Find out more.](#)

If you would like to have a free trade display at the information session please contact Kellie Kulinski on 8338 7111 for further information.

Launch of RVA & ACS 9th Annual Conference

ACS & RVA are delighted to launch the registration form for the 9th Annual RVA & ACS Housing Conference, to be held at the Adelaide Pavilion, Veale Gardens on **Friday 21 May 2010**.

Some topics covered:

- Global Influences • Planning & Design • Intellectual Property
- Award Modernisation • Selling on a Shoestring
- Ageing in Place Vs Turnover/Profit

Click here [to access the registration form.](#)

New Resources

Preventing Heat Related Illness

The extreme heat guide 'Preventing Heat Related Illness' has recently been released on the [SA Health website.](#)

Printed copies of the guide are available by calling (08) 8226 6000 and asking for the Emergency Management Unit.

New resources to help address pain management issues

A new pain management diary has been developed by Arthritis NSW and the National Prescribing Service (NPS) to help healthcare providers work with patients to determine optimum pain management plans. Doctors, pharmacists, physiotherapists, nurses, specialists and other health professionals are encouraged to promote the resource to patients which records the necessary information needed to make an accurate diagnosis and treatment regimen.

For a copy of the diary [visit the website](#) or call Arthritis NSW toll free 1800 011 041.

New guide to preventing falls

The DHA has [published a guide](#) to preventing falls for older people booklet is aimed at community dwelling older people and their families and carers. It describes intrinsic falls risk factors, extrinsic falls risk factors and what to do in the event of a fall. The booklet is also available in Polish, Chinese, German, Greek and Italian.

News for Residential Providers

Heat wave conditions for residential aged care facilities

[Click here for a letter](#) from the Senior Nurse Advisor in the Department of Health and Ageing advising you on the need to take extra precautions relating to the care of older people over what is predicted to be a very hot summer.

The Department's letter contains contact details if you require further information on interventions to deal with heat-related illness in your clients, in the event of a heat wave during the next few months. Please retain this letter for the next few months in case you need it again.

If you have any questions about the information in this document, contact should be made with the Senior Nurse Advisor on (02) 6289 5071.

Complex Health Care (CHC) directive assistance

The ACSA Federation is aware that the requirements of a valid Complex Health Care (CHC) directive has been creating difficulties for members. Many members are using care plans to validate the claims they are making under Question 12, however care plans contain information that is not required to support a claim in this question.

To assist members to meet the documentation requirements, the ACSA Federation has provided two complex health care directive proformas that can be used and placed in the ACFI Appraisal Pack.

The proformas are now up on the member only section of ACSA's website. Members wanting to access should [contact ACS for details](#).

The Senior national series on residential aged care

The Senior newspaper is planning to run a national series on residential aged care next year – from February to June.

Flyers regarding [advertising details](#) and [deadlines](#) are available.

ACFI Update

Role of Health Care Professionals in Complex Pain Management and Changes to ACFI High and Low Care Definition

These documents provide information on two issues:

1. [interpretation of the role of health care professionals](#) in relation to complex pain management, and
2. [changes to the ACFI high and low care definition](#) which will come into effect on 1 January 2010

These documents are being distributed for the purpose of clarifying the requirements under the Aged Care Funding Instrument (ACFI)12, Items 4a & 4b, and to provide information on the new ACFI definition of High and Low care.

Further inquiries relating to the ACFI may be forwarded to the Aged Care Information Line on **1800 500 853**.

ACFI Review Planning Meeting notes

As outlined below, the Minister for Ageing Justine Elliott has announced that the Government will undertake a thorough review of the Aged Care Funding Instrument (ACFI) after eighteen months of operation. In preparation for the review an ACFI Review Planning Meeting was held in Melbourne on 19th November with ACSA and the State Associations.

[Read the notes from this meeting here](#).

If you have any comments on the issues raised please pass them on to [Neville Stephens](#).

Aged Care Funding Instrument Review – call for submissions

Minister for Ageing, Justine Elliot, encouraged aged care service providers, consumers and other interested parties to contribute their views to the review of the Aged Care Funding Instrument (ACFI).

Minister Elliot said that the submission process is the means through which everyone who is working with, or has a view on, the operation of the ACFI can have their say.

The review is examining:

- The funding levels of approved providers in particular of low care providers and providers in rural and remote areas;
- Access to appropriate care, especially for residents with special needs;
- If there are any gaps or anomalies in the ACFI in relation to care needs;
- If the ACFI appropriately recognises the roles of care providers in relation to the delivery of care needs; and
- The appropriateness of Schedule 1 of the Quality of Care Principles 1997 in determining the services to be provided to residents of aged care facilities with differing levels of care needs.

A discussion paper has been developed to inform submissions and is available on the ACFI review website.

An online submission form is [available here](#). Submissions in other formats can be [emailed](#), mailed to ACFI Review, Department of Health and Ageing, Mail Drop Point (MDP) 76, GPO Box 9848, Canberra, ACT 2601 or faxed to (02) 6289 7708.

Submissions will be accepted until 5pm (AEDST) Friday, 12 March 2010.

For more information go to the ACFI Review website or call the ACFI Review Team on (02) 6289 1613.

News for Community Providers

Bushfire Management Plan for Community Care Providers

Aged & Community Services SA & NT is developing a bushfire management plan template for community care providers. The plan provides a template for member organisations to develop their own policies and procedures during a bushfire event. Strategies were developed based on current information sourced from the Country Fire Service (CFS), the Red Cross and relevant Commonwealth and State Government agencies.

ACS is currently in consultation with key organisations (such as the CFS) to get feedback on the plan and is hoping to release the interim plan and guidelines by the beginning of the new year. If you have queries regarding setting up a bushfire management plan or would like to share some information, please contact the ACS Research and Policy Officer (Jeric) on 8338 7111 or via [email](#).

Protocols for Referring Consumers/Carers

Issues relating to communicating personal information between organisations was raised at the HACC Managers Meeting throughout 2009. The importance of balancing the rights of the consumer/carers' to confidentiality with the rights of workers to a safe work environment can be difficult in practice.

ACS joined with Sharon Pippas, Meals on Wheels and Sue Lyons, Aged Rights Advocacy Service, to develop [referral protocols](#) for organisations wishing to have some guidance. Thanks to participants of the HACC Managers group for their contribution in developing, what we hope is a useful tool for organisations reviewing their privacy and confidentiality policies. A copy of the protocols is available via this link. Any further information can be obtained by Carol Mohan, telephone 8338 7111 or [email](#)

Day Therapy Centres

In the November Snippets we advised you of the lobbying process undertaken by ACS and ACSA in response to the invitation to apply for continued funding under the DTC program. The Department of Health and Ageing (DoHA) have responded to the ACSA letter and paper that detailed issues of concern and the [DoHA letter is available for your information](#).

ACS and ACSA will be providing feedback to DoHA on the revised Program Guidelines and Funding Agreement.

Inquest findings

The Deputy State Coroner, Anthony Schapel, has directed the [findings arising from the Inquest](#) into the death of a resident at a Residential Aged Care Facility. The cause of death was asphyxiation due to neck entrapment between a vertical bedpole (sometimes referred to as a bedstick) and the side of a bed mattress.

The Deputy State Coroner has indicated that, "...[bedpoles should not be used](#) in circumstances where there is a gap between the bedpole vertical component and the mattress, or potential gap if the device or mattress moves, and / or where the intended user has a history of recurrent falls from bed, has a cognitive impairment, with or without limited mobility, or where the intended user's faculties are compromised by medication. Any person or organisation that utilises bedpoles must ensure that the use of a bedpole is risk assessed in each application."

Could you please ensure that all relevant personnel are made aware of this information. For more information

contact 1800 550 552 (Aged Care Complaints Investigation Scheme).

Housing

Launch of RVA & ACS 9th Annual Conference

ACS & RVA are delighted to launch the registration form for the 9th Annual RVA & ACS Housing Conference, to be held at the Adelaide Pavilion, Veale Gardens on Friday 21 May 2010.

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- Global Influences • Planning & Design • Intellectual Property
- Award Modernisation • Selling on a Shoestring
- Ageing in Place Vs Turnover/Profit

[Click here to access the registration form.](#)

Lynch Meyer's latest Construction Alert

[This alert](#) discusses Security of Payment Legislation coming to the construction industry in South Australia.

Northern Territory News

Territory 2030 Strategic Plan Launched



The first long-term strategic plan for the future of the Northern Territory, Territory 2030 was recently launched by the Northern Territory Government and the 2030 Steering Committee. ***Territory 2030*** is the first ever strategic plan developed with a high level of decision making involving the community. It is envisioned to guide and manage NT's growth and result in a stronger economy, improvement in NT's skills and education base, and develop a healthier community life.

Territory 2030 has 129 targets linked to six key priorities with education as its number one priority. A scorecard against the plan's targets is intended to be published every two years to report on progress and update relevant areas. Key priorities related to aged and community care in the plan include:

- Services for senior Territorians and people with a disability or requiring rehabilitation will be accessible at the same level as elsewhere in Australia.
- The number of Indigenous people in the health workforce will reflect the cultural profile of the community by 2030.
- Reduce the prevalence of chronic conditions in non-Indigenous Territorians to the national average by 2030.
- Reduce the prevalence of risk factors for chronic conditions in Indigenous people aged 15–24 years by 2020.
- Improve the health of adult men and women, including seniors.
- By 2030, all Territorians will live as long as or longer than other Australians and the life expectancy gap between Indigenous and non-Indigenous Territorians will be closed.

The Territory 2030 plan is [available here](#).



Rural & Regional News

National Rural and Remote Health Infrastructure Program - Funding Round Four

The Department of Health and Ageing is [calling for applications](#) for funding under the National Rural and Remote Health Infrastructure Program (NRRHIP).

The Australian Government has allocated \$46 million over four years (2008-09 to 2011-12) to improve opportunities for partnerships and multidisciplinary approaches to the delivery of health services in rural and remote communities through better access to funding for infrastructure and equipment.

The NRRHIP aims to:

- improve access to health services by providing funding to rural and remote communities to establish new, or enhance existing, walk-in/walk-out primary health care and medical facilities where the lack of infrastructure (capital works and/or equipment) is a barrier to the delivery of essential health services,
- increase the range of/or enhance existing privately insurable health services available to rural and remote Australia,
- improve the resources and facilities available to private general practitioners to assist with the training of registrars and medical students, and
- improve the viability of small rural private hospitals and bush nursing centres.

Funding of up to \$500,000 (GST exclusive) is available to eligible applicants seeking to provide services in rural and remote communities with populations of up to 20,000 people.

All applicants must have an Australian Business Number (ABN) or an Australian Company Number (ACN) to apply for funding under the NRRHIP.

Closing date 2:00 pm on 29 January 2010

Research, Publications & Grants

Gap in life expectancy closing in

The 2005-07 Australian Life Tables, a publication by the Australian Government Actuary has shown that the gap between male and female life expectancies at birth is now the lowest it has been for over 50 years. This latest actuarial investigation into the mortality of the Australian population was based on mortality data from the 2006 Census of Population and Housing.

The report indicated that since the previous investigation 5 years ago, the average mortality improvement for males was almost 50% higher than for females over the childhood and young adult ages, leading to a narrowing of the gap between male and female life expectancies at all ages.

Males born today can expect to live for 79.0 years without making any allowance for improvement in mortality rates. Female life expectancy at birth is 83.7 years, resulting in a gap of less than five years for the first time since the 1940's. In the early 1980's, the gap was over seven years.

A full copy of the report can be downloaded from the [Australian Government Actuary website](#).

Eye health in Australia

The Australian Institute of Health and Welfare (AIHW) reported that the most prevalent causes of blindness and vision loss in Australia are those related to ageing. The 2nd edition of "[A guide to Australian eye health data](#)" compiled details of key Australian data sources that are relevant to assessing prevalence and outcomes of eye diseases and injuries and eye health-care utilisation. The report provided new and updated eye health data and information which have been made available since the publication of the first edition.

The AIHW report stated that age-related macular degeneration, cataract,

glaucoma, diabetic retinopathy, uncorrected or under-corrected refractive error, eye trauma and trachoma are the most prevalent causes of blindness and vision loss in Australia. The report also collected information from population-based clinical studies, conducted both in Australia and internationally, where it estimated that 9.4% of Australians aged 55 or older are visually impaired and about 1.2% are blind. The prevalence of visual impairment was also predicted to increase over time owing to the combined impact of an ageing Australian population and the high age correlation of causes of vision loss. It was also estimated that the absolute number of people with low vision or blindness will almost double by 2024 on the 2000 figure.

The full report is available from the [AIHW website](#).

More Australians living alone

The Australian Bureau of Statistics (ABS) recently released the *2009 Australian Social Trends* publication. The report draws on a wide range of data, sourced both from ABS and other agencies, to present a picture of Australian society. This publication aims to inform decision-making, research and discussion on social conditions in Australia. It covers social issues of current and ongoing concern, population groups of interest, and changes in these over time.

The ABS report highlighted that more Australians living alone with 12% of the population in 2009 compared to 9% in the 1980s. Majority of people who lived alone stated that they did not have any preference to socialise anymore. This further highlights the issue of social isolation for elderly Australians, with more than one in ten people aged 65 years and over indicating they did not spend any time at all with another person in a typical day.

The ABS report also indicated that:

- The length of time spent in the widowed state has decreased for both men and women at age 60.
- 71% of widowed persons aged 65 years and over lived by themselves in 2007-07.
- On average, lone people aged 65 years and over spent 11.5 hours a day alone and 4 hours each day in the presence of others.
- Women aged 65 years and over who lived alone had more daily face to face contact with someone outside their household.
- Less than a quarter (22%) of men living alone had daily contact with others via telephone and/or email.
- The proportion of people aged 65 years and over who reported high to very high levels of psychological distress were similar for those who lived alone and those living with others.
- Living standards of those living alone are generally lower than those living with others.
- Men living alone had more superannuation coverage compared to men living with others.

The full report is available for download on the [ABS website](#).

Workplace Issues

Workplace Relations Ministerial Council agrees to OHS model Act

The Minister for Employment & Workplace Relations, Julia Gillard, has welcomed the historic decision of the Workplace Relations Ministerial Council (WRMC) to agree to a model OHS Act. Currently, there are ten principal OHS statutes across Australia; six State, two Territory and two Australian Government and over 400 OHS regulations and codes of practice. States and Territories around Australia, other than Western Australia, have now agreed to enact the agreed model OHS Act.

BUPA Summer edition of the 'Working Well' newsletter

'Working Well' is produced to assist you with achieving your business goals, and provide you with useful information to apply within your own business and employees.

This month, the cover story focuses on how subsidised employee health care can increase both workplace productivity and improve staff retention rates.

The newsletter also touches on the importance of regular health checks, and living with chronic pain.

EMA Updates

Click on the links below for the latest industrial updates from EMA Consulting.

[EMA Note: Issue 28 – Scope of the Related Employer provisions within the meaning of the South Australian Long Service Leave Act 1987](#)

[EMA Note: Issue 27 – Referral of State IR Laws](#)

[EMA Note: Issue 26 – Fair Work Information Statement Released](#)

ACS Education & Training Events

ACS 2010 Training Program

The [2010 Training Program](#) is constantly updated. Registration forms for the events will be placed on the website as they are prepared, and also sent to members. Please mark this page as a bookmark and return to it regularly to view any changes and additions.

Thank you for supporting the ACS training and events program, for your participation and your feedback on the various events.

Training will commence at the end of January 2010 and bookings are now being taken for any of the advertised courses up until June 2010. You will notice that the [ACS online calendar](#) has had a make-over! The training calendar can now be sorted by session name, date or venue and online booking is now available.

Click on the name of the session you wish to book into and click on "Book for this Event", fill in the online details and click 'Make Booking' which will automatically send the details off to ACS. Online payment is not yet available. If you prefer you can still print out a brochure for the session and fax the registration form back.

A selection of courses in February 2010 . . .

Wednesday 3rd – BRAND NEW SESSION [Modern Awards and Enterprise bargaining](#)

Feedback from the Fair Work Act sessions held in 2009 clearly showed that Modern Awards and Enterprise Bargaining are the hot topics. This NEW full day session is designed for HR practitioners, payroll staff and managers responsible for engaging and managing employees, paying employees, or for negotiating Enterprise Agreements

It will cover:

- Modern Award – Aged Care Award 2010
- Coverage
- Main features and what they mean (including the Flexibility clause)
- Transitional Provisions and what they mean
- Enterprise Agreements
- What is an Enterprise Agreement?
- Bargaining Representatives
- Procedural steps
- Content requirements
- Good Faith Bargaining & FWA powers

Monday 15th – Introducing Aged Care

When you are new, aged care can be a confusing sector to work in! This session will provide you with an understanding of the key components of aged care, and information about current issues affecting the sector:

- Background to aged care
- Cultural awareness
- Legislation
- Current issues in aged care
- Acronyms
- Community care
- Residential care
- Housing
- Better Practice
- Key agencies resources and links

Wednesday 17th – Cleaning in Food Preparation Areas in Residential and Aged Care

This session is designed for any staff and volunteers in residential aged care and acute care whose role involves (a) cleaning in food areas or (b) supervising staff who clean in food areas.

This up-to-date training addresses the essential cleaning issues for any person involved in cleaning food preparation areas.

- Why cleaning is important
- Planning cleaning activities
- Occupational Health Safety & Welfare requirements
- Cleaning wet areas
- Hard floor surface cleaning
- Effective cleaning and sanitising of equipment and surfaces
- Maintaining a cleaning storage area

- maintaining a cleaning storage area

Tuesday 23rd – If Looks Could Kill – Dealing with Difficult Behaviours in Clients, residents and others

Back by popular demand...join Mike Fenwick and learn how to de-escalate yourself and others in situations with staff members or with difficult or aggressive clients, residents, family members or advocates. It is extremely difficult to achieve positive outcomes when emotions are high.

- Understand the basic principles of managing your personal response to anger and conflict in self and others
- Understand what is happening to you and what to do about it
- Identify and develop personal strategies to mediate angry situations
- Understand boundaries and when to disengage
- Discuss policy/ procedures/ codes of conduct for dealing with angry or aggressive behaviour
- Understand the defuse-debrief process

Industry Education & Training



Upcoming RDNS clinical courses

ACS is pleased to provide information about upcoming RDNS clinical courses and education events.

The RDNS Education Centre is offering 6 intakes for its highly regarded Diploma of Nursing course between January and March 2010. These extra groups will fill fast, and with 1-day a week training over 18 months, are highly accessible for current health care workers. You need any Cert III, or Year 12, or at least 2 yrs of work experience (ideally in the health industry) to be considered for a place. For more information on this course phone 8208 5300 or [email](#)

Industry Supporters

New Bronze Sponsor for ACS - Liquid Property

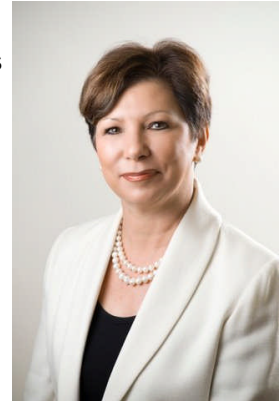
ACS is thrilled to welcome [Liquid Property](#) as Bronze Sponsors of the association. Liquid Property are professional real estate consultants who provide not only traditional property sales services but also



valuation, market analysis, property management and general property consultancy. They are well placed to provide the aged care sector with invaluable information on property-related matters and the impacts associated with changing homes.



Contact person for ACS members is Lynn Masson-Forbes, Manager Residential Sales. Lynn has been actively involved with Liquid Property since the inception of the Residential Sales inception. Bringing with her a breadth of industry experience in both boutique and corporate organizations, Lynn brings to her clients both professionalism and a passion for excellence.



Welcome new Industry Supporters - Comhouse Co-operative Limited and Stewart Brown Business Solutions

ACS is delighted to welcome Comhouse to the association as an Industry Supporter for 2009-10.

Comhouse Co-operative Limited is a not for profit, community sector based, maintenance service provider working throughout the State. Our Members (Housing Co-operatives/Associations) manage in excess of 1600 properties. Because of the economies of scale and relationships we have with our contractors we are able to extend our service to non members at minimal cost. We have a MOU with Community of the Aged (COTA) to provide maintenance services to their members. We provide a 24 hour a day, 7 day a week residential domestic maintenance service for emergency break down; a one stop shop, with a single point of contact for over 2,500 residential, domestic properties at this time. All tradesmen are required to certify \$10m Public Liability Insurance and to be police-checked. We randomly audit work by worksite inspections and conduct follow-up feedback calls on all work as part of our ongoing commitment to our certification of, and commitment to, ISO 9000 2001 Quality Assurance continuous improvement.



Comhouse provides a secure and safe service at very competitive rates including the supply of major goods such as air conditioners, stoves, water heaters etc.

Comhouse is pleased to be an Industry Supporter of ACSA and to offer our services to its members in Aged and Community Services, which is the sector we aim to support.

ACS also extends a warm welcome to Stewart Brown Business Solutions, especially Director Max Hopkins, who is the aged care contact person. Max will be in Adelaide to present at the upcoming Finance Forum on 26 February 2010 . . . have a look at the program when it is released.

Improve your business by ensuring that you receive the highest quality advice and have access to professionals with years of experience. Stewart Brown Business Solutions provide a wide selection of services to business and their owners including:

- taxation
- accounting
- superannuation
- audit

- financial planning
- systems design and implementation
- mortgage finance
- succession planning
- outsourcing services
- financial performance benchmarking for aged care clients
- aged care executive remuneration survey

They also have an expert team who specialise in offering services to the aged care industry.

Sponsor Update - CCI Group Purchasing Members' trade day

FOR YOUR DIARY - Members trade day, Wednesday, 17th February 2010.

Phar Lap room, Morphett Road, Morphettville, 1-7pm.

All members and staff welcome. Door and display prizes. Cocktail event in the evening. Contact CCI for more details.

'IT TAKES A WHOLE TEAM TO WIN THE GAME'

Truer words have never been spoken and you can find the words to this song about Teamwork here. We believe in Teamwork and our Team includes Members, CCI Board and Supplier Partners. Members can send as many Representatives as they choose and at any time. All suppliers will have displays and have representatives attending and the Board will also be in attendance. It will be a great day to find out just what products, services and prices you can access.

There will also be four education sessions - 'Why use the CCI Tender process ', Food Safety Handling- 'Dominant Australia': Sustainability and Recycling, SITA and Food demonstrations by our preferred food suppliers. Registration forms will be mailed out, but put the date in your Organisation's Diary.

Member Services

ACS SA&NT has entered into arrangements with a range of businesses to provide cost effective and quality services to its members. Please be advised that ACS SA&NT has entered into these arrangements with a financial benefit for the Association. Currently arrangements have been made with:

Access OCAR – Employment Assistance Program

EMA Consulting – Industrial Advice Service

Do you have an Employee Assistance Program?

As part of our ongoing commitment to strengthen services and opportunities for Members, ACS SA&NT is pleased to be able to provide members with access to an Employee Assistance Program (EAP). ACS SA&NT has entered into an agreement with Access OCAR Workplace Consulting to provide an EAP to members at a substantially reduced rate. (Payment is made on a quarterly basis)

rate. (Payment is made on a quarterly basis)

An EAP is a confidential counselling service designed to offer an effective means of assisting employees with problems that may eventually affect job performance and personal well-being. Employees have access to qualified counsellors who are located outside of their workplace and are trained to help people identify and resolve their problems. It has been advised that the Unions are in favour of EAP in businesses and often quality and standards accreditation also favour EA programs.

Access OCAR Workplace Consulting will provide the services of the EAP to members who join this service. Click here to download an expression of interest form. Upon completion of this form Access OCAR will contact you to commence the service.

Industrial Advice Service

Since 1 July 2006 EMA Consulting has been providing ACS Members with Industrial Relations Assistance. EMA consultants are highly qualified, trained, experienced and are contemporary leaders in their profession. As an ACS Member, you have access to EMA for the following services:

Telephone Advisory Service

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

Wage Rate Summary

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



Consultant Service

EMA will provide consulting services for all ACS Members at a discounted hourly rate of \$230 per hour, which is a saving of \$50 per hour. This includes access to a full range of user pays services such as AWAs, training, workers compensation, disputes and collective agreements.

Telephone (VIP toll free number) 1800 632 812

Advisory Service (08) 8221 6565

Telephone (08) 8221 6665

Facsimile (08) 8221 6660

Website www.emaconsulting.com.au



