



Aged & Community Services
SA & NT Inc

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SA & NT Inc[©]**

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Volume 11, Issue 1, January 2010

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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

In December we provided the membership with copies of template letters that could be used to appoint full, part-time and casual staff. I am now pleased to inform you that we have secured **additional template material**, drafted by EMA Consulting, which members can use to manage the procedures and processes for introducing the modern awards. The material covers a range of things, for example: individual flexible agreements; assessment forms for flexible working arrangements, rostered days off etc.

Please [click here](#) for the full suite of materials.

Business@Breakfast State Election Series

ACS is pleased to announce that the Minister for Ageing, **Jennifer Rankine has confirmed her attendance** at

the B@B event on Monday 15th February. [More details below.](#)

ACS Partnerships with Registered Training Organisations

In the September 2009 edition of Snippets, ACS advised that Registered Training Organisations (RTOs) had been invited to submit proposals to work with us to provide an expanded training and professional development program for members. ACS sought to develop partnerships with one or more RTOs who deliver accredited training programs across aged care, community services, management and other relevant areas.

After the Expression of Interest process, discussions were held with six RTOs and **two have been initially selected**. ACS is pleased to announce partnerships with TAFE SA and RDNS. Planning has now commenced and ACS members will be informed as training plans progress.

Apology for online registration hitch



ACS has had a technical hitch with our new online registration process, which **we have now rectified**. If you registered online during late November / December for an event in 2010, and you don't receive a letter of confirmation within the next week, could you please call Kaylene or Alison on 8338 7111 to confirm your registration. ACS apologises for any inconvenience caused.

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.



General News

National Report Issue 219

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:

- 2010 A Major Year for Aged Care
- ACSA Response to NHHRC Final Report
- Author of the Hogan Report Dies
- ACSA National Housing Report
- ACSA National Partner Achieves World Ranking
- Financial Performance Data
- Aged Care Growth Rate
- User Friendly Housing for Older Australians a Step Closer
- 28 Day Income Tested Fee Exemption Ends- Interim Fee Option
- Residential Care Agreements
- Accommodation Bond Interest Rate
- Emergency Events and Aged Care
- ACFI User Guide and ACFI Answer Appraisal Pack

ACS seeks new Training Manager



ACS will sadly farewell Training Manager Ann-Marie Hudson in February – Ann-Marie has decided to return to further study for a change in career direction.

Consequently, ACS is seeking a new Training Manager! **The main role** is to develop and manage the ACS training and events program aimed at enhancing staff knowledge and capacity within the aged and community care sector. The successful applicant will communicate effectively with senior management, staff, Board members and customers to achieve required outcomes. Flexibility, the capacity to think laterally and an ability to problem solve are essential qualities for this position.

You will also need excellent written and oral communication skills, including presentation skills, and experience in establishing and maintaining relationships with contracted external providers such as trainers. Tertiary or certificate level qualifications in training or education will be highly regarded.

Interested or know someone who might be? Please click on the links for the [full advert](#) placed in *The Advertiser* and the [Position Description](#).

ACS Portable Career Display

The ACS Workforce Committee, has established a Portable Career Display which it will use to promote employment opportunities in the aged and community care sector at statewide career events and expos.

ACS **members are also welcome** to use the portable stand at local career events, schools, libraries and community centres etc for a small fee (to cover maintenance and replacement costs). Along with an 8 panel portable stand with table top, the portable display comes with a choice of career posters, pamphlet racks and free resources to inform job seekers about work in aged and community care.



If you would like to hire the display, contact either Kaylene or Allison, 8338 7111 and **click on the links** to obtain a [Hire Form](#) and the [User Guidelines](#).



Responses to heat wave or extreme weather conditions for vulnerable South Australians

The Department for Families and Communities has written to ACS urging organisations to have a Business Continuity Plan in place should they be asked to respond in an extreme weather situation.

Your preparation in assessing your capacity to provide services and assisting those who may be adversely affected by extreme heat is encouraged. Continuity of services to minimise any undue harm, ensuring clear decision making and communication will be important in such an event.

[This link](#) provides an **example of a Business Continuity Plan** to deal with extreme weather events and the recently developed DFC Extreme Weather Plan to assist you to develop your Plan.

For further information, please contact Janet Haydon, Manager, Service Excellence and Sector Development on 8415 4260.



The Senior Residential Aged Care Feature

The Senior Residential Aged Care feature will highlight the processes for entry, facilities and services that form the basis of this industry.

If you are a low, high, dementia or respite care operator providing permanent and or short term aged care service, you may wish to consider submitting content for the 'Residential Aged Care' feature. [Find out more.](#)

Coming Events

ACS SA & NT would like to invite you to breakfast . . .

State Election Business@Breakfast series Friday 29th January and Monday 15th February, 7.15 am–9 am at The Monastery



Friday 29th January – the Opposition will have an opportunity to share their views on older South Australians, current priorities and vision. Isabel Redmond MP, Leader of





older South Australians, current priorities and vision. Isabel Reidmond MP, Leader of the Opposition is the confirmed speaker. ACS has also invited Ivan Venning MP, Shadow Minister for the Ageing, to attend. **Limited places left.** Special thanks to CCI Group Purchasing, who are sponsoring the first event on 29 January.



Monday 15th February – The State Minister for Ageing, Hon Jennifer Rankine MP, will present the Government's views on priorities and vision for older South Australians.

Eye Health in the Workplace Thursday 25th February, 7.15 am–9 am, ACS Training Room (246 Glen Osmond Rd, Fullarton)

Target audience: Staff who spend working time in front of a computer screen, OHS representatives and anyone seeking to hold this session in the workplace.

The presentation will include: Normal Ageing of the Eye, Eye Safety, Defining Normal Vision, Visual Requirements of a computer, Defining Visual Fatigue and New Job Fatigue, Focusing Problems, Glare Problems and Reflections from the Screen.

Breakfast presenter Barry Rofe has been providing these services to industry since 1986, including 13 years working for Laubman & Pank. His company B & K Vision Services conducts approximately 130–150 training sessions and tests approximately 2,500 employees per year.



Will I have to sell my house? Understanding aged care admissions - Tuesday 23rd February

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

Adelaide Pavilion, Veale Gardens 6.15-8.15 pm, bookings essential

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

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

Finance Forum – Friday 26 February 2010

Stables Ballroom, Morphettville Junction, 470 Anzac Highway, CAMDEN PARK SA

'Riding the waves of economic, industrial, legislative and environmental issues engulfing aged care'

The focus of the Forum is on managing the constant change across all areas of the aged care sector's business – finance industrial relations, environmental and legislative responsibilities. The Forum is designed for both residential and community aged care providers in the non-profit sector.

Topics will be of interest to CEOs, finance managers, accountants, directors of care, human resource and business development managers.

An impressive line up of speakers will present on current issues to help us all to 'ride the waves' of change across the sector. [Click here to see the full Program.](#)

Registrations now open for Tri-State Conference



Early Bird Registrations Close 1 February 2010

19th Annual Tri-State Conference –The Changing Faces of Aged Care

28 February–2 March 2010

Mount Gambier City Hall, South Australia

JUST ANNOUNCED - Ita Buttrose will be a keynote speaker at the event. [Find out more.](#)

The program for the 19th Annual Tri-State Conference has been announced with an exciting and inspiring range of topics and speakers set to lead the conversation. The focus for the 2010 Conference is the changing of aged and community services to meet the needs and expectations of consumers whose catch cry is 'choice'.

Visit the [Tri-State website](#) to view the program and register to attend.

Please contact ACCV Events Department on 03 9805 9400 for further information.

New Resources



Risk Management for Emergency Events – Questions and Answers Fact Sheet

The Department of Health and Ageing has been asked a range of questions by approved providers of residential aged care and community care regarding risk management for emergency events. This [Fact Sheet](#) provides responses to questions already asked of the Department and will be updated as further queries are raised by

providers.

Telstra Connected Seniors® program - free workshops for seniors

The Telstra Connected Seniors® program was established in response to feedback from customers, who were unsure how to best use their mobile phone and wanted advice on accessing the internet to stay in touch with family and friends.

Over the years, the Telstra Connected Seniors® program has grown to include a range of comprehensive initiatives including individual self teach guides and fun interactive workshops.

In February Telstra will run a series of Telstra Connected Seniors® workshops in Adelaide.

Hosted by gadget expert Peter Blasina, local residents have the opportunity to attend three sessions where they will learn a variety of new skills including how to:

- Use text messaging to stay in touch with family and friends
- Personalising your mobile
- Video calling from the mobile
- Taking and sending photos and videos on your mobile

If you or someone you know would like to attend one of these sessions, please register by phoning freecall 1800 728 766

For more information on Telstra Connected Seniors®, [visit the website](#).



News for Residential Providers

Residential Forum Friday 16 April 2010

Mark the date of this Forum in your diary! Program and venue will be announced shortly.

2008-09 General Purpose Financial Report segment details

ACS has been contacted by a number of members expressing concern about a note forwarded by the Forms Administration section of the Department (based in Nowra NSW).

The note suggests that following a preliminary check of the provider's 2008/09 Financial report 'that the segmented report for the residential care activities required by Section 21.26F of the *Residential Care Subsidy Principles 1977* was incomplete'.

ACS wrote to DoHa seeking clarification about why additional information was required and received the following response from Canberra:

Dear Mr Graham,

I refer to your email to the South Australian State Office concerning the fax that was sent out on 11 December 2009 about the 2008-09 General Purpose Financial Report segment details.

This email is to confirm that the approved providers who received the fax were regarded as compliant with the CAP financial reporting requirements for 2008-2009 but had not included the segment information that had been requested earlier. The fax was meant to carry this implication.

The request for the level of information sought in residential care Segment Notes stems from the Statement of Accounting Concepts (SAC 2) on the Objective of General Purpose Financial Reporting (GPFR), which suggests that information provided in general purpose financial reports should be useful to user groups, including resource providers.



In keeping with this objective of the GPFRs, the Department over the past two years has sought the assistance of approved providers to provide an informative segment report on their residential aged care activities.

The letters (dated 9 June and 1 July 2009) to approved providers about the (CAP) requirements to provide their Annual Notices on financial reporting set out clearly the mandatory reporting requirements for providers to remain eligible for the CAP. The letters contained a request for lodgement of the providers' GPFRs, which also asked if the Segment Note on residential care could include some information on revenue and expenses, and a segment balance sheet. This level of information detail was not listed as a mandatory requirement but Attachment A to those earlier letters set out the information that should be included in residential care Segment Notes so as to be useful to the main users of the GPFRs.

Many providers do include such basic information as a matter of course. Cooperation was sought from other providers to include this information in their Segment Notes on residential care. Where this information was not included in the lodged GPFRs, a follow-up request has been sent by Forms Administration on the presumption that the information is readily available in the providers accounts. Most providers have responded by sending the information requested.

In short, the provision of this information is not mandatory but it would be much appreciated if it could be made available as part of the Segment Note on residential care.

I regret any confusion caused by the subject fax and thank you for taking the time to raise this matter. I trust that this explanation is helpful but please feel free to contact me directly if you require any further clarification.

Schedule of Resident Fees and Charges: From 1 January 2010

'The maximum accommodation bond interest rate for residents who enter care in the 1 January to 31 March 2010 quarter is 7.95%.'

Current and previous maximum permissible interest rates can be found on the [Department's website](#).

The revised Schedule of Fees and Charges effective 1 January 2010 can be found on the [Department's website](#).

If you have any queries, please call the Aged Care Information Line on 1800 500 853.

ACFI Update



Changes to ACFI Reference Material

There are changes to the [ACFI User Guide and ACFI Answer Appraisal Pack](#) on the Department's Website.

Any questions relating to the updated ACFI User Guide and the ACFI Answer Appraisal Pack should be directed to Ms Victoria Boyd on (07) 4727 2225.

ACFI Report posted to website

The ACFI quarterly report for September 2009 has been posted to the [departmental website](#).

ACFI Review Working Party

In the December Snippets we advised members of the call for submissions to the Aged Care Funding Instrument (ACFI) Review. ACSA is to prepare a collective Federation submission with input from all states. Any specific state matters will be included in the Federation submission. All states will be included as signatories to the Federation submission and the closing date for the submission is COB 12 March 2010.

At the December 2009 Residential Care Committee meeting, it was decided that a working party would be established to discuss the issues and prepare a paper on behalf of ACS SA& NT members to be submitted to the ACSA submission.

The working party will meet on the 29 January 2010 and **would like to hear from all ACS members**.

If you have any comments or points you would like to make regarding ACFI please pass them on to [Neville Stephens](#) before the 29th January.



News for Community Providers

Community Care Forum - Friday 19 March 2010

Aged Care/Health Interface – ‘Current excellence and future opportunities’

Friday 19 March 2010

Stables Ballroom, Morphetville Junction, 470 Anzac Highway, CAMDEN PARKSA

Registration brochure and Program available soon.

The ageing of the population, the greater focus on enhancing wellness, primary health care and sub-acute services in the community and the concern about the impact on the acute health system, have been the subject of a number of major reports and plans, both at the national and state level. Although aged care providers already support older people in these areas, and do this really well, the reports and plans focus on the health system for such community-based services for older people. Aged care providers have a great deal of expertise in providing a diverse range of supports and it is important for the aged care system and the health system to work in partnership to maximise outcomes for older people.

This Forum will showcase a number of initiatives where the aged care is currently bridging the aged care/health interface very successfully and explore the potential, from a policy perspective, for aged care to be a partner with health in supporting older people to age well.

Information for Community Packaged Care Providers

From 21 August 2009, the Department of Veterans' Affairs (DVA) will pay the care recipient fees for all former Prisoners of War (POWs) and Victoria Cross (VC) recipients that are liable to pay for Community Aged Care Packages (CACPs), Extended Aged Care at Home (EACH) and Extended Aged Care at Home Dementia (EACHD) packages.

DVA already pays the daily care fees for former POWs and VC recipients in Australian Government funded residential aged care. As home and community based aged care is becoming more popular in the veteran and wider community, DVA is extending coverage to include other community aged care services for former POWs and VC recipients.

Where a former POW or VC recipient is in receipt of a CACP, EACH or EACHD package, they or their families should inform their aged care approved provider of their status. The approved provider should then contact DVA on telephone 1300 550 457 to confirm that the veteran is a former POW or VC recipient. DVA will then pay the care recipient fee. Providers should not charge former POWs or VC recipients any fees.



DVA will also reimburse former POWs and VC recipients for any CACP, EACH or EACHD fees which they have already paid to approved providers on/from 21 August 2009.

Please note that the fee charging policy for CACP, EACH and EACHD remains the same. That is, the maximum care recipient contribution that may be asked of a person on the full rate of pension is 17.5 per cent of the basic rate of the single pension. Care recipients receiving income above the maximum basic rate of the single pension may be asked to contribute up to 50 per cent (minus tax and the Medicare levy) of this additional income towards the cost of their care.

Should you require any additional information, please contact the Department of Veterans' Affairs on 1300 550 457.

Housing

Bloomers – The Art of Selling Retirement Living

Retirement Partners are the providers of “Bloomers® – the Art of Selling Retirement Living”. The sales training program that is unique, purpose-built and created from the ground up just for the retirement living industry. The purpose of **Bloomers®** is to cultivate the specific knowledge and skills you need to sell retirement living, no matter whether you're a budding sales recruit, experienced but new to the industry, or a crack professional seeking the tips that will bring a bounteous harvest of additional sales results.

The people behind the development of Bloomers® are highly qualified and credentialed, with an extensive array of experience in seniors marketing, sales, operations and practical training – nationally. The developers have experience across a variety of villages, resorts, and facilities – ranging from well-established villages, development of new sites, right through to building community support at concept stage.



Feedback from participants has been terrific – as an example, Sasha Andrews from St Lukes Care (Sydney) said “10 out of 10 – excellent facilitators and a great programme” and Peter Witnish from Retirement by Design (Melbourne) said “Best course I have attended, totally relevant to the retirement profession.”

For more information about the two-day training program, visit [the website](#). The next program is actually in Adelaide – and is on **February 8th and 9th** – and ACS members are eligible for a special price. Registrations are limited to a maximum class size, and close on Thursday 28th January (unless filled prior to this date).

The Bloomers team have also developed a new CRM (Sales database) to help nurture clients through the process – and this will be available from March 2010.

Please [click here for a flyer](#) about a purpose-built, hands-on sales training program for the retirement living industry.



Research, Publications & Grants

New insights to the aging brain

Neuroscientists at The Nathan Kline Research Institute in Orangeburg, New York, have uncovered interesting clues as to **how the brain functions in later life**. The study examined the brain mechanisms of older people who retained the ability to perform complex tasks at a high level. The slowing down of mental abilities has been one of the consequences of ageing. The study results revealed that older people who were able to preserve higher levels of cognitive function performed high level tasks successfully by recruiting and amplifying high-level cognitive processes in the frontal lobes of the brain that compensate for the natural decline in sensory-perceptual function with age.

The results suggest that cognitive resources can be marshalled to compensate for normal decline and that there is a high degree of flexibility in how brain circuits in the frontal lobe can be recruited in later life. Appropriate rehabilitation strategies and training regimens should be devised to encourage and optimize these recruitment processes. The full article is available from the latest edition of [Human Brain Mapping](#).

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.

Wednesday 3rd February – 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 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

It is designed for HR practitioners, payroll staff and managers responsible for engaging and managing employees, paying employees, or for negotiating Enterprise Agreements.

Please book now to secure your place for this session.

Did you miss out on the FREE Fair Work Act information sessions in 2009?

Tuesday 16th February 1.00-4.00pm

ACS has been fortunate to receive additional Commonwealth funding to conduct one final FREE metropolitan information session on the new workplace relations legislation, the Fair Work Act. The content of this session is the same as the free sessions conducted between September and December 2009.

The Fair Work Act is significantly different to the previous Act and will affect business operations. The session will cover:

- Minimum standards for employees including wages, hours, leave, entitlements, protections, agreements, unfair and unlawful dismissals.
- Operation of unions including collective bargaining
- Establishment of a specialist commission that helps resolve disputes and sets standards
- Industrial action
- Modern award overview – Aged Care Award and Nurses Award including leave obligations, shift work loadings, ordinary hours, breaks between shifts, and overtime.

Thursday 18th February - Aged Care Facilities Disaster Event Preparation

Subsidised cost for members – \$55 incl. GST.

Kindly co-sponsored by Resthaven Inc and Flinders University

Please note the venue for this session is next door to ACS, at YNA (Your Nursing Agency) 250 Glen Osmond Rd.

This session was over-subscribed when it was offered in December, and Flinders University have offered to facilitate the session again due to popular demand.

This session will be critical for all staff involved in disaster event preparation in residential facilities or independent living units and will cover:

- SA context for emergency management
- Understanding a disaster management framework
- Assessing disaster events and undertaking risk assessment impact analysis.
- Developing an Emergency Management Contingency Plan
- Exercise on activating the Emergency Management Contingency Plan
- Developing a communication strategy
- Discuss staff personal preparation and planning

Presented by:

Professor Paul Arbon AM, Dean School of Nursing & Midwifery, Faculty of Health Sciences, Flinders University; President Elect, World Association for Disaster and Emergency Medicine (WADEM), and Chief Commissioner, St John Ambulance Australia

Lesley Siegloff, Associate Dean (Practice Development) and Senior lecturer- Nursing/Aged Care, School of Nursing & Midwifery, Flinders University

Dr Lynette Cusack RN, Postdoctoral Research Fellow (Population Health) School of Nursing and Midwifery, Flinders University

Upcoming RDNS clinical courses

ACS is pleased to advise that each month Snippets will provide information about upcoming RDNS clinical courses and education events.

The RDNS Education Centre is delighted to announce that it has been awarded the Better Oral Health in Residential Aged Care project for metropolitan and regional South Australia. This exciting Australian Government Department of Health and Ageing project for 2010 will see more than 560 registered nurses in SA residential aged care facilities receive free training in skills and techniques to improve the oral health of South Australian aged care residents. This training will also include tools to help RNs pass on this knowledge to care workers who are a key element in improving residential oral health care. For more information on this project and how you or your staff can participate please contact RDNS on 1300 364 264 (24 hrs/7 days), or Darren Midgley (Senior Project Nurse) on 0414 329 647.

Industry Education & Training

Dementia,delirium and falls prevention workshop

SA Health Falls Prevention Program is pleased to this upcoming workshop.

This will be a **half-day workshop held on 22 March 2010**. Venue,times and registration details are to be confirmed and will be circulated at a later date.

The keynote speaker will be Associate Professor Dr Jacqueline Close from University of NSW. This presentation will be of interest to a variety of health professionals who are working in acute, community or residential aged care and are interested in reducing falls rates in this challenging client group.

Please note that expressions of interest are sought from people who are interested in presenting a South Australian program or research on this topic as part of this workshop. Please email expressions of interest by 5 February 2010.

Short courses on dementia to be held at Alzheimer's Australia SA (AASA) in 2010

These courses are free of charge to participants, and are recommended for health professionals and personal carers of people with dementia.

Registrations are essential and should be made on the attached registration form, which can be **posted, emailed or faxed** to AASA via the contact details on the flyer please.

Places are strictly capped at 40 participants per course and registrations will be accepted in order of receipt by AASA.

Palliative Care Professional Forum “Developing Palliative Care” – Accessing a care package?

This event will be held at 6pm on **Wednesday 17th February** at the Unley Civic Centre.

Please phone or email your rsvp promptly as the last forum filled quickly. Registrations close on 12th February.

Industry Supporters

New Industry Supporter - Bloomers

new industry supporter – bloomers

ACS is delighted to welcome Bloomers as an Industry Supporter of the Association. Please see information about the organisation above.

Sponsor Update - CCI Group Purchasing 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 and check out [the flyer](#).

'IT TAKES A WHOLE TEAM TO WIN THE GAME'

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)

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

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