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SA & NT Inc

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**Aged & Community Services
SA & NT Inc[©]**

246 Glen Osmond Road,
Fullarton SA 5063

Phone: (08) 8338 7111

Fax: (08) 8338 7077

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Volume 11, Issue 7, July 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

Grand Plan Campaign update – federal election called

No doubt you all saw Julia Gillard announce the 21st August as the day we will go to the polls. Did you get the impression we are moving forward? Well we **need to move forward on The Grand Plan** and make as much impact as we can during the election campaign. Please [click here for a detailed and updated campaign plan](#) for the election period. However, throughout all of the time there are some key things we can do. They are all easy and can be done from [the website](#) - www.thegrandplan.com.au :

- Email all your networks, including family, friends, staff, volunteers, clients, suppliers etc and tell them about The Grand Plan. It's really easy to do now as you can click on the "Tell A Friend" button on the website or you might like to send a letter. A sample prepared by ACCV is attached for your information and use.
- Go to The Grand Plan twitter and facebook pages and have your say.
- Send a postcard to your grand person from the website. Your grand person can be any older person who is important to you – it isn't just about your grandparents. Send the card and let that person know you care about them. When you do this their local MP will also get an email about the Grand Plan and what needs to happen in aged care.
- Send the card to all of your residents or clients. If you do this please make sure you use an individual name rather than just your service/organisations name.
- Print off posters and put them up all over your service and/or in other local areas like libraries, shopping centres or businesses. Just visit the "Members toolkit" and download them. Remember the user name is *cco* and the password is *bestcare*

- password is secure.
- Become a grand fan – put a picture of your grand person, perhaps with you, up on the website and give a 150 word quote about why they are important to you and why you support The Grand Plan. Remember that it doesn't have to be a grandparent – it could be another relative, a friend, a mentor, a neighbour, a client or a resident – any older person who inspires you.

Please remember that **every person's individual participation** in the campaign will make a difference. You can make The Grand Plan noticeable throughout the election campaign by doing all – or even just some – of the above tasks. Please help make this a grand achievement for our industry.

Please [click here](#) for a letter template CEOs can send to staff members.



Time for all parties to commit to a new vision for aged care

The National Aged Care Alliance (the Alliance) called on all political parties to **commit to implementing a new vision for aged care** in the next term of government. The Alliance spokespersons Ian Yates, Chief Executive of the Council on the Ageing (COTA) and Greg Mundy, Chair of the Campaign for Care of Older Australians, called for a bi-partisan approach to aged care reform. "We want all political parties to support the Alliance Vision." "If this Vision is implemented by the next government every older Australian will be able to live with dignity and independence in a place of their choosing with a choice of appropriate and affordable support and care services as and when they need them." [Read more.](#)

Indexation – 2010 Action

On 28 May the Minister for Ageing announced the indexation rate for aged care subsidies for 2010-11. At 1.7%, this is one of the lowest rates ever. This announcement continues to cause consternation in the aged care industry and ACSA and constituent State Associations **continue to lobby for redress**. [This Fact Sheet](#) documents the action taken by ACSA on this issue in 2010 in our own right and as part of the Campaign for Care of Older Australians (CCOA) which ACSA chairs (CEO) and coordinates (Deputy CEO). Action as part of the Aged Care Industry Council has also occurred.

ACSA, at both national and State level, is in continuing dialogue with politicians, journalists and officials on an ongoing basis on the issues affecting aged care and older people. [The timeline highlights some specific milestones](#) over the past six months.

Note: ACSA, ACIC and CCOA media releases and the ACIC Budget Submission may all be found on [ACSA's website](#)

Materials for The Grand Plan campaign including campaign action items for members and others can be found at www.thegrandplan.com.au

ACS SANT members' use of Individual Flexibility Agreements



In late 2009 and early 2010 EMA Consulting developed a range of documents **for aged care employers to use** in relation to the introduction of modern awards. These documents were originally drafted for the G10 group of aged

care employers, and were subsequently purchased for provision to ACS members in SA.

Among the documents purchased by ACS SA & NT were template Individual Flexibility Agreements (“IFAs”) and a policy document for the use of IFAs.

EMA Consulting has recently become aware that some employers who received the IFA documents may be using the documents in **ways that were not intended by EMA Consulting**, and which **may not be allowable** under the modern awards.

We therefore alert members to the fact that modification of the IFA templates provided, and their use for any purpose other than as they were drafted, has the **potential to breach the relevant modern award**. Should any employer wish to vary the application of an IFA, to achieve an outcome other than that for which the template was originally drafted, they should seek advice from EMA Consulting (or from another suitably qualified organisation) prior to the provision of any modified IFA document to an employee. The use of IFAs must also strictly comply with the IFA Policy document which was sent as part of the document suite.

ACS Committee Update

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 or phone 8338 7111.

CareWORKS

Uniting Care Wesley Port Adelaide this week launched CareWORKS an **employment program for Aboriginal and Torres Strait Islander people** to gain and sustain work in the aged care industry. It was heartening to see so many indigenous people who have completed the course now in permanent positions within the sector with many going on to do further study while continuing to work. You got the feeling watching the launch event that the individuals that completed the course will be in the sector a long time.

ACS is fully supportive of the work being done by UCW which provides opportunities for indigenous people. Perhaps there is an opportunity for other members to consider becoming involved in the program. If you are interested, please contact Colin Graham on 8440 2271 or 0401 690 978 and have a yarn.

As part of the CareWORKS initiative, a DVD will shortly be released. It will be a **valuable resource for the sector** as we seek to involve more of our indigenous community in the sector.

Randstad News

For over 20 years, Randstad has been supporting the needs of employers and the careers of jobseekers right across South Australia.

Out of the fry pan & into the fire?

As we leave behind 18 months of trials and tribulation at the hands of a downturn unlike any seen in decades, are we headed into a new struggle against skills shortage that is set to make its mark on our slowly improving economy?

2009 and early 2010 was a time of challenge that saw many face the very real prospect of redundancy, shorter working hours and decreased income. For those who had relative employment security, moving jobs was the furthest thought from their minds. Businesses were making the hard decisions, cutting back on employees to reduce costs in the hope of making it through, and attempting to make ends meet with a skeleton staff that had elbows to the grindstone.

So in mid-2010, as green shoots are giving way to a fledgling forecasted upswing, many are breathing a sigh of relief – but is it premature?

The recently released 2010 World of Work Report by specialist recruitment and HR services company, Randstad, suggests Australia's future economic prosperity is in jeopardy as a result of a systematic skills shortage threatening the country's plans for business growth.

The study of more than 1700 respondents in Australia, finds almost one quarter (24%) of businesses cite attracting top talent to facilitate the next phase of growth as this year's biggest human capital challenge. Comparatively more than a third (35%) of respondents from the state believe the skills shortage never left their sector, while a similar percentage (34%) believe a skills shortage began emerging in the first quarter of 2010, following the brief reprieve of the GFC.

Deb Loveridge, Chief Executive Officer of Randstad, says, "The report highlights a fundamental risk to Australia's future economic success and urgent action is needed to address the skills shortage in this country.

"As the economy continues to improve, and employers commit to increasing headcount, we will inevitably see a tightening of the skills market. What is concerning for a large number of employers is the shortage of appropriate talent has never diminished, even during the recent economic turmoil.

"This suggests that Australia is suffering from a deep-seated skills shortage that can't be attributed solely to economic conditions. If employers are struggling to find skilled candidates during a global financial crisis, it doesn't bode well for future prosperity when the economy improves.

"Our country has had a tough 12-18 months as it battled through the economic storm. But the hard work getting through this period of economic uncertainty will be wasted, with two key forces at play – a lack of employees with the skills required by employers, and employment and immigration restrictions that prevent organisations from hiring staff with the skills they need."

Against the background of a looming skills shortage, hiring intentions are improving markedly on 2009 and employers are on the hunt for talent. A third of all employers across all sectors (33%) are expecting to increase their headcount in 2010. Only 8% expect to reduce their headcount by not replacing those who leave, and only 5% are planning to reduce their headcount through restructures and redundancies.

While the professional industries often seem hardest hit by skill shortages, it is expected that other industries, including the call centre and customer service sectors will also continue to face challenges associated with skills shortages. In Australia, contact centre and customer service respondents indicated skills shortages either never left their sector (25%), with a further quarter identifying the emergence of skill shortages since the start of 2010.

So while the worst of the downturn may seem to be behind us, are we simply out of the fry pan and into the fire, looking to a future where skill shortages dominate our employment market?

For a copy of the Randstad 2010 World of Work Report, please contact your recruitment consultant, or visit www.randstad.com.au.

General News

ACSA National Report - Issue 235

Articles in the **latest edition** include:

- The Grand Plan for the Federal Election
- Over 3,000 Messages of Support
- Aged Care Anger Builds Over Lack of Action on Subsidies
- Election Action by Other Organisations
- Schedule of Resident Fees and Charges
- Universal Housing Design Standards
- New Peak Body to Support Indigenous Allied Health Workforce
- ITAC Conference
- Explore the Possibilities ACSA Twenty 10 National Conference
- Grants and Scholarships
- Grant Thornton: Retirement Living Survey



Veterans' Home Care (VHC) request for tenders

DVA will conduct separate open tender procurement processes for the delivery of VHC services and provision of VHC assessment and coordination services. These processes will be conducted one year apart. An open tender procurement process is expected to be undertaken for the delivery of VHC services prior to the expiry of current contracts with VHC service providers on 30 November 2011.

The Request for Tenders (RFT) for the delivery of **VHC services** will be released in the **first quarter of 2011** with a request for tenders to commence on 4 October 2011. DVA intends to extend the current contracts with VHC

an intent for contracts to commence on 1 October 2011. DVA intends to extend the current contracts with **VHC assessment** agencies for a further 12 month period until 30 November 2012. A formal letter of offer will be sent in the near future. The RFT for the provision of VHC assessment and coordination services is expected to be released in the **first quarter of 2012** with contracts to commence on 1 December 2012.

More nurses in aged care – up to 395 nursing scholarships



Applications have opened for 395 undergraduate aged care nursing scholarships worth up to \$30,000 each. The Gillard Government will provide more than \$7 million in nursing scholarships that issue financial assistance of up to \$5,000 per semester to a maximum of \$30,000.

Applications for the scholarships close on 10 September 2010. More information is available from the [Royal College of Nursing Australia](#) on **1800 116 696**.

O'Loughlins Bulletin – Unfair Contracts Regime

Peter Myhill of O'Loughlins Lawyers recently presented sessions for ACS members on the Unfair Contracts Regime. [O'Loughlin's May Bulletin](#) provides a **good summary of the issues**.

National consultation on disabilities convention report

Attorney-General, Robert McClelland and Parliamentary Secretary for Disabilities and Children's Services, Bill Shorten, recently announced a national public consultation process on Australia's first report under the United Nations Convention on the Rights of Persons with Disabilities. Under the Convention, Australia is required to submit a comprehensive report every four years on measures taken to promote the rights and freedoms of those with a disability.

The draft report, which will be Australia's first since becoming a party to the Convention in August 2008, includes information about the development of the National Disability Strategy and explains our policies, programs and laws relating to the rights of persons with disabilities.

Copies of the draft report and supporting documents can be obtained [on the website](#). Submissions close on 6 August 2010

Better Practice Project Train the Trainer on Monday 9 August



The Better Practice Project is pleased to advise that the next "Train the Trainer" session will be held on **Monday, 9 August 2010** at ACS SA & NT, 246 Glen Osmond Road, Fullarton. The session, which is designed to equip HACC providers to use the 'Living as an Older Person' competency training package and Handbook, will be facilitated by Sheree Lewis and will run from 9.30 am–3.30 pm with refreshments provided.

The Project is available to **follow up and support agencies** within their regions in the implementation of this interactive training. There are examples where staff from a number of agencies joined together to present the 'Living as an Older Person' materials – this was especially embraced in country areas. After a session one coordinator responded, *"Fantastic, I am really motivated and encouraged – I realise that I can be part of the process, not leave it*

to someone with “more expertise”, and from another participant “the session provided me with skills and tools and increased confidence to be able to provide some training in the organisation”.

We are also very keen to present the training in other regions, so if **you would like to take advantage of our offer**, please contact Joyleen Thomas on 0417 873105 or email bpproject@agedcommunity.asn.au.

The Better Practice Project is auspiced by Aged & Community Services SA & NT Inc. The Project provides support, information, training, resource development, mentoring and consultation with the goal of working in partnership with agencies to define, develop, inspire and assist them to embed a person-centred approach in their service delivery.

For more information please contact [Joyleen or Vicki](#) phone 8338 7111

Stroke patients to receive Wii therapy via National Broadband Network

Stroke patients will be some of the **first people to benefit** from the National Broadband Network via a project to deliver remote rehabilitation therapy using Nintendo Wii.

"This project will assess the feasibility of offering high-quality, remotely-monitored rehabilitation where access to therapy is currently restricted or non-existent" said lead researcher Dr Penelope McNulty from Neuroscience Research Australia (NeuRA). NeuRA and NBN Co will work together to test the delivery of the rehabilitation training to people with stroke-affected hands and arms using the National Broadband Network. Each participant will take part in ten one-hour sessions at home over a two-week period. They will be supervised by a therapist in Sydney, who will use the network to receive high quality video images and sensor data to analyse the patient's movements and provide feedback.

Major welfare reforms to support vulnerable Australians

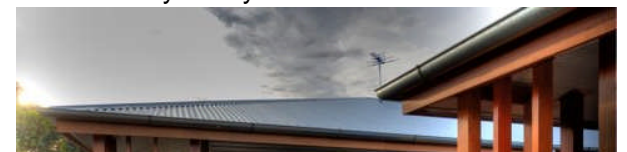


The Australian Government's legislation to deliver major welfare reforms has passed the Senate. The **reforms aim to increase** parental responsibility, fight passive welfare and protect vulnerable people especially children. The legislation introduces a new non-discriminatory income management scheme to protect children and families and help disengaged youth, and restores the operation of the Racial Discrimination Act 1975 in the Northern Territory. [Read more.](#)

Affordable housing wins architects' award

ACS warmly congratulates James Brown Memorial Trust on their second housing award. The James and Jessie Brown Affordable Housing redevelopment at Mansfield Park has won the **Australian Institute of Architects SA Chapter** *Newell Platten Award for Residential Architecture – Multiple Housing Award*. The announcement was made at the awards presentation ceremony at the National Wine Centre on Friday 2 July in front of 500 assembled guests representing the architectural profession in South Australia.

The redevelopment at Mansfield Park also won the Design Award in the recent ACS SA & NT State and Territory Awards for Excellence.



The Institute of Architects' jury said of the development: "This project is one of those with a brief which calls for all the things architecture should bring to our community such as supported housing with respect, residential character, private space and also sense of community, contribution to the streetscape, environmental responsibility and human delight." [Please click here to read the full media release.](#)



New Resources



New training package to assist aged care workers

The Australian Government recently announced a training package that will assist aged care providers **supporting gay, lesbian, bisexual and transgender** (GLBT) people. The package is being developed through a partnership with ACON, Australia's largest community-based GLBT health and HIV organisation and the Aged and Community Services Association of NSW and the ACT. The Government has delivered on an election commitment by amending the Aged Care Act 1997 to enable same-sex couples to enjoy the same entitlements and obligations as other families for health and ageing programs.

New Tool for Healthcare Professionals to Improve Outcomes for Chronic Disease Management

Allied Health Professions Australia (AHPA), the peak national body representing allied health professionals, has developed a **new, quick-guide** chronic disease management resource package for general practitioners, general practice nurses and allied health professionals to support multidisciplinary teamwork. It is aimed at achieving improved outcomes for people with chronic and complex conditions.

Available online www.cdm.ahpa.com.au and in hard copy, it is an informational resource package **containing information on:**

- Allied health professions included in Medicare's chronic disease management items, including services and qualifications
- Medicare requirements for patient eligibility, service requirements and processes
- Examples of how healthcare teams for chronic diseases could be structured, potential treatments and triggers for referral
- Communications tools
- Instant access into allied health professionals association's directories, providing national coverage.

Australian Indigenous Health InfoNet

Australian Indigenous Health *InfoNet's* plain language section has been developed to provide Indigenous Health Workers with **up-to-date easily accessible information** on a range of health conditions.

[Click here to go to this resource.](#)

Healthy Ageing Quiz

The latest report from the National Seniors Productive Centre was recently launched. *Healthy Ageing Quiz: Practical tips for ageing well* was developed by the National Ageing Research Institute by drawing on the latest scientific evidence to identify factors associated with healthy ageing.

The research findings are presented in a unique way – the healthy ageing quiz. NSPAC published the report to help people assess and make better lifestyle choices that are backed by proper research and evidence. **A copy of the report**, including the quiz, is [available here](#).

Palliative Care Australia (PCA) E-Bulletin

Please [click here for a copy](#) of the July 2010 edition.



Coming Events

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

Saturday 24 July 2010, 1.30 pm–3.30 pm

Adelaide Pavilion, Veale Gardens, Park View Room, Cnr South Tce & Peacock Road, Adelaide

BOOKINGS ESSENTIAL

An invaluable **free information session** for older people and their families to learn more about applying to, and living in, a residential aged care facility.

This information session is designed for people needing information on aged care residential admissions and individuals on a residential facility waiting list and their 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 add to the information you already have from your aged care provider.

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

Please [see registration form](#) for the full program and feel free to distribute to your networks.

Information Session - DFC Ageing and Disability Service Improvement Project - 2 August

Members-only event

Monday 2nd August 2010

10 am–11.30 am

at **ACS Offices**

ACS has arranged an information session for community aged care providers on the Department for Families and Communities (DFC) **Ageing and Disability Service Improvement project**. The aim of this DFC project is to develop a state-wide community care system for frail older people and people with disability that provides consistent decision-making and equitable access to quality services for eligible people appropriate to their level of need, regardless of age or location.

DFC have released a [discussion paper](#) and held information sessions with key stakeholders. Given the potential impact of this project on community aged care in SA, ACS has asked Paul Willey, Director, Ageing and Disability Reform in DFC to hold a session for aged care providers.

There will be a presentation from Paul an ample opportunity for discussion. Numbers are limited.

Please phone ACS on 8338 7111 to confirm your attendance.

Join us to explore the possibilities in aged care - 19-22 September in Hobart



The ACSA twenty 10 National Conference will be the **most important aged and community care** event this year. The Conference will be held at the Hotel Grand Chancellor on Hobart's beautiful waterfront from Sunday 19 September to Wednesday 22 September, 2010.

The program is designed to challenge current thinking; stimulate creativity; create space for positive interaction and examine the current issues of the day. In addition we have a focus on the critical areas of food, technology and marketing that we hope will assist members in adding value to their services. To view the provisional program please visit the [conference website](#).

At the conference delegates will be asked to:

- Imagine - a future where aged and community care draws on innovation and ideas from leaders in other fields;
- Explore - how we might apply new ideas, technologies and practice to our industry; and
- Create - a new and bright future for our clients, residents, families, staff and organisations.

[Registration is now available online](#) – this is your opportunity to participate in discussion and debate about the future of aged care in Australia.

If you have any queries about the conference please don't hesitate to contact Conference Design on 03 6231 2999.

News for Residential Providers

Smoking

We draw your attention to Case in Point in the July edition of The Standard which **outlines a range of views** on Smoking in Residential Aged Care.

If you have any concerns about smoking policies or other issues please contact our Residential Services Manager, Carolanne Barkla (PH: 08 8338 7111 or Email residential@agedcommunity.asn.au)

Workplace Culture

Do you want to create a better workplace culture? What are the unwritten ground rules in your organisation? Steve Simpson recently presented at the Nurses in Management Aged Care Conference on the **unwritten ground rules within organisations**. Steve provides a free monthly newsletter called Cultural Intelligence on organisational culture, leadership and service.



Waikerie Visit

Our Residential Services Manager is intending to visit Waikerie for the day on 31 August 2010. Please let her know if you are interested in meeting to **discuss residential aged care** issues.

Commonwealth Subsidy Claim Forms

Are you having any problems interpreting Commonwealth Subsidy Claim Forms?

Please contact our Residential Services Manager, Carolanne Barkla (PH 8338 7111 or Email residential@agedcommunity.asn.au)

Aged care essentials newsletter: edition 3, 2010

Aged Care Essentials is a newsletter for **approved providers** and the staff of Australian Government-subsidised

Aged Care Essentials is a newsletter for ~~applicable providers~~ and the staff of residential Government subsidised residential aged care services. It carries news and announcements about residential aged care services, as well as information about current rates for subsidies, supplements and charges. We hope you find this newsletter informative and easy to read.

The third edition of the Aged Care Essentials Newsletter for 2010 available is [available here](#).

If you have any queries, please email agedcare_essentials@health.gov.au or phone the Aged Care Essentials contact officer on (02)62895007.

Therapeutic Goods Administration Safety Notice

The Safety Notice informs Health Services of medical device recalls and product corrections that have been issued by the Therapeutic Goods Administration (TGA).



News for Community Providers

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There will be a presentation from Paul an ample opportunity for discussion. Numbers are limited.

Please phone ACS on 8338 7111 to confirm your attendance.

Community Care Common Standards

In July 2004, the Federal Minister for Ageing released *A New Strategy for Community Care: The Way Forward* which detailed a commitment between the State and Territory governments to jointly **develop a single approach** to quality reporting for agencies funded under the Home and Community Care (HACC) Program, National Respite for Carers and Commonwealth-funded community care packages.

Based on feedback from the aged and community care sector and the results of a pilot project coordinated by the Department of Health and Ageing and State and Territory governments across jurisdictions in 2009, the existing standards for HACC, National Respite for Carers (NCRP) and Commonwealth-funded community care packages **will be replaced** by the Community Care Common Standards in early 2011. Each standard is underpinned by a number of expected outcomes that describe the objective or intended result for service users. Prior to the implementation of the Common Standards, the Office for the Ageing and Department of Health and Ageing will hold information sessions and training with the sector. **Dates for these sessions are still to be advised.**

Implementation of 'the guide' for community packaged care providers on how to respond when a client does not respond to a scheduled visit

The June 2008 Ministerial Conference of Ageing (MCA) meeting agreed to develop **nationally consistent protocols** to deal with non-response of community care clients when care workers arrive for a scheduled visit. The logic behind developing a protocol was to provide assistance to service providers in **developing formal policies and procedures** for when community care clients do not respond to a scheduled visit.

As a result of 18 months of consultation with industry and service providers, at the November 2009 Ministerial Conference of Ageing (MCA) members agreed that **'The Guide' should now be implemented.**

Please refer to [these documents for further information](#) and to view a copy of 'The Guide'.

Further information: please [visit the website](#) or contact The Aged Care Information Line on 1800 500 853.

Health and Community Services Complaints Commissioner (HCSCC) Charter of Rights

The office of the Health and Community Services Complaints Commissioner (HCSCC) is an independent statutory body set up to:

- promote and protect the rights of people who use health or community services
- help patients, consumers or clients – service users, their families and carers, and service providers resolve complaints about health or community services, including child protection services, when a direct approach is either unreasonable, or has not succeeded
- improve the safety and quality of health and community services.

HCSCC is required by law to develop a draft Charter of Health and Community Services Rights (the HCSCC Charter). The HCSCC Charter will **set out the rights of people** who use health and community services. Once developed, the HCSCC Charter will be used when a complaint has been lodged, to enable HCSCC to determine whether a health or community service provider has acted reasonably.

Section 22 of the *Health & Community Services Complaints Act (2004)* sets the HCSCC Charter principles. This is available at www.hcsc.sa.gov.au – hcsc charter of rights.



The consultation will occur from 1st July – 11th August 2010 (a period of six weeks).

A Consultation HCSCC Charter will be widely distributed in July to consumer groups, carer groups, health and community service providers, peak bodies, NGOs, professional organisations and government departments. **Comments received during the consultation period** will be considered before a final Charter is presented to the Minister for Health by 1 October 2010.

HCSCC is keen to provide support to enable organisations and groups to facilitate their own consultation sessions with their members and networks. If you would like information **about how to participate** in the consultation process, or if you would like to know more about either booking or hosting a group presentation / discussion session, please contact Lisa Firth, Senior Project Officer, phone (08) 8226 8651

Housing

State of Australian Cities 2010 report feedback sought

The Australian Housing and Urban Research Institute (AHURI) is inviting feedback and comments the [AHURI discussion paper](#), State of Australian Cities 2010 *report*. The **report progresses the cities agenda** at the national level, setting the context and scope for further involvement by the Australian Government in urban policy and planning. The State of Australian Cities 2010 report will present proposed research priorities in terms of achieving more productive, liveable and sustainable cities in the future.

The full paper can be downloaded from the [AHURI website](#) and you can provide them with **your feedback**.

Housing Diary Dates



Business @ Breakfast: Green Rating for Aged Care Facilities (**early September**, further details TBA)

Housing Forum: 'Breaking the Mould', **Thursday 2 December** (further details TBA)

Northern Territory News

The Australian Association of Gerontology (SA & NT division) presents

AAG Northern Territory Conference 'The Ageing North' 12 & 13 August 2010

This two-day event will bring together a wide range of people with an interest in issues of ageing – aged care providers and professionals, policy makers and advocates, researchers and students, and older people themselves.

The theme for the conference is 'The Ageing North' and will include oral and poster presentations and interactive workshops. Topics include:

- indigenous ageing issues
- workforce issues
- research
- multicultural issues
- educational issues
- services
- housing issues

[Visit the website for further information.](#)

Rural and Regional News



National Rural and Remote Health Infrastructure Program Funding Round Five (5)

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 medical equipment.

Closing date: **2:00 pm on 30 September 2010**

Aged Care remote in rural areas - media release

This Campaign for the Care of Older Australians [media release](#) has been sent this morning **to all regional media.**


Workplace Issues

Russell Kennedy Employment & Industrial Relations Client Alert, 16 July 2010, Fair Work Australia **gives clarification on pay and penalty rates**

The Full Bench of Fair Work Australia has recently handed down a decision **clarifying the transitional provisions in modern awards**.

Most modern awards contain transitional provisions that require employers to phase in rates of pay and penalty rates over a four year period between 1 July 2010 and 1 July 2014. Two particular aspects of the transitional provisions have now been addressed by the Full Bench of Fair Work Australia in their recent decision, Re Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union [2010] FWAFB 4488:

1 Overtime is not phased-in

The model transitional provisions state that phasing-in applies to the following loadings and penalty rates: ?  casual or part-time loading; Saturday, Sunday, public holiday, evening or other penalty; and shift allowance/penalty. The transitional provisions make no mention of overtime. The question before the Full Bench was whether overtime rates are considered an 'other penalty' that is subject to phasing-in, or whether no phasing-in occurs for overtime rates.

The Full Bench determined that overtime provisions are not included in the definition of an 'other penalty' and, as such, will not be subject to phasing-in. This means that overtime rates in a modern award are to be applied in full from 1 January 2010, regardless of whether a previous instrument provided an overtime rate that was higher or lower than the modern award.

2 Over-award payments can be used to absorb increases in award rates

The Full Bench also considered the impact of increases to award rates of pay arising from the modern award transitional provisions or an annual wage review upon employers who already pay above the minimum rate of pay provided by the applicable award.

The Full Bench confirmed that an obligation to increase an employee's pay due to phasing-in or annual wage reviews affects the employee's minimum award rate of pay only. If the employee's actual wage exceeds the minimum amount they are entitled to after the increase to the award rate, there is no obligation to further raise the employee's pay. Any increase to the award rate of pay can be absorbed into an employee's over-award wage.

If you have any questions about employee entitlements under modern awards, please contact the Employment and Industrial Relations team at Russell Kennedy on (03) 9609 1555.

Sponsoring foreign workers: 1 July 2010 salary increases and compliance

Companies sponsoring overseas personnel on a temporary basis under the subclass 457 visa program **must review the terms and conditions of employment** provided to the sponsored worker to ensure that they are no less favourable than the terms and conditions the employer provides to its Australian staff, who perform work in an equivalent position in that workplace.

That means that sponsored workers must be paid **in accordance with the market salary rate** for that occupation in that location. [Click here to read the full Russell Kennedy Immigration Law Client Alert.](#)

EMA Issue Notes

Industrial updates from EMA Consulting

[EMA Note: Issue 16 Underpayment of Wages](#)

[EMA Note: Issue 15 Approved OHS Code of Practice in SA – Working Hours](#)

[EMA Note: Issue 14 Application of Modern Award Transitional Provisions to Employees](#)

[EMA Note: Issue 13 Transitioning Wage Rates](#)

[EMA Note: Issue 12 Take Home Pay Orders](#)



Research, Publications & Grants

21 million in volunteer grants for community organisations

The Gillard Government is delivering \$21 million in local grants to support volunteers at community organisations across Australia. More than 250,000 volunteers from over 6000 community organisations are set to benefit from the latest round of the popular Volunteer Grants initiative. **Local organisations** will receive grants of between \$1000 and \$5000 to cover the cost of petrol and purchase much-needed equipment such as computers, barbecues, air conditioners and refrigerators. **Petrol reimbursements alone** will assist more than 29,000 volunteers, saving them over \$2.8 million at the bowser.

Age Matters

Age Matters is a newsletter about age-related statistics published by the Australian Bureau of Statistics (ABS). The publication includes **topical articles and reviews** of relevant ABS publications, highlighting developments in statistics on the ageing population, and other information of likely interest to ageing researchers and policy makers.

Key topics for this issue include living alone, retirement and retirement intentions, underemployed workers and the Pensioner and Beneficiary Living Cost Index.

The full publication can be accessed from the [ABS website](#).

Alone in a Crowd: Supporting Older Australians Managing Loneliness



Alone in a Crowd: Supporting Older Australians Managing Loneliness was a three-year qualitative study that aimed

Alone in a Crowd: Supporting Older Australians Managing Loneliness was a three year qualitative study that aimed to provide a **comprehensive in-depth knowledge** about older peoples' and service providers' perceptions and understandings of loneliness. Please follow the below link to access the Executive Summary:

http://www.unisa.edu.au/hls/Our_Research/Grants_and_Publications/AloneInCrowd.asp

Health and Community Services Complaints Commissioner Draft Charter up for feedback

The Health and Community Services Complaints Commissioner (HCSCC) has developed a Charter of Health and Community Services Rights which **sets out the rights of people** who use health and community services in South Australia. The HCSCC is inviting feedback from any individual, group or organisation that wishes to comment on the draft HCSCC Charter and address the consultation questions. Comments received during the consultation period will be considered before a final Charter is presented to the Minister for Health by 1 October 2010.

Organisations can also arrange for the HCSCC for a discussion or presentation session. Feedback and/or written submissions will be accepted by the HCSCC until 11 August 2010.

Full details can be accessed at the [HCSCC website](#).

Australia's life expectancy one of the highest in the world

Australians are outliving most of the world, but are not healthy in every way, says the nation's health report card, [Australia's health 2010](#).

The Australian Institute of Health and Welfare (AIHW) report also highlighted that Australians generally enjoy good health, and as a nation we are **among the healthiest in the world**. The report also stated that the health status of Australians was improving on many fronts, with rapid growth in health spending and health services.

Key findings in the report include:

- Australia's life expectancy at birth remains among the highest in the world— at age 65, Australian males can now expect to live a further 19 years to almost 84 years of age, and females a further 22 years to almost 87.
- For older people, the main causes of death are heart disease, stroke and cancer.
- Survival rates for people diagnosed with life-threatening diseases such as cancer and cardiovascular disease (CVD) are improving.
- Australia's level of smoking has continued to fall, and is among the lowest in OECD countries at 1 in 6 adults smoking daily. Death rates from diseases associated with smoking have also decreased.
- While CVD remains Australia's biggest killer, the death rate from CVD has fallen by over 75% since a peak in the late 1960s, and less than a quarter of deaths from CVD are now among people aged under 75 years.
- Cancer death rates have also fallen. Between 1987 and 2007 the overall cancer death rate fell by 16% and survival rates for a number of leading cancers, including cervical, breast and lung cancer, have improved.
- Around 1 in 5 Australians aged 16–85 years has a mental disorder at some time in a 12-month period, including 1 in 4 of those aged 16–24 years.
- Rates of overweight and obesity, which are known risk factors for many diseases, continue to rise. In 2007-08, 3 in 5 adults (61%) and 1 in 4 children (25%) were either overweight or obese, putting Australia's obesity level squarely among the 'worst' third of OECD countries.'
- The prevalence of diabetes also continues to increase markedly, having trebled over the last two decades, and over 800,000 Australians are now diagnosed with the disease. Type 2 diabetes is projected to become the leading cause of disease burden by 2023.
- The number of people with dementia is projected to more than double over the next 20 years.



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

Not-for-profit dominates community services

The Australian Bureau of Statistics (ABS) reported that the not-for-profit organisations **total expenditure on direct activities** related to community services was \$13.8 billion for 2008–09. The ABS publication, “[Community Services, Australia](#)”, also showed that majority of people employed in community services were women (78%). There were 570,646 people working in community services in 2008–09 with over half employed by the not-for-profit sector (59%).

Other **key points of the report** include:

- As of June 2009, 10,967 organisations were involved in the delivery of community services in Australia, with around 53% of organisations not-for-profit.
- Around 42% of those employed in community services work on a permanent part-time basis.
- In 2008–09, Commonwealth/state/territory government organisations provided \$9.5 billion of funding to other private organisations and self-employed contractors for the provision of direct community services.
- Personal and social support accounted for 24% of expenditure on all direct services. The top three services provided were individual and family support, support for home and other personal and social support.

The full publication can be downloaded from the [ABS website](#).



New report addresses long-held dietary misconceptions around eggs and nutrition

A special in-depth report which examines the **latest scientific research** around the nutritional qualities of eggs and addresses the misconceptions around eggs and serum cholesterol has been released.

Click on the link below for the report of Australian healthcare professionals
http://enc.org.au/workspace/files/Egg_report_Final.pdf

Fast-paced city becoming age-friendly

Adopting the concept of an “age-friendly” city from the World Health Organisation (WHO), the New York Academy of Medicine has begun setting up initiatives to **enhance the lives of older New Yorkers**.

While most adults cross intersections at 4 steps per second, older people usually manage with only three. As a result crossing time around 400 intersections have been lengthened to make it safe for older residents. The city government has also been running grocery runs for older people in yellow school buses for the past seven months. Artists have been given space and supplies in 10 senior centres in exchange for running free art lessons. **There is even a competition** to design a “perch” to be installed in sidewalks and stores to provide a place to rest for tired older residents of the city.

There are also plans for **two pilot aging-improvement districts**. The goal of these districts would be to create a public-private partnership that would encourage business establishments to voluntarily offer extra amenities for the

elderly. Some of the ideas proposed were window stickers to help identify age-friendly establishments, extra benches and adequate lighting in business premises, menus with larger font type and even having a “happy hour” for the elderly.

Review on the effectiveness of influenza vaccines in older people



A *Cochrane Systematic Review* showed that best effectiveness of current vaccines in preventing illness and its complications in older people were seen in long-term care facilities such as nursing homes. **The review reported** that vaccines prevented around 45% of pneumonia cases, hospital admissions and influenza related deaths. In open community settings, the vaccines were only 25% effective in preventing hospitalisations from influenza or respiratory illness.

Seventy-one studies were reviewed, which included both experimental and non-experimental (observational) studies. The authors advised caution in interpreting the results as most of the studies reviewed were non-experimental. For further information, access the [Cochrane Collaboration website](#).

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.

We can work it out

Presented by Mike Fenwick, **Thursday 29 July 2010, 9.30 am–12.30 pm**

Conversations and thinking required for managing a range of negative behaviours in the workplace.

All workplaces have a range of ‘different’ behaviours from a range of different personalities on a minute by minute basis. Managing and addressing some of those negative behaviours can sap a lot of emotional and physical energy. What do we say? How do we get other ways of thinking in place to support productivity and the team goals?

Participants will learn how to:

- Understand some reasons for negative behaviours and a range of options for addressing them
- Have conversations with staff that employ a variety of ways of positive interaction about the workplace and the team/organization’s goals
- Provide entry points for staff to think in a variety of modes to assist in deeper ways of thinking about issues

Stress Management

Thursday 12 August *with the popular Mike Fenwick*

Have you ever been overwhelmed by issues that people describe as 'stressful?' Do you sometimes feel others don't know what you are going through? Are there lots of things happening to you? Any headaches, back pain, tummy upsets, palpitations, anger, sleeplessness, or lethargy after sleep?

Participants will learn to:

- Identify stressful 'warning signs' and begin to develop a personal stress profile which identifies tolerance levels/points, personal triggers, vulnerabilities & habitual responses. Begin your own action research now.
- Apply strategies that can assist you to avoid, prevent, manage & process stress
- Understand how your personal response affects physical & emotional health

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

Thursday 26 August *with the popular Mike Fenwick*

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



Coping with change positively

Thursday 9 September, *with highly respected presenter Alli Taylor*

Organisational change has become a way of life as a result of three forces: globalisation, information technology, and industry consolidation.

The problem is people resist change. It is important to understand why they resist change, and to confront change openly, and confidently. This program encourages participants to understand why they resist and how to develop positive strategies for coping with change and growing and developing as a result of it.

Industry Education & Training



Aged Care Education and Training Incentive Program

In the 2010-11 Budget, the Australian Government provided \$59.9 million over four years for a national incentive program that will provide payments to **eligible aged care workers who undertake further studies** to enhance their career as a personal care worker, an enrolled nurse or a registered nurse.

This measure builds on current workplace training programs that support people working in the aged care sector, and will provide financial assistance to existing aged care workers who undertake further studies to upgrade qualifications and build their career in aged care.

[Visit the website for all details.](#)

Dementia Training Study Centre courses in August

SA & NT DTSC is pleased to present the **following education sessions** in August:

- [Health Professional's Role in Advance Directives](#) for People with Dementia – **Thursday 12 August 2010**
- [Wellbeing and Dementia Workshop](#) – Friday 6 August (full day) and **Friday 20 August (half day)**

Submit Your Proposal for IAHSA's 2011 Conference in the USA

In 2011, the International Association of Homes and Services for the Ageing (IAHSA) will partner with the American Association of Homes and Services for the Aging (AAHSA) to host the [IAHSA/AAHSA Global Conference & Exposition](#) to CELEBRATE AGE.

The conference theme, CELEBRATE AGE, provides **an excellent opportunity to showcase** the most innovative programmes from around the world, along with an exciting forum for the exchange of both practical knowledge and new strategies focused on the provision of care and services for older adults.

Share your expertise, innovations and organizational successes with colleagues from all corners of the world. Accepted proposals will also be eligible for consideration for the 2010-2011 [IAHSA Excellence in Ageing Services Award](#).

Important Dates

31 August 2010: Proposal Submission Deadline

1 April 2011: Notification of Decision for Participation

[Access the Submission Site](#)





The special celebration of technology excellence in aged care with a theme MAD with Passion – Make A Difference with Passion.

This theme is what the night is all about: **aged care providers and technology vendors** showing the way and doing it well, seeking to Make a Difference and doing it with Passion.

Free seminar on the Health Implications of Sedentary Behaviour

When: **Thursday 19 August 2010**
Time: 2.00 pm-5.00 pm
Where: University of SA, City East Campus, Playford Building, Room PM-06

Too much sitting: The Population Health Science of Sedentary Behaviour

Associate Professor David Dunstan will present an overview of the science of sedentariness

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

Facsimile (08) 8221 6660

Website www.emaconsulting.com.au

