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SA & NT Inc

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[Membership](#)

[Education & Events](#)

[Publications](#)

[Useful Links](#)

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Volume 11, Issue 3, March 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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Index

From the CEO's Desk

[Australian National Audit Office](#)

[ACS Marketing/Promotions Advisory Group](#)

[A Casual or Part-Time Workforce?](#)

[ACS Board restructure proposal](#)

[Campaign for the Care of Older Australians \(CCOA\)](#)

[Growing support for action on aged care](#)

 **randstad**

	Members' Morning Tea: ACSA Federal budget & Image Campaign update
<u>Randstad News</u>	Mature age – a positive employment option
<u>General News</u>	National Report Issue 223 Reminder: ACS SA & NT Aged Care Awards now open ACSA 2010 Conference – Call for Abstracts Additional scholarship rounds open for aged care nurses Pensions to increase on 20 March Volunteer Grants 2010 Continence Aids Payment Scheme Broadband for Seniors - Apply now for a free kiosk Help at hand for homeless Australians with a mental illness Better Practice Project - additional Train the Trainer sessions for HACC providers National survey to develop older-person-centred models of family mediation
<u>Coming Events</u>	Institute of Hospitality in HealthCare National Seminar - Wednesday 24 March Residential Forum - Friday 16 April
<u>New Resources</u>	New guide on essential infrastructure in remote communities Lynch Meyer's Aged Care Briefing
<u>News for Residential Members</u>	Model Residential Care Service Agreement Better Oral Health in Residential Aged Care project Therapeutic Goods Administration (TGA) Safety Notice Friday 16 April ACS Residential Forum
<u>News for Community Providers</u>	Day Therapy Reports
<u>Housing</u>	Consultation Report on final 30 Year Plan for Adelaide

	<p>Joint Meeting of Local Government and Planning Ministers' Council and Housing Ministers' Conference</p> <p>What future for public housing? A critical analysis – AHURI (Australian Housing and Urban Research Institute)</p> <p>21st May 9th annual RVA & ACS Retirement Living Conference</p> <p>Bloomers sales training program - not for profit</p>
Northern Territory News	<p>Visitor accommodation park for Alice Springs</p> <p>Closing the Gap</p>
Rural and Regional News	<p>Commonwealth Government Response to Inquiry into Patient Assisted Travel Schemes</p> <p>ACS Regional Forum</p>
Workplace Issues	<p>EMA Issue Notes</p> <p>Zurich Risk Management Session - free for members</p>
Research, Publications & Grants	<p>Community organisation participation and well-being in older men</p> <p>Dementia incidence continues to increase past 90 years</p>
ACS Education & Training Events events held in the Adelaide Metro area	<p>ACS 2010 Training Program</p>
Industry Education & Training	<p>Colour My World therapeutic art program for people with dementia</p>
Industry Supporters	<p>Welcome new Bronze Sponsor Mutual Community - ACS pays your excess!</p>
Member Services	<p>Employee Assistance Program</p> <p>Industrial Advice Service</p> <p>Consultant Service</p>



From the CEO's desk

Australian National Audit Office

Following prompting by ACS, Deloitte has made a commitment **to ensure providers are consulted** before the

Following prompting by ACS, DORA has made a commitment **to ensure providers are consulted** before the recommendations adopted by the Department from the recent ANAO report are enacted. While recognising the need for transparency and accountability, the Department has also recognised there **must be a practical application** of any new requirements. Arrangements are being made for Canberra-based departmental representatives to meet with the ACS Finance committee. Consultations will also occur in other states with equivalent groups.

ACS Marketing/Promotions Advisory Group

ACS is keen to form a group of interested individuals to help consider, **evaluate and promote positive stories** and activities for the sector. We are aware there are many positive things occurring that deserve better media and public attention.

If you are keen to work strategically with ACS to help us improve the sector's public image, please **register your interest** by contacting Alan Graham CEO on 8338 711, mobile 0408 231 047 or [email](#). It is expected the group will meet on a quarterly basis with secretariat support provided by ACS.

A Casual or Part-Time Workforce?

There has been much conjecture around **what constitutes a 'casual worker'** under the Aged Care Award. Fair Work Australia (FWA) recently clarified that employees have the choice of casual or part-time work. Based on this interpretation, a number of metropolitan providers will encourage their casual employees to enter part-time contracts while respecting the individual's right to choose. Notwithstanding the FWA advice, members are encouraged to **consult with EMA** for advice on this matter and they should consider carefully the issues around casual and part-time contracts to ensure that the decision 'fits in' with the environment individual providers operate in.

ACS Board restructure proposal

Information regarding the proposal to restructure the ACS Board was sent recently to all members. The proposal will go to a **Special General Meeting on 23 April** for members to vote on the proposals.

The current ACS SA & NT Board was established over twenty years ago and reflects the perceived need at the time. Regional representation was defined geographically by creating three areas, and a thirteen-person structure was considered appropriate to ensure optimum representation.

Modern governance theory suggests the optimum size for a Board of Management is between eight and ten individuals. Generally provision exists to co-opt others on an 'as required' basis to enhance the 'skills set' on the Board. Such appointments are typically for shorter periods to enhance the Board's knowledge base and provide subject-specific expertise.

Discussion about the desirability of reviewing the governance framework has been on the Board's agenda since mid-2008 and the Board finalised its position at the February 2010 meeting.

The unanimous view was that the current Board number of thirteen is too large and that eight, with the ability to

appoint three additional directors, was the preferred option. Please **click on the links below** for further information:

- [Full background to the Board proposal](#)
- [Defined new Regions/Areas in words](#)
- [Map of new Regions/Areas showing boundaries](#)

Campaign for the Care of Older Australians (CCOA)

The Campaign for the Care of Older Australians (CCOA) comprises a number of service provider organisations including ACSA, ACAA, Anglicare, UnitingCare and many others. The group was formed specifically to campaign for the reform of aged care. A [Campaign Bulletin](#) provides information about the current state of play.

The group has [written to the Prime Minister](#) (copied to the Premiers/Chief Ministers, Treasurers, Health & Aged Care Ministers at state and federal levels) expressing **support for health reform** and noting some of the issues in aged care that will need to be addressed. Campaign bulletins will be distributed regularly to the membership.

Growing support for action on aged care

Chief Executive Officer of Aged & Community Services Australia, Greg Mundy, recently [issued a communique](#) following a **productive round of meetings** in Canberra.

ACSA's national and state association CEOs met with MPs and Senators in Canberra and found a genuine resolve to instigate change.

The MPs and Senators acknowledged ACSA's position that achievement of efficient and effective health reform depends on a reformed aged care system as the two are inextricably linked. Many of the conversations highlighted the need for solutions to capital funding, user pays and industry sustainability issues— an encouraging sign that real action may be taken.

Parliamentarians were advised that, as part of ACSA's commitment to the Health and Hospitals Reform Agenda, a series of expert panels are being convened to develop strategies and solutions in five key areas: consumer choice; aged care/health interface; access and assessment; sustainability and reform staging, and workforce. There was a generally favourable response to this proactive approach by ACSA. Read more.

[The 2010-11 Budget and Reform Agenda](#) is **attached to the communiqué**.

Members' Morning Tea: ACSA Federal budget & Image Campaign update

2010 is a critical year for aged care. The National Health and Hospitals Reform agenda is proceeding and it is a Federal election year.

Come and meet the ACSA Senior Executive team to hear about the **national election strategy** "The Campaign for the Care of Older Australians". You will also hear an update on the ongoing plans for the current 'Can't Do It Without

the Care of Older Australians . You will also hear an update on the ongoing plans for the current 'Can't Do it without You' Image Campaign.

To run effective campaigns your involvement and support is needed. Get in on the ground floor and ensure 2010 is the year for aged care.

PLEASE NOTE: due to low numbers the original sessions have been combined into one session (morning tea). Information session will be completed by 9.30 am.

Members' Morning Tea: ACSA Federal Budget & Image Campaign update

Thursday 25 March, 8.30–10 am, The Monastery (15 Cross Rd, Glen Osmond)

RSVP to ACS by COB 22 March on 8338 7111 or [email](#)

Randstad News

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

Mature age – a positive employment option

Australia has an ageing population – in less than 20 years around 10 million of us will be aged over 45.

Employment of mature age workers is set for significant growth. The Australian Bureau of Statistics predicts 85% of new employment growth will come from the 40-plus age group, meaning not only are mature workers set for some great opportunities, but as an employer, you have the opportunity to hire people who are skilled, experienced and ready to work.

The 2009 Randstad Employment Trends report shows many employers are not proactive in employing mature-age workers, so despite the expected growth of mature age employment, it seems that businesses in Australia will continue to fall behind the curve in terms of accessing a rich source of talent.

“The main challenge employers must overcome to achieve this is simple – they must be open to employing mature-age workers. They need to get serious about retaining them once employed and realise the benefits this will bring to the organisation – a work force that according to research, is fiercely loyal, have more longevity with one company, take fewer sick days, and are more experienced.”

Deb Loveridge, CEO of HR and recruitment services company, Randstad, sees the benefit of mature age workers and encourages specialist consultants across the business to help educate on the benefits of hiring mature age workers and to always focus on the best candidates. “The way we do things won’t change overnight, but individual organisations that make themselves open to attracting and retaining to mature age workers as part of their culture, stand to gain a competitive advantage.”

stand to gain a competitive advantage.”

Randstad has the following advice for making mature age employment work:

- Work with your HR recruitment partner to create an effective work structure – remember work-life balance is important so flexibility may be key.
- Realise the benefits – depth of skill, wealth of experience, cost-effective (mature age workers often achieve the same results through working smarter rather than harder).
- Focus on retention – find out what is important to your employees and meet their needs.
- Provide further training – mature age workers may need to simply brush up on a few skills.
- Maintain relationships with mature age people as they leave the business – they may be willing to return in the future after a break.

For advice on developing your recruitment strategy and finding the right candidate for your business, contact your local specialist recruitment consultant at Randstad on 1300 996 135.

General News

National Report Issue 223

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

Issues covered in the latest edition include:

- National Campaign for Care of Older Australians
- Older Australians Need Health Reform Too
- NRHA Encourages States to Support Reform Blueprint
- ACSA 2010 Aged Care Excellence Awards
- Aged Care Nursing Scholarships
- Catholic Health Australia (CHA) community aged care policy blueprint
- NRHA critical of Govt response to patients' assisted travel reform
- electronic Medication Management in Aged Care
- Bold Ideas Better Lives Challenge
- Groundbreaking Residential Aged Care Menu Survey
- Family Mediation and Family Abuse Survey
- Residential Aged Care Communiqué (RAC)
- 2011 Census Discussion Paper Aged Care Recipients of Employer of Choice for Women Awards
- Everyone Belongs on Harmony Day 21 March 2010
- Osteoporotic Hip Fracture in Australia

Reminder: ACS SA & NT Aged Care Awards now open

A reminder that the [Inaugural State and Territory Awards for Excellence](#) are now open for nominations. These

Awards will recognise and promote excellence across all fields of the aged care industry. They celebrate significant contributions to the quality of life of older people, people with disabilities and/or their carers.

We encourage all members to be involved in these Awards and to nominate worthy recipients. Attached is an overview of the Awards, including information about nominations, eligibility criteria and nomination forms for each category in the Awards.

The State and Territory Awards will be presented at a Cocktail Party on Thursday 17 June, 5-7 pm(venue TBA). The winners of these awards will automatically be nominated for the National Awards in their relevant categories (with the exception of the Design Award).

Nominations are now open and close Friday 16 April 2010. Should you have any inquiries, please contact [Kellie Kulinski](#) on 8338 8004.

Our thanks to principal sponsor Health Super.



ACSA 2010 Conference – Call for Abstracts

We are now calling for presentations for ACSA's annual National Conference. **"Explore the possibilities"** is this year's theme. We want to explore the possibilities around how we can adapt lessons from our collective experience, and embrace innovative practices from within and outside our industry.

The Conference will be held at the Grand Chancellor Hotel on Hobart's waterfront from **Sunday September 19 to Wednesday September 22**. The Twenty 10 National Conference is the most important aged and community care event this year and we want you to be part of the action.

Presentations for the concurrent sessions **should address the themes** of sustainability, IT, food, travel, community, workforce, and the challenges ahead.

For concurrent session presentations, we invite you to submit a 200-word summary including how your paper fits within the Conference themes.

Please refer to the flyer and the conference website for more information.

Additional scholarship rounds open for aged care nurses

Applications for the Postgraduate Community Aged Care Nursing Scholarship Scheme are now open – **they close 16 April 2010**. The Postgraduate Community Aged Care Nursing Scholarship Scheme is an Australian Government initiative aimed at increasing the skills of nurses working in the community aged care sector.

For further information please contact the RCNA on the freecall numbers for Community on 1800 551 201, Aged

Care on 1800 116 696 or [email](#)

An **Application and Guideline Form** is available for download from the [RCNA website](#).

Pensions to increase on 20 March

Around four million Australians will receive an [increase in their pensions](#) and other income support payments from **20 March 2010**, through indexation. Pension payments will increase by \$29.20 a fortnight for singles on the maximum rate, and \$44.00 a fortnight for couples combined on the maximum rate.

Volunteer Grants 2010

Funding under the Government's Volunteer Grants 2010 is now open.

Grants of between \$1000 and \$5000 are available to help eligible non-profit organisations to purchase practical small equipment items such as computers, barbeques and first aid kits to assist volunteers in their work.

This year, the funding can also be used to **help pay for background checks** to make it easier for people to volunteer.

Applications close 2 pm on **Friday 16 April**. For further information [visit the website](#) or call 1800 183 374.

Continence Aids Payment Scheme

The CAPS is a Scheme that provides a payment to assist eligible people who have permanent and severe incontinence to meet some of the costs of their continence products. The CAPS will provide greater choice and flexibility for clients to allow them to purchase the most appropriate continence products from the supplier of their choice. The CAPS scheme will be implemented **from 1 July 2010**.

To assist providers, health professionals, clients, carers and other interested parties in understanding the new CAPS scheme, the Department is holding information sessions in thirty locations across Australia. The sessions will begin in the ACT on the 29th of March before continuing around Australia. **Registrations close COB this Friday 19 March.**

Attendees are asked to register their interest using the [registration link](#) or by calling 1800 118 455.

Broadband for Seniors - Apply now for a free kiosk

You could help the seniors in your community discover a whole new social experience on the web. Apply now for one of the 2,000 free Broadband for Seniors kiosks and if your venue or organisation is successful, a kiosk will be supplied to you by NEC.

To apply, visit www.necseniors.net.au, download and read the Information Pack and complete an online expression of interest on behalf of your organisation. The application will then be assessed.

Further information: [visit the website](#) or call 1300 795 897

Help at hand for homeless Australians with a mental illness

The Australian Government has unveiled details of a \$10 million boost to the Personal Helpers and Mentors (PHaMs) program, to give homeless Australians with a severe mental illness greater access to one-on-one support.

Six new services will be established in communities with significant homeless populations in New South Wales, South Australia, Victoria and Western Australia to help people with a mental illness who are homeless, or at risk of homelessness.

PHaMs is designed to help people with a severe mental illness reconnect with the wider community and live more independent and satisfying lives. Personal mentors work one-on-one with participants with practical help to achieve their personal goals – for example, finding stable housing, or improving relationships with family and friends. These new personal mentors will also connect participants with essential clinical and social services, including housing services and health professionals.

Funding for the new PHaMs service targeting the homeless or those at risk of homelessness in SA:

Service location	Funding (2009–2012)
Riverland, SA	\$1,463,100

Better Practice Project - additional Train the Trainer sessions for HACC providers

The Better Practice Project is pleased to advise that due to demand, they will be conducting further Train the Trainer sessions this year in order to equip HACC providers to use the 'Living as an Older Person' competency training package. The next Train the Trainer session is planned for **Tuesday, 11 May 2010** at the Aged & Community Services SA&NT offices, 246 Glen Osmond Road, Fullarton from 9.30am – 3.30pm, facilitated by Sheree Lewis. We are keen to present the training in other regions also, please contact Joyleen.

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.

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 the country areas. After a session one coordinator

Older Person materials – this was especially embraced in the 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”.*

For more information please contact Joyleen or Vicki on 08 8338 7111 or [Email](#)

National survey to develop older-person-centred models of family mediation

We invite you to participate in a national survey to develop older-person-centred models of family mediation to **prevent the financial abuse of older people** by their family members, which is the most commonly reported form of abuse (along with psychological abuse). We are a group of researchers from the University of South Australia and Flinders University who have been awarded an Australian Research Council (ARC) Linkage grant in partnership with the Department for Families and Communities, Office of the Public Advocate, Guardianship Board, Alzheimer’s Australia South Australia and Relationships Australia South Australia.

In the first stage of the project we are circulating **two online national surveys**, one for Managers or CEOs of organisations servicing older people and/or their families and managers of organisations providing family dispute resolution services, and one for service providers from different disciplines who are family mediators or who work with older people and/or their families.

Please select the survey link relevant to you:

- **For Managers or CEOs** of relevant organisations
- **For practitioners** providing services to older people and/or their family members and/or family dispute resolution (mediation) services

Coming Events

Institute of Hospitality in HealthCare National Seminar

Last chance to register for this unique opportunity - An Introduction to the UK Framework of Meals in the Community and Care Services

Come along to hear from two international experts in the field of meal service delivery, Neel Radia and Era Varellas. Their presentation will cover a variety of issues that they have encountered in the delivery of meals to frail and aged recipients.

Wednesday 24 March 2010

AAMI Stadium Function Complex



Magarey Room AAMI Stadium
Turner Drive, West Lakes, SA 5021



IHC / **ACS Members** \$99.00 (online) \$115.00 Cheque /EFT

Refer to [flyer](#) for further information, contact Kathy Manning on 08 8294 5555 or go to the [IHC website](#)

ACS Residential Forum - Friday 16 April

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

Enhancing Your Service Delivery in a Changing Environment . . .

This Forum will focus on changes within the aged care industry and ways in which the industry can improve service delivery. The Forum is designed for both residential and community aged care providers in the non-profit sector and topics will be of interest to CEOs, managers, directors of care and other senior staff who oversee the general performance of service delivery within their organisations.

[Flyer and full program now available.](#)



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New Resources



New guide on essential infrastructure in remote communities

A commonsense, practical guide will be distributed in remote Indigenous communities to help manage and maintain essential infrastructure services such as energy, waste, water, storm water, telecommunications and transport.

The Minister for Families, Housing, Community Services and Indigenous Affairs, Jenny Macklin, launched the new National Indigenous Infrastructure Guide in Alice Springs. According to the latest statistics, there are more than one thousand Indigenous communities located in very remote areas and many are not connected to town services including water, electricity, sewerage and telecommunications.

Lynch Meyer's Aged Care Briefing

Articles in the latest edition include:




- Update - Unfair Contracts Regime
- Older People and the Law Report: The Government's response
- Mandatory Disclosure of Energy Efficiency - are you ready?

News for Residential Providers

Model Residential Care Service Agreement

ACS SA & NT now has two options regarding the Model Residential Care Service Agreement. Option one was initially developed in conjunction with solicitor Peter Myhill (O'Loughlins Lawyers) in 1998 and still remains effective. Member cost is \$299. No annual fee is applicable to organisations that purchase this model agreement, but Peter Myhill will send ongoing amendments to ACS for member notification. Please ring ACS on 8338 7111 for further information.

Option two is the National Electronic Resident Agreement outlined below.

NeRA		
National electronic Resident Agreement		
Do your Agreements meet the latest legal requirements?		
Generate Agreements in just minutes using NeRA software!		
• High Care High Care Extra Service • Low Care High & Low Care • Respite Care Respite Care Extra Service • Online update of fees, bonds, MPIR & more • Self-customising features		
ONLY \$299	Inclusive of GST and 1st year software update & maintenance. Minimal annual maintenance fee payable from 2nd year onwards.	
Contact e-tools software 03 9571-8611 info@e-tools.com.au www.e-tools.com.au		
		

Better Oral Health in Residential Aged Care project

The Better Oral Health in Residential Aged Care project delivers **specialist oral health care knowledge and train-the-trainer skills** to Registered Nurses in residential aged care facilities across South Australia. Each facility can send a maximum of two RNs to a workshop, and those RNs are expected in turn to pass on what they learn to their care worker staff to embed the practices right across each facility.

Please [click here for training dates](#)

Therapeutic Goods Administration (TGA) Safety Notice

The [February Safety Notice](#) informs Health Services about medical device recalls and product corrections that have been issued by the Therapeutic Goods Administration (TGA). These recalls and corrections may apply to your Health Service.

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[Full program now available.](#)



Day Therapy Reports

ACS recently received copies of reports that, while produced some years ago, were not publicly released. There has been **ongoing interest in the reports** so we thought it worthwhile making them available to members even though they are not current.

In July 2003 the School of Occupation and Leisure Sciences, The University of Sydney delivered its report *A Review of Day Therapy Centres and Models for Effective Service Delivery* to the Department.

In July 2004 Alt Beatty Consulting was engaged to propose a framework to provide consistent eligibility and assessment criteria with linked data collection and reporting mechanisms to ensure that service delivery is appropriately targeted and accountable for the DTC program. The consultancy produced a range of options for eligibility, assessment, service model types and data requirements that it was thought could support DTCs through any future streamlining activities. *The DTC Program –Assessment, Eligibility and data Collection Project Final Report February 2005*

In addition **we have accessed presentations** made recently at a forum run by our counterparts in Queensland that may be of interest to members. There is a DoHA presentation by Erni Rauter on the *Commonwealth's Perspective on the Future Directions of the DTC* and an *Update on the National Registration and Accreditation Scheme for Health Professionals*.

Copies of these reports and presentations are available to ACS members - [click here to access](#).



Housing

Consultation Report on final 30 Year Plan for Adelaide

The final 30 Year Plan for Adelaide has [now been released](#).

The [consultation report](#) highlights changes which have been embodied as a result of the consultation process. The dot points **on Pages 17 and 18** make it clear that ACS has had some real impact on the policies.

Joint Meeting of Local Government and Planning Ministers' Council and Housing Ministers' Conference

Please [click here](#) for a [Communique](#) regarding the joint meeting of the Local Government and Planning Ministers' Council (LGPMC) and the Housing Ministers' Conference (HMC) was held in Canberra on 12 February 2010.

What future for public housing? A critical analysis – AHURI (Australian Housing and Urban Research Institute)

This [Research Paper](#) is the first output of a project that considers the question of the future of State Housing Authority (SHA) managed public housing and its capacity to address housing need and community sustainability in the 21st century.

21st May 9th annual RVA & ACS Retirement Living Conference

8.45 am-5.00 pm (including post event cocktails)

Adelaide Pavilion - Veale Gardens

Cnr South Tce & Peacock Rd, Adelaide

The Conference offers a **diverse and stimulating program** with excellent speakers addressing topics such as:

- The economic climate and its impact on retirement villages
- Planning for future resident lifestyle (what residents want)
- Shaping your workforce for the future (award modernisation and workforce planning)
- Quality management systems for the future (the benefits of a legislative and marketing perspective) and Surviving the future ('selling on a shoestring')
- Intellectual property and the Implications of the Federal change to the COAG Agreement
- Duty of Care in independent living (handling dementia, isolation and loneliness)

[Click here for the registration form.](#)

Bloomers sales training program - not for profit

21st & 22nd June. [Bloomers the art of selling retirement living](#) is launching a NOT FOR PROFIT Bloomers sales training program.

Northern Territory News

Visitor accommodation park for Alice Springs

Aboriginal visitors to Alice Springs will have a safe place to stay following the establishment of a new, secure accommodation facility as part of the **\$150 million Alice Springs Transformation Plan**. The Minister for Families, Housing, Community Services and Indigenous Affairs, Jenny Macklin, the Northern Territory Minister for Central Australia, Karl Hampton, and the Minister for Indigenous Health, Warren Snowdon, today announced that the Len Kittle Drive site has been selected to provide much needed short-term visitor accommodation. "When visitors come to town the lack of short-term accommodation means there is even more pressure on public housing and the already overcrowded town camps," Ms Macklin said.

Closing the Gap

The Australian Government is yet to develop a comprehensive plan to close the gap on Aboriginal and Torres Strait Islander health inequality by 2030 despite committing to one almost two years ago, [according to a new report](#). The Close the Gap campaign's Shadow Report, on the Government's progress on 'closing the gap', also found a lack of critical support for Aboriginal medical services and the absence of a true partnership approach by Government.

Chair of the Close the Gap Steering Committee and former Aboriginal and Torres Strait Islander Social Justice Commissioner Tom Calma, whose 2005 Social Justice Report laid the groundwork for the Close the Gap campaign, said the Shadow Report outlined what was missing in the Government's approach and detailed ways in which its commitments to closing the gap could be met.

Rural and Regional News

Commonwealth Government Response to Inquiry into Patient Assisted Travel Schemes

In September 2007 the Senate Community Affairs Committee tabled its report *Highway to Health: Better Access for Rural, Regional and Remote Patients*. The Commonwealth Government has now released its response to this report.

[Click here for a copy.](#)

Regional Forum - 18 June 2010

The Regional Forum will be held at The Monastery this year and speakers are currently being organised. Plenary sessions are being planned on green sustainability (how to adapt existing facilities), governance, emergency management, award modernisation and much more. Concurrent sessions will focus on community care, housing (including a panel of speakers) and rural training options.

Further details will be advised.

Workplace Issues

EMA Issue Notes

[EMA Note: Issue 4 - Fair Work Act 2010 - Dispute and Grievance Procedure](#)

[EMA Note: Issue 3 - Effect on Modern Awards - Transitional Agreements](#)

Zurich Risk Management Session - free for members

Zurich leads the way in helping aged care facilities reduce their exposure to risks. These experts can compliment the policies and procedures and general risk management measures you have in place to retain your aged care facility's certification and accreditation. They will **identify potential gaps** in existing practices and **recommend ways to reduce** them. The seminar will cover the following topics:

- Your Roof Space—the hidden dangers
- Contractor Controls—your rights and responsibilities
- Disaster Recovery Planning—“it will never happen to me”

[Click here to find out more and book online.](#)

Research, Publications & Grants

Community organisation participation and well-being in older men

A recent report by the National Seniors Australia, ***Making Good Connections*** showed a direct link between participation in community organisations and a sense of well-being in older men. The report was conducted via surveys and focus groups across six Australian cities and towns with a higher than average proportion of men aged 50 years and over not in the labour force.

The older men in the study reported that participating in a community organisation **helped them to learn**. Skills that were identified included leadership, technical, hobby, health and safety, computer and community skills. Majority of the respondents had a strong preference for a hands-on learning style and in practical situations.

Participants also reported feeling better about themselves, more accepted in the community, happier at home and improvements in their confidence and social skills. The report called for government and those working in the community sector to consider the benefits of learning in community organisations for older men and develop more innovative and relevant programs to increase participation. The **full report can be downloaded** from the [NSA website](#).

Dementia incidence continues to increase past 90 years

Incidence rates for dementia in people aged 65 to 90 years have been shown to double every five years. However, there is limited information on the incidence of dementia past 90 years of age. A population-based, longitudinal study of ageing and dementia conducted at the University of California found that dementia incidence rates continue

to increase in the oldest old.

The study showed that the **incidence rate for all causes of dementia** in people age 90 and older is 18.2% annually, and significantly increases with age in both men and women. Rates increased with age from 12.7% per year in the 90-94 age group, to 21.2% per year in the 95-99 age group, to 40.7% per year in the 100+ age group.

The study predicts that dementia in the oldest old may become an epidemic and called for the inclusion of the older age groups in healthcare planning to ensure that support services are adequate and responsive. The full paper was published in the January 2010 issue of Annals of Neurology.

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.

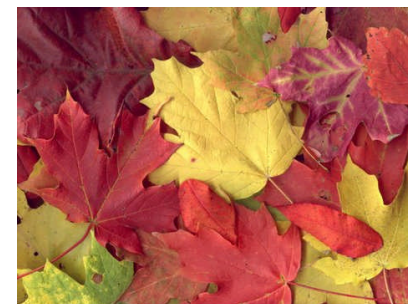
Coming up in April . . .

Wednesday 7 April, 9.30 am–12.30 pm, We have to talk: Crucial Conversations or Confrontations

It may be up to you to resolve serious differences between people you manage, work alongside or share your life with. What tools do you use when the stakes are high?

Learn how to:

- Understand basic principles of managing anger and conflict in a myriad of situations
- Understand what a “Crucial Confrontation” is
- Stay focused on what you really want
- Make it safe to talk about almost anything
- Stay in dialogue when you are angry, scared or hurt



Friday 9 April, 9.30 am–3.30 pm, Accurate Comprehensive Clinical Assessment,

- What is accurate clinical comprehensive assessment?
- How do we ensure our residents get the best outcome and ensure the funding instrument ACFI is well supported?
- Learn how to accurately execute and interpret the two ACFI tools—the PAS (Psychogeriatric Assessment Scale) and the modified CDS (Cornell Depression Scale).
- How to accurately assess continence, behaviour and chronic pain, and their relevance to the ACFI questions.

Friday 16 April, 1–4 pm, Employee Counselling and Discipline

The session will be a practical and interactive workshop and will provide skills and techniques immediately applicable in the workplace. Content includes:

- The principle of 'Natural Justice'
- Supporting staff performance
- Counselling staff
- Mediation
- Disciplining staff
- Undertaking investigations
- Terminating employment

Wednesday 28 April, 9.30 am–3.30 pm, ACFI What do I need to know? RN / EN perspective

- ACFI in a nutshell:
- Accurate clinical assessments involving diagnoses
- ACFI validation—what do I need to know?
- How do I complete the ACFI continence records?
- Behaviours—what do I need to know and how do I complete the ACFI Behaviour record?
- How do I correctly time medication administration?
- Pain assessment— how to do this well?

Upcoming RDNS clinical courses

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

RDNS Training: Mental Health First Aid

This award-winning course delivers critical skills in supporting people with mental health conditions or experiencing mental health crises. Delivered by Andy Kelly, a mental health nurse with more than 30 years experience, this interactive and stimulating 2-day course is a must for anyone involved in front-line services in health and community services. Book now (registration form attached) on 1300 364 264, fax to 8208 5311, or via email

When 22 & 23 March 2010

Where Education Development Centre, Milner St, Hindmarsh

Cost \$225 (incl light lunch)

Industry Education & Training



"Colour My World" therapeutic art program for people with dementia

This session will be held on Monday 29th March at Alzheimer's Australia SA from 2.00 pm-4.00 pm. The full program

This session will be held on Monday 20th March at 7:30am in the Auditorium at the University of Adelaide SA from 2:00 pm - 4:00 pm. The full program is [available here](#).

Numbers are strictly limited for this session so [please return registration forms](#) as soon as possible.

Industry Supporters

Welcome new Bronze Sponsor Mutual Community



If you go to hospital, Aged and Community Services SA&NT pays your excess!

It's just another perk you get for being a member of the Aged and Community Services SA&NT (ACS) Health Plan.

Simply choose one of Mutual Community's Excess Bonus hospital covers and if you or anyone covered by your membership is admitted to hospital, ACS will pay your excess. That means you're getting top hospital cover at a reduced premium. [Click here for more information](#).



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

problems. It has been advised that the clients 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

