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## Volume 10, Issue 11, November 2009

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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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## Implementation date for new awards

ACS recently received clarification regarding the implementation deadline of 1 January 2010 for the new awards, and whether or not payroll needed to be implemented exactly on 1/1/10 or on the first full pay period after that date.

### Verbal advice from EMA Consulting is as follows:

The implementation date for everything around the new awards is 1 January 2010 **except for the following:**

- Changes in rates of pay as a result of changes in classification; casual loading; shift loading and overtime penalties – these have an implementation deadline of 1 July 2010;
- Nauseous allowance (Aged Care Award) – implementation deadline is 1 January 2011.

EMA Consulting offer industrial assistance and advice including award interpretation and wage rates. ACS members have access to EMA Consulting at special rates: up to 15 minutes telephone advice at no charge. More complex issues requiring specific advice is available at discounted rates to ACS members, \$230.00 ph representing and hourly discount of \$50.00.

EMA can be contacted as follows:

Telephone (VIP toll free number)	1800 632 812
Advisory Service	(08) 8221 6565
Telephone	(08) 8221 6665
Facsimile	(08 8221 6660
Website	<a href="http://www.emaconsulting.com.au">www.emaconsulting.com.au</a>

We encourage members to use the EMA consulting service for specific advice.

## Reminder: survey regarding readiness for Award Modernisation

Members are strongly encouraged to complete the survey regarding preparedness to implement the new awards, before it **closes COB tomorrow 27 November**. The survey will take approximately 5 minutes to complete.

Discussion at the ACS October Board meeting raised concern about the sector's capacity to comply with the 1 January deadline for implementing the new awards. Of particular concern is the amount of work yet to be undertaken by providers to ensure implementation given the extremely tight timeframe.

ACS subsequently decided to investigate the IT system capacity and readiness of its members to manage the implementation. ACS has already written to Ministers Roxon and Elliot alerting them to the potential problem and flagging a possible extension.

## Prepare Act Survive – seminars for members

As the temperature continues to climb and the risk of disaster or emergency becomes a reality, we need to be aware of what is needed to ensure the safety of residents is maximised. The issue of emergency planning will be a key focus of attention during visits by departmental and accreditation agency staff to facilities. It is also a requirement of the next ACAR round.

The first stage of the ACS response involved a representative from the SA Country Fire Service speaking at recent regional forums (6 & 9 November) where the importance of preparedness was highlighted. The sessions were very useful and appreciated by attendees. **A copy of the [CFS Bushfire Survival plan is available](#)** for information. I urge members to take the time and look at the material.

ACS is also pleased to offer two different (but related) sessions to **assist facilities in their preparation** (please click on the links for all details)

Session one – FREE session for ACS members: *Prepare, Act, Survive! Emergency Evacuation for Aged Care*  
**Wednesday 9th December 2009, 9.30 am-12.30 pm**

This session is designed for all staff in residential facilities or independent living units.

Session two – full day session at heavily subsidised cost – members cost of \$55 incl GST.

**Tuesday 15th December, 2009, 9.30 am-4.30 pm** Kindly co-sponsored by Resthaven Inc and Flinders University

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

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

## ACS Board Elections

ACS is delighted to welcome Sara Blunt to the Board and advise that Rob Hankins and Dennis Chamberlain have been reappointed. Board Executive positions will be decided at the December meeting.

## Randstad News

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

every aspect of your business – from temporary, training, permanent recruitment, executive search through to psychometric assessment and HR consulting. Here's how we can support every area of your business:

### **Randstad Executive & Professional**

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

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

### **Randstad Business Support**

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

### **Randstad Contact Centre & Assessment Centre**

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

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

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

### **Randstad Health & Community Care**

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

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

### **Randstad Accounting**

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

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

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

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

### **Randstad HR Consulting**

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

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

### **Randstad Industrial**

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

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

## **ACS SA&NT staff profile:**



This month we are delighted to welcome Hazel Parker, who was recently appointed to the newly-created position of Executive Officer.



**Background:** Born in Paisley, Scotland, Hazel worked for 23 years in the Financial Services Sector in both Scotland and England before a complete change of career direction to the Not for Profit sector in the UK. She worked full-time for the British Marine Federation, one of the largest UK trade bodies looking after the marine sectors and arranging the London International and Southampton Boat Shows. Hazel was the Membership Manager for four years with the British Marine Federation, before immigrating to Australia with her husband at the beginning of 2009.

**Current role:** With her move to Australia, Hazel was looking to achieve a better work-life balance and is very happy to commence her part-time role as Executive Officer. This allows Hazel to enjoy more time with her husband, who has also achieved better working hours, allowing them to generate better quality family time.

**Interests:** Hazel enjoys all things to do with cooking and entertaining and has found a new interest in wine appreciation since moving to South Australia. Sunset picnics on the beach, cycling and walking also feature highly as weekend activities along with exploring all that South Australia has to offer.

## General News

### National Report Issue 216

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:

- Campaign for Care of Older Australians
- Review of the Aged Care Funding Instrument (ACFI)
- Pay equity test case threatens aged care jobs and services
- Clarification on Salary Sacrificing under the Fair Work Act
- Care Missing from Government's Aged Care Agenda
- Funding for rural and regional aged care staffing
- Stewart Brown Business Solutions Aged Care Survey
- NEW (eRA) electronic Resident Agreements
- Dementia, Lesbian and Gay Men'
- Australia's Welfare 2009
- Department of Health and Ageing Annual Report
- Medicare Aged Care Online Claiming Website Training Environment

### Better Access to Prescription Medicine Information

The Parliamentary Secretary for Health, Mark Butler, has announced that prescription medicine Product Information and Consumer Medicine Information documents are available on the Therapeutic Goods Administration website.

"Consumers and care givers will be the big winners in this latest reform as they will now have easy access to these documents at a single point and know where to go to find authoritative and reliable information about a prescription medicine that is included on the Australian Register of Therapeutic Goods," Mr Butler said.

[Find out more.](#)

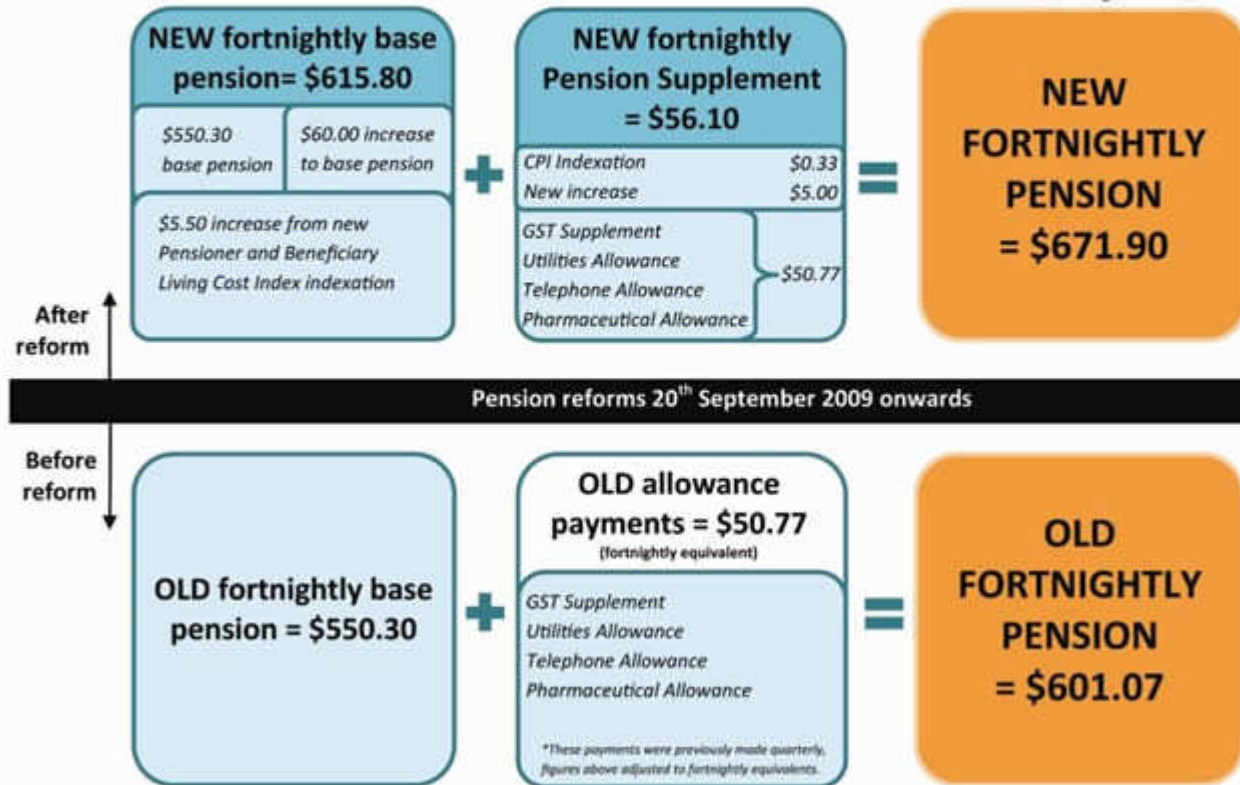
### Pension reforms fact sheets

A number of fact sheets have been produced to **help seniors understand the changes** that have recently been made to their fortnightly payments

- [Transitional rate fact sheet](#)
- [Pension supplement fact sheet](#)
- [Work bonus fact sheet](#)
- [Secure and sustainable pension reform fact sheet](#)

# SINGLE ADULT PENSIONERS

on the maximum pension rate



## Fourth National Mental Health Plan

A new *National Mental Health Policy* (the Policy) was endorsed by health ministers in December 2008. The Policy provides an overarching vision and intent for the mental health system in Australia and embeds the whole-of-government approach to mental health reform that formed the centre piece of the *COAG National Action Plan on Mental Health*. This *Fourth National Mental Health Plan* (the Fourth Plan) has been developed to **further guide reform and identifies key actions** that can make meaningful progress towards fulfilling the vision of the Policy. The whole of government approach articulated within the Fourth Plan acknowledges that many of the determinants of good mental health, and of mental illness, are influenced by factors beyond the health system.

The Fourth National Mental Health Plan [available for download](#).

## Winston Churchill Memorial Trust Fellowships

The Winston Churchill Memorial Trust was established in Australia in 1965. The Trust exists to support Australians in

all fields of endeavour whose expertise has progressed to the point where an overseas research project would be of value in improving their contribution to their field and the Australian community.

A number of Fellowships are offered for specific study topics. Applications for the award of these Fellowships in the 2010 round need to be submitted between **1 November 2009 and 26 February 2010**. Please [see the website](#) or contact the National Office on 1800 777 231 for further information.

### **Sunday 29th November 2009 – R U OK? Day**

National Youth Mental Health Foundation

**R U OK? Day** is a national day of action to reduce suicide in Australia.

By simply connecting with people in your life – not just those at obvious risk - you can make a difference and reduce the impact of contributing risk factors, so little problems don't turn into big ones.

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

### **Internet ready computers for less than \$300**

A joint partnership between Centrelink and WorkVentures (a not-for-profit organisation) is now allowing low income households across Australia to have their own computers and be connected over the worldwide web. The **Connect IT program** allows Centrelink customers to have donated and refurbished computers delivered to them anywhere in Australia for just \$290.

The program also allows companies to recycle and responsibly dispose of superseded information technology resources and at the same time help out families, schools, retirees and other not-for-profit organisations to have Internet-ready personal computers at an affordable price.

Information on this program is available in Centrelink offices or can be accessed via the [WorkVentures website](#). Companies looking at donating their computers to the program can access information [here](#).

### **New Pukatja Medical Clinic in Ernabella**

The new Pukatja Medical Clinic in Ernabella in far north South Australia has just been opened. The old clinic, operated by the Nganampa Health Council (NHC) was destroyed by fire in September 2006. Nganampa Health Council is an Anangu (Aboriginal) community controlled health organisation that has provided comprehensive

primary health care to people living on the APY Lands since 1983.

NHC operates nine clinics across the APY Lands and an aged care respite centre located at Pukatja (Ernabella).

### Transition to palliative and end of life care: Discussion Paper

The NHMRC has released a discussion document, *Public Consultation: Ethical issues involved in the transition to palliation and end of life care for people with chronic conditions* which **explores key ethical questions** that arise when an individual's health care needs change from treatment and management of a chronic condition to palliative and other treatments in what will be the final phase of life: the transition phase. Comments on this paper and the issues it discusses are invited.

Submissions close at 5pm AEST on **Friday, 8 January 2010**

### Older Persons Mental Health Services Update

We are pleased to advise that the new purpose-built older persons' mental health 20 bed acute unit at the Lyell McEwin Hospital (1H) is opening to consumers on 25 November 2009. This new unit will take the place of Howard House currently located at Oakden Campus.

The Update also describes some catchment area changes.

### There's no excuse for abuse – Update

The Aged Rights Advocacy Service (ARAS) has been funded by 'Improving with Age' to raise awareness across South Australia about preventing the abuse of older people by someone they should be able to trust.

**Community and residential aged care consumers** can benefit from new brochures:

- **Financial Safeguards** a 5 brochure kit with up-to-date information about legal safeguards for advance directives,
- **Pocket Guide**, a small, discreet brochure to raise awareness of what abuse is and what can be done about it, and
- **Regaining Your Control**, a booklet to assist older people assert control over their lives and future decisions.



**Education for community and residential aged care staff:** an Abuse Prevention Train the Trainer Kit is available with 2 metro and 2 country sessions to be held in 2010 for staff who have responsibility for training other staff or volunteers. Other education sessions about abuse prevention or consumer rights in community or residential care, are available on request.

For the general **community** there are **radio announcements** and **articles** in the local press.

A draft protocol regarding responding to abuse of older people is also being circulated to service providers for comment.

Call 8232 5377 or 1800 700 600(country callers only) to:

- speak to an advocate,
- book a guest speaker for your consumer group,
- organise education for your staff or
- order publications.

**ARAS** is free, confidential, and state-wide.

## Coming Events

### A new way for palliative care – professional development evening

The Palliative Care Council of SA is pleased to announce our Professional Development Evening: A new way for palliative care will be held on **Wednesday 9 December** at Unley Civic Centre.

Please phone 8291 4137 to register your place.

## New Resources



### Continence Tools for Residential Aged Care: Free Download

The Continence Assessment Tools for Residential Aged Care developed by researchers from the School of Nursing, Deakin University and funded under the National Continence Management Strategy can now be accessed for free. The Continence Tools provide **guidance for the assessment and management** of incontinence in residential aged care. You can download the following free resource materials from the *Bladder and Bowel website* of the Department of Health and Ageing:

- Continence Tools for Residential Aged Care
- Continence Review and Screening Form
- Bowel Charts
- Continence Management Flowchart
- Education Guide and PowerPoint Presentation
- Fact Sheet
- Poster

## Demystifying the palliative care maze

Federal Minister for Ageing Justine Elliot has launched a [practical new guide](#) for medical and allied health professionals negotiating the often complex process of providing patients with holistic palliative care. Compiled with guidance from Catholic Health Australia's (CHA) expert Palliative Care Special Interest Group, Provision of Palliative Care in Catholic Health and Aged Care Services is designed to **help staff understand the palliative care experience** from the patient's point of view.

## New DVD explains medicines use issues for type 2 diabetes patients

The National Prescribing Service (NPS) and Diabetes TASMANIA have launched a new educational DVD aimed at people with type 2 diabetes, which addresses medicines use issues.

The DVD is designed to be used by health professionals and community organisations when discussing the management of type 2 diabetes with newly diagnosed patients.

**The DVD comprises 11 segments** which cover issues including the types of medicines used to manage type 2 diabetes, the best ways to manage medicines, and what patients should discuss with their healthcare providers. It is also being produced in Cantonese, Mandarin and German as there is a high prevalence of type 2 diabetes within these ethno-specific groups in Australia.

The 11 segments are [available here](#). To order the DVD phone Diabetes TASMANIA on 03 6215 9000.

## Atlas of Productive Ageing

An online tool has been developed that can be used to **find out more about older adults** in the community.

National Seniors Australia's Productive Ageing Centre has produced a statistical [Atlas of Productive Ageing](#). This atlas provides regional statistics on population, health, finance, housing and activity for Australians over 50. Data is available by regional areas and by state. There is also a step-by-step guide to using the Atlas.

**You can use this tool** to create colour-coded maps displaying statistics on older Australians. There are over 30 different variables available for small regional areas and each of these can be broken down by gender and age groups. There is additional health and retirement information available at the state level.

## Australian Indigenous HealthInfoNet - New dementia web resource

A new web resource containing information for people working, studying or interested in dementia among Indigenous

A [new web resource](#) containing information for people working, studying or interested in dementia among indigenous Australians is now available from Australian Indigenous HealthInfoNet. This web resource **includes information about** relevant policies and strategies, publications, information about programs and projects (including contact details), relevant health promotion resources and organisations addressing dementia among Aboriginal and Torres Strait Islander peoples.

## News for Residential Providers

### Therapeutic Goods Administration (TGA) Safety Notices

These Safety Notices inform 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**. Click on the links for the [July](#) and [August](#) recall notices.

### Pending changes to palliative care service at Lyell McEwin and Modbury Hospitals

Under South Australia's Health Care Plan 2007–2016, Modbury Hospital's focus is changing to become a centre for elective surgery, palliative care and rehabilitation services. Please [click here to read a letter](#) which outlines the changes.

## ACFI Update

### Has ACFI secured our future? - iCare's report

iCare recently surveyed their customer base regarding ACFI 20 months since its implementation and replacement of RCS. Over 100 survey responses were collected.

The results were used to form a presentation iCare gave at the Aged Care Association of Australia's 28th Annual Congress last week. The presentation focused on perspective of those working in the aged care industry on ACFI.

iCare has prepared a detailed report of the responses which outlines the benefits and challenges the aged care industry is experiencing when using ACFI and online claiming. [Click here to access.](#)

## News for Community Providers

### ACS Consumer Directed Care Position Paper

The ACS Community Care Committee has been exploring Consumer Directed Care (CDC) as a service delivery model for aged and community care through regular discussions and researching consumer directed care initiatives in Australia and overseas. In addition, ACS held a forum for members to identify the current thinking regarding CDC and to provide an opportunity to hear about models delivered in both Australia and internationally and potential Government policy directions. Given the diverse nature of CDC, the ACS Board decided it was necessary, as a peak body, to identify a key set of principles it would support for future lobbying around CDC policy direction.

The *Aged & Community Services SA & NT Consumer Directed Care Position Paper* was produced by the ACS Community Care Committee and endorsed by the ACS Board in October 2009. The ACS Board believes that the Guiding Principles for CDC in the ACS position paper could be used to inform and enhance the thinking and policy direction with regards to CDC. ACS acknowledges that consumer directed care is an evolving process and will review this position paper regularly to ensure its relevance to current wisdom.

In addition, the ACS Community Care Committee has drafted an ACS Consumer Directed Care Key Issues paper. This document will be used by the Committee while we learn more about CDC and will be revised as new issues are identified or existing issues teased out. **Members are encouraged to raise issues** they have identified with regards to implementing CDC with the ACS Community Care Committee via Peta Braendler or phone 8338 7111.

### HACC Stream News

This newsletter provides an update on **what's happening in the HACC Program**. The producers hope to make this (or something similar) a regular for HACC service providers and would be happy to hear from you with any thoughts as to the kind of information you would find useful or any topics you would like covered in future updates.

### ACOSS 6th Australian Community Sector Survey

The ACOSS 6th Australian Community Sector Survey is currently underway around the country. The information your organisation provides contributes to an important body of knowledge about the community sector. The data collected in this survey informs sector advocacy, and provides government and the media with a snapshot of how the sector and disadvantaged Australians are faring.

For the 2009 survey, **such a low number of South Australian organisations responded that much of the data could not be included as the sample was just too small.** Please make sure that SA is represented this time around – as you'll read below, the survey's impact and profile is high.

***The 6th Community Sector Survey is now open!***

Every eligible organisation that completes the survey before the **16th of December 2009** will be entitled to six months' free use of the events, jobs, and training boards on the new ACOSS website (going live in December), valued at \$320.

Complete this survey online by [clicking here](#) To download a printable copy to fax back to the ACOSS office, [click here](#)

The report from the annual Community Sector Survey has a very high profile. The 2009 report generated national media coverage. Clare Martin, the ACOSS CEO, was interviewed for reports in major daily newspapers including The Australian, The Sydney Morning Herald, The Age and the Canberra Times as well as AMand FM radio.

Recent government reports and studies refer to the National Report, and numerous journal articles and books published through the year contain references to data from the survey.

The findings from this survey will be released in early 2010.

**For more information about the survey,** please contact [Ellen Adele](#) at ACOSS on (02) 9310 6204.

**Day Therapy Centres –continuation of program funding**

As noted in previous communiqués, ACS and ACSA have been actively advocating on behalf of members with regards to a number of issues associated with the recent invitation to apply for continued DTC funding. As a result, there have been some 'wins' for providers, including the December payment not being held up by the application process. **An excerpt of the email to DTC providers** from DoHA is provided for your information:

*Dear DTC Provider*

*Now that applications have closed for continuation of Day Therapy Centre Program funding, I am writing to inform you of payment arrangements and activities over the coming weeks.*

*You will receive your usual payment this December at the normal time.*

*During the coming weeks, your application will be assessed and formal grant processes progressed to culminate in the offer of continued funding under new funding agreements. We have received some comments over the last few weeks that indicate a need for a number of adjustments to the draft funding agreements and DTC Program Guidelines issued with the ITA applications. Considerate of Government policy and your feedback we will continue to refine these documents to ensure they are aligned with each other and are as clear as possible.*

## Feasibility Study into a National Disability Long-Term Care and Support Scheme

As part of the National Disability Strategy, the Australian Government has commissioned a feasibility study into a long-term care and support scheme for people with disability in Australia.

The Productivity Commission will undertake the feasibility study which will examine a range of approaches for providing long-term care and support. It will include consideration of the costs, benefits and feasibility of a no-fault social insurance model. The Productivity Commission's Inquiry will begin in early 2010 and **report by July 2011**. [Terms of Reference for the study are available.](#)

## Housing

### Retirement Village statistics

The Office for the Ageing has released statistics on retirement villages in South Australia as at 1 July 2009. Please [click here to access](#).

### ACS Housing Forum - 3rd December 2009

The ACS Housing Committee has created this Forum with YOU in mind. It is designed to broaden your knowledge and thinking on areas you are grappling with right now!

**Don't miss the great debate** at 11.10 am. . . apartments vs. medium density living.

- Paul Thorne (facilitator)
- John Stimson, Conner Holmes
- Richard Mann, Southern Cross Care
- Bill McClurg, Omega Senior Care
- Andrew Case (Clayton Church Homes) has just been confirmed!

[AND click here to find out about 'Fattening the pig until market day'](#) – presented by Kerry Lehman, Brandpartners and Jodie Prosser, Optimum Retirement.

**[Click here for the full program.](#)**

### Community based psychogeriatric service for the NT



A project to implement a community based psychogeriatric service for the NT is currently underway. A visiting psychogeriatrician will hold clinics every 3 months commencing February, until an increased service can be sourced. Below is an outline of the project scope and draft objectives.

#### Scope of psychogeriatric service project

- map existing services and stakeholders across the NT, who service psycho-geriatric clients
- identify gaps in the service of psycho-geriatric clients
- explore current models of psych-geriatric service delivery across other states
- recommend best model of service delivery for a psycho-geriatric service in the NT
- develop an implementation plan and commence recruitment processes for the commencement of the psychogeriatric service

#### Draft objectives of psychogeriatric community service model

Overall objectives are to:

- undertake risk assessment, participate in early assessment and identify appropriate clinical pathways
- improve functional dependence and reduce decline
- enhance continuum of service for the older person with a mental health illness and prevent risk of deconditioning and / or institutionalisation
- ensure safe and appropriate discharges and enhance improved liaison with community and residential care service providers
- provide education and mentoring to service providers and carers
- provide case management up to a period of 16 weeks

#### Target groups

Identified clients would include indigenous population over the age of 50yrs and non indigenous over the age of 60 yrs, who present with e.g acute delirium with BPSD, suicide ideation, depression, psychosis, late onset schizophrenia where they are not previously known to the mental health services.

Referrals will be taken from GPs, ACAT, TCP, hospitals and community and residential care service providers.

Consultation with over 50 service providers, ACAT staff, mental health team members and hospital staff has been undertaken in Darwin, Katherine and Alice Springs and discussion are underway with RDH and ASH at the moment to implement a pilot program for a triage system to identify older people at risk who present to the ED at RDH.



## Rural and regional aged care workers to benefit from \$2.6 million training initiative

Minister for Ageing, Justine Elliot recently announced \$2.6 million to provide training for 4000 staff working in rural and regional aged care homes. “This training will support staff in smaller homes in rural areas attend training courses by paying for the course and the associated costs,” Minister Elliot said.

The *Support for Aged Care Training* (SACT) short courses focus on specialised areas such as wound management, diabetes care, medication management, falls prevention and manual handling. This training will assist personal care workers to build on or work towards certificate level and enrolled nurse qualifications.

SACT funds education and training for personal care workers to increase the availability of highly skilled personal care staff in more isolated aged care homes to free up registered nurses so they can focus more of their time on clinical care.

[Find out more.](#)

## Research, Publications & Grants

### Carers in regional and remote areas of Australia



A new research study conducted by the Australian Institute of Family Studies on behalf of the Commonwealth Financial Services and Carers Australia examined the geographic spread and social, health and economic wellbeing of carers in outer regional and remote areas of Australia. *The tyranny of distance? Carers in regional and remote areas of Australia* highlighted the contribution of unpaid carers and how they are more likely to experience financial hardships. It also aims to raise awareness of the wellbeing of carers in these areas and identify the actions needed to improve their access to vital services.

A [summary of the report](#) is **available to ACS members**.

### Pathways through aged care services: a first look

The Australian Institute of Health and Welfare (AIHW) recently released the initial results of its analysis of the Pathways in Aged Care (PIAC) study. The PIAC project linked 2003-04 Aged Care Assessment Team (ACAT) data to data sets showing use of five main aged care programs. The study had a cohort of 77,000 people who had an ACAT assessment and who had not previously used aged care services that required an ACAT assessment for access.

A summary of the report is **available to ACS members**.

The full report can be obtained from the *AIHW website*.

### **Australia's Welfare 2009**

The publication "*Australia's Welfare 2009*" was recently released by the Australian Institute of Health and Welfare (AIHW). This biennial report shows how Australia measures up, particularly when it comes to children and young people, families, those with disability, carers, the homeless and older Australians. The report indicated that while most Australians enjoy a good standard of living, many are struggling to care for people with a disability, or with issues related to ageing, homelessness, children and families.

The need for services and assistance has rapidly changed and become more complex owing to a changing society, changes in patterns of marriage and family formation, an ageing population, greater workforce participation by women, differing economic aspirations, and shifts in immigration policy.

**The report also showed** that the main source of assistance for people with disability, people with other long-term conditions and the aged, are informal carers, with most carers being women, and most are aged between 25 and 54 years and many experiencing some form of financial and social disadvantage.

While the report showed an increasing number of older people reporting very good or excellent health, the rates of poor health and disability markedly increased in older age groups, with dementia being the greatest single contributor. The AIHW report also stated that the Home and Community Care (HACC) program provided services to the most number of older clients in community care.

**The full report** is available on the *AIHW website*.

### **Achieving quality use of medicines in the community for palliative and end-of-life care**

Achieving quality use of medicines in the community for palliative and end-of-life care is **the first report to document** a shared understanding of the barriers to the best use of medicines during the end stages of life. Informed by submissions from more than 70 healthcare organisations and individuals, the report describes medicines use issues in palliative care and documents ways in which it can be improved.

The report has been produced by the National Prescribing Service and Palliative Care Australia.

### **ACS Education & Training Events**

## ACS 2009 Training Program

The [2009 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.

### Disaster and Emergency evacuation for aged care facilities

As the temperature continues to climb and the risk of disaster or emergency becomes a reality, ACS is pleased to offer two different (but related) sessions to assist facilities in their preparation:

#### **Session one – FREE session for ACS members: Prepare, Act, Survive! Emergency Evacuation for Aged Care**

**Wednesday 9th December 2009, 9.30 am-12.30 pm**

This session is designed for all staff in residential facilities or independent living units.

It will be presented by Natasha Huber, CFS and Randall Figg, MFS with case studies of current projects in high fire risk areas presented by Resthaven and James Brown Memorial Trust.

Please register early as places will be limited.

#### **Session two – full day session at heavily subsidised cost – members cost of \$55 incl GST.**

**Tuesday 15th December, 2009, 9.30 am-4.30 pm Kindly co-sponsored by Resthaven Inc and Flinders University**

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

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

Presented by:

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

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

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

**Finance Performance Seminar (free session for ACS members only)**

**Monday 30 November 2009, 9.30 am–12 pm (includes morning tea)**

**To register**, please phone Alison or Kaylene on 8338 7111 or email [acs@agedcommunity.asn.au](mailto:acs@agedcommunity.asn.au)

This session will present the results of the Stewart Brown Aged Care Financial Performance Survey for the year ended 30 June 2009 and give an opportunity for existing survey participants to ask questions and give feedback on this service. The session will also provide an opportunity for other aged care providers to hear about the survey and industry results, and to ask questions.

Stewart Brown now have 93 aged care organisations registered to participate in their aged care financial performance surveys in the 2010 financial year that provide 420 residential aged care facilities and 221 community care programmes across Australia. Our report for the year ended 30 June 2009 presents data on 331 residential care facilities. Participants will receive their reports next week, with the main report being issued the following week.

**Financial Aspects of Resident Admission**

**Tuesday 1 December, 1–4 pm**

Designed for CEOs, Managers and Admission Managers, this session will address updated specific issues relating to resident admissions including:

- . Calculation and analysis of ongoing fees and accommodation charges including the legislative changes
- . Strategies to maximise bonds
- . Bonds and their impact on Centrelink and cash flow
- . Concessional, Assisted Residents and Self-Funded Retirees
- . Fully supported and partially supported Residents and Self-Funded Retirees
- . Understanding the Centrelink asset and income assessment
- . Understanding financial assets/products and their impact on aged care

**Helping your clients stay connected (free session)**

**Thursday 3 December, 9.30–10.30 am**

Do you have clients who find it hard using the phone because they are deaf or have a hearing or speech impairment? The National Relay Service gives Australians who are Deaf or have hearing or speech impairment the opportunity to communicate by phone more easily with businesses, professional services, friends and family, whether

opportunity to communicate by phone more easily with businesses, professional services, friends and family, whether they are living in their own home or a residential care centre.

This session will be particularly useful for people working in community care and HACC services, but also relevant to residential care.

Please note: this is an ACS members-only session.

### **Upcoming RDNS clinical courses**

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

The RDNS Education Centre is excited to offer its new Certificate IV in Training and Assessment, tailored to the health and community services industry, and available from October this year. This course joins the new Certificate III courses in Disability and Home and Community Care also launching in October. The Education Centre's popular education consultancy service is undergoing an upgrade with new content soon to be released including male catheterisation training and education on how to navigate the constantly changing health system. For further information contact the RDNS Education Centre on 08 8208 5300 or visit [www.rdns.org.au/education](http://www.rdns.org.au/education)

## **Industry Education & Training**



### **Easy Moves for Active Ageing – discounted course rate for ACS members**

Over 1800 participants from throughout South Australia, New South Wales, Queensland, ACT and Victoria have trained in the Easy Moves for Active Ageing® program. Participants report improvements in their confidence, teaching and communication skills. They also report improvements in their clients' attitudes, balance, general strength, transfers and functionality.

#### **Easy Moves for Active Ageing® (EMAA)**

- is a practical two-day training course for people working in the field of aged care
- provides participants with a sound framework from which to conduct a safe and suitable exercise program
- caters for the needs of less active, older persons living in residential care facilities and in the community
- training courses are conducted nationwide in both metropolitan and regional areas
- the EMAA Manual provides a practical reference tool and guide
- "EMAA has been endorsed by the National Service Industries Skills Council as a learning resource to meet the outcomes of the following competency standards:

SRCCRO 009B – Conduct a recreation program for older persons

SRCCRO 007B – Operate in accordance with accepted instructional practices, styles and legal and ethical responsibilities

SRFCFP 001A – Deliver an approved community fitness program to promote wellbeing

***Active Ageing Australia® is offering current ACS SA & NT members 5% discount for bookings made for courses held at ACS in February and May 2010. See the [website](#) for booking forms and further details or phone 8232 9077 or [email](#)***

## Industry Supporters

### Telstra – broadband for seniors

Telstra (ACS industry supporters) has made ACS aware of a new initiative – Broadband for Seniors, which is part of a wider Australian Government initiative ‘Making Ends Meet – Plan for Older Australians, People with Disabilities and Carers’.

Broadband for Seniors **aims to provide older Australians with access to computers** and the internet via free internet kiosks, support seniors to gain confidence and skills in using new technology, address the issue of older Australians feeling isolated and ‘left behind’ in the technological age and build community participation.

There are currently 11 ‘live kiosks’ in South Australia, including retirement homes and residential facilities. The project finishes in June 2011.

For further information please [visit the website](#), [email](#) or call 1300 795 897.

## 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

Telephone (08) 8221 6660  
Facsimile (08) 8221 6660  
Website [www.emaconsulting.com.au](http://www.emaconsulting.com.au)

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