

[Skip to main content](#)



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- Home
- About Us >
- Membership >
- Education & Events >
- Publications >
- Useful Links >

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Password:

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Volume 10, Issue 10, October 2009

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](#)



Aged & Community Services


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| | |
|--|--|
| <u>From the CEO's Desk</u> | Canberra Lobbying Communiqué Award Modernisation State Lobbying Update on the ACSA Image Campaign |
| <u>ACS SA & NT staff profiles</u> | Kaylene Quist-van Wyck , receptionist |
| <u>General News</u> | National Report Issue 214 4th International Conference on Creative Expression Communication and Dementia Award Modernisation Contribution of non-profit organisations to the economy Dementia Funding Package Feedback on model OHS legislation State of Ageing in South Australia Local seniors to enter technology age Call for papers for special issue of Journal of Care Services Management on 'Personalisation' Survey for research project: Finding Australia's Social Enterprise Sector |

| | |
|--|--|
| | Winner of the ACS 2010 Training Survey |
| <u>New Resources</u> | Veterans, aged statistics and other helpful hints for the ACAR Consumer and Carer Clinical Practice Guidelines |
| <u>Coming Events</u> | Falls and Falls Injury Prevention short course Nursing and Midwifery Act workshop Tri-State Conference - 28 February to 2 March 2010 |
| <u>ACFI Update</u> | ACFI Symposium (Aged & Community Care Victoria) ACFI feedback from members |
| <u>News for Residential Members</u> | Information sessions on continence tools for residential aged care Revised Residential Care Manual 2009, Edition 1 now available online |
| <u>News for Community Providers</u> | Keeping Connected in the Community: A report for Anglicare Australia OFTA Newsletter September 09 |
| <u>Housing</u> | Home Insulation Program for community housing ACS Submission to the State Government's 30 Year Plan for Greater Adelaide Speaker presentations from Business @ Breakfast |
| <u>Northern Territory News</u> | Fair Work Act 2009 – free information sessions SA & NT |

| | |
|---|--|
| <p><u>Rural & Regional News</u></p> | <p><u>ACS Central Regional Forum</u></p> <p><u>ACS Northern Forum</u></p> <p><u>Meeting to develop industry guidelines re drugs of dependence</u></p> <p><u>Australian Government Mobile Offices for Rural Communities</u></p> |
| <p><u>Research, Publications & Grants</u></p> | <p><u>Global age-friendly cities: a guide</u></p> <p><u>Increased availability of aged care packages</u></p> <p><u>Older Australians are no technophobes</u></p> <p><u>Preventing the abuse of older people by their family members</u></p> <p><u>Palliative care reports released</u></p> |
| <p><u>ACS Education & Training Events</u> events held in the Adelaide Metro area</p> | <p><u>ACS 2009 Training Program</u></p> <p><u>Commonwealth funding available for qualifications</u></p> <p><u>ACS courses in November . . . book now to secure your spot!</u></p> |
| <p><u>Industry Education & Training</u></p> | <p><u>Launch of the Alzheimer's Australia Paper: 'Dementia, Lesbians and Gay Men'</u></p> |

| | |
|-----------------------------------|--|
| <u>Industry Supporters</u> | <p><u>Welcome to new Industry Supporter</u></p> <p><u>Thanks to NASANSB for sponsoring ACS AGM</u></p> <p><u>Celtic Training</u></p> <p><u>Thomas Adsett Design Studio October 2009</u></p> <p><u>HealthSolve October newsletter</u></p> <p><u>Riessens Corporate Services</u></p> |
| <u>Member Services</u> | <p><u>Employee Assistance Program</u></p> <p><u>Industrial Advice Service</u></p> <p><u>Consultant Service</u></p> |



From the CEO's desk

Canberra Lobbying Communiqué

The reform of aged and community care has been recognised in Canberra as an imperative step in equipping Australia's health care system to meet the current and future needs of all Australians.

ACSA national CEO Greg Mundy, national Policy Manager Pat Sparrow, and the CEOs of the ACSA Federation State Associations spent a day in Canberra this week briefing Federal Government Ministers, Government and opposition MPs, Senators and advisers on the direction reforms should take. Our discussions focussed on the immediate and longer term measures needed to ensure the ongoing support of our ageing population.

We were given a clear view of the Government's big picture - with the outcomes from the Government's NHHRC meetings, the proposed Productivity Commission review in 2010, the 3rd Intergenerational Report and the Henry Review of Taxation to inform the direction of aged and community care.

We were heartened that at each meeting our agenda for change was both welcomed and understood. Each of the MPs and their advisers showed an active interest in aged care and our concerns, and indeed went out of their way to meet with our delegation.

The MPs noted our united approach; they said they wanted to hear consumers' views on aged care directions and goals; and ACSA's strong relationships with consumer groups and the converging views on aged care were highlighted.

Our discussions with the Minister for Health and Ageing Nicola Roxon and the Minister for Ageing Justine Elliot in particular, covered a range of issues highlighted by the National Health and Hospitals Reform Commission (NHHRC), and left us in no doubt of the government's intention to implement reforms.

However, the point was made that due to the widespread nature of the changes which need to be undertaken in aged care, along with economic constraints and competing demands in other sectors, the change process will take time.

But at each meeting our hosts acknowledged that now is the time to put considered plans in place to ensure aged and community care is viable and will be able to meet increasing demands and pressures as the number of older Australians continues to increase.

Many of those we spoke to were clear that aged and community care is an integral part of the health system. Our proposals for reform must recognise and complement the link.

Our meeting with Deputy Prime Minister Julia Gillard's advisers around award modernisation was instructive and productive. Following a written request from ACSA, we received clarification that the Government envisages the inclusion of salary sacrificing arrangements in the Fair Work industrial system – possibly pending the outcomes of the Henry review of taxation.

Highlights:

- There was a strong emphasis placed on making our system of care more open and flexible so that it can better respond to the diverse needs of our consumers. The delegation gave an example regarding introducing competition and the problems with lifting caps on bed numbers without any change to funding or pricing policies.
- Significant interest was shown in the sub-acute care services and opportunities for aged care to play a role in this area;
- Rural and remote services were discussed in the context of the NHHRC recommendations, with MPs seeking information on how best to support these services.

The voice of aged and community care was clearly heard and we are well placed as the Government embarks on the next phase of its agenda to reform the health sector.

Meetings held at Parliament House, Canberra:

Senator Rachel Siewert

Senator Nick Xenophon

Mark Butler MP

Senator Jacinta Collins

Shayne Neumann MP

Margaret May MP

Warren Snowden MP's advisers

Julia Gillard's senior advisers

Senator Mitch Fifield

Julia Irwin MP

Nicola Roxon

Justine Elliot

Jill Hall MP

Steve Georganas MP

Helen Polley MP

The paper presented to MPs is [available here](#).

Award Modernisation

The Australian Industrial Relations Commission (AIRC) has released the exposure draft for the Social, Community, Home Care and Disability Services Industry Award 2010. The exposure draft incorporates social and community services, home care, the provision of family day care schemes and disability services. Generally it is felt that it contains the flexibility required to operate a community care service as it contains many of the provisions sought.

The AIRC has decided that social and community services, home care, the provision of family day care schemes and disability services can all be dealt with in a social and community services framework. Home care employees covered by the exposure draft provide care and support for aged persons or persons with a disability in their own home. The Aged Care Award 2010 also covers the provision of care for

aged persons in their home. Because of this uncertainty a further submission has been prepared which seeks to:

- remove 'coverage' in respect of homecare employers and employees from the Aged Care Award2010 and instead incorporate all coverage under the SCHCDS Award
- reduce casual minimum start/payment from 3 hrs to one hour in respect of homecare employees
- extend the concept of 24 hour shifts to also encompass client appointments, outings and excursions
- insert an appropriate salary sacrifice into the SCHCDS award.

An article regarding Award Modernisation appears in this edition of *Snippets*.

State lobbying

Further input has been provided to the state opposition around the development of their ageing policy for the 2010 election, although at this stage a draft policy document has not been cited.

Because of delays responding to the initial approach a meeting involving ACS, Carers SA, ACAA-SA and COTA to explore forming an SA Aged Care Alliance will now take place on 30th October.

There has been recent confirmation that I will be invited to participate in the Statewide Older People Clinical Network Steering Committee, the key coordinating group recommended in the Health Service Framework for Older People 2009-2016. The first meeting is expected to be held in November.

Update on the ACSA Image Project

The launch of the image campaign was very successful – recent statistics reveal:

- 14,343 website hits
- 12,000+ You Tube views
- 1,500 Messages of Support
- 500+ members on Facebook
- Pick up in all online print media
- Kerrie-Anne, Rove, Today Show, Chanel 9 news and Tasmanian television coverage
- \$100,000 free TV advertising (including an extensive run on Foxtel).

In addition:

- A “results” video is being prepared
- Advertising in magazines has continued throughout the nation (and will feature in *The Adelaide Magazine* 29 Oct and 26 Nov)
- Work is continuing on developing stories about individual carers and resident/clients relationship which will be pitched to various media outlets.
- ACSA is beginning to consider ongoing revenue options and is also preparing for Phase 2 implementation.

[Click here](#) to see an **example of an advertisement** used in the campaign.

ACS SA&NT staff profile:



This year in *Snippets* we will profile one ACS staff member each month to provide members with a better idea of individual roles within the Association. This month features Kaylene Quist-van Wyck, who job-shares the role of Receptionist/Admin Assistant with Alison Hollis.



Background: Born in Laura, South Australia and educated in Adelaide, Kaylene commenced employment as an Administration Assistant with Southcott Engineering, later taking on the role of Personal Secretary to the Managing Director. After many years of service at Southcott, Kaylene was appointed as Executive Assistant with The National Trust of South Australia.

Current role: After 11 years with the Trust she was very happy to commence her current role as Receptionist/Admin Assistant. She is now enjoying a job-share arrangement which allows her time to visit her holiday home in Tumby Bay with husband Richard, daughter Hayley and son in law, Mark.

Interests: Kaylene enjoys portrait pastel painting, gardening and playing the piano. She also enjoys cycling, walking on the beach and dining out with friends.

General News

National Report Issue 214

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:

- Image Project Launched in Tasmania
- ACSA Welcomes Challenge to Misleading Data
- Veterans' Needs Shape Review of Advocacy Services
- National Recognition for Carers across Australia
- ACFI Data
- Veterans and ACAR
- Fair Work Australia Act and Salary Sacrifice
- New National OHS Laws Open for Comment
- Repatriation Commission and Veterans' CACP and EACH Co-Payments
- Dementia Community Support Grants
- ACSA Resource Guide for Recruiting Overseas Workers
- Fair Work Australia Legislation - Information Fact Sheets
- 4,600 Extra Training Places for Aged Care Workers
- Third Round of National Rental Affordability Scheme (NRAS)
- Osteoporosis – It Affects Men Too
- 20000 Reasons to Be IT Connected

4th International Conference on Creative Expression Communication and Dementia

- the Japanese Theatre group who provided a better understanding of dementia and its related issues through comical sketches and emotive performances; and
- the performance by the Tutti Ensemble who once again demonstrated their incredible musical talents.

All details of the conference were handled in a very professional manner and the content, although in its infancy in terms of its research base, strongly endorsed the studies linking health and well being and quality of life with arts and creativity.

Congratulations must go to the organising committee for all their hard work in ensuring the conference was success. For those people unable to attend you missed something special!

Photos kindly provided by Fiona Dunt. Top: Banners at the Arts Conference Exhibition; Left: CECD Conf Artist Emma Fry Katie Harten and Tessie Holmes Filpiino Community CECD Conf 09, Right: Winner CECD Conf delegate art competition depicting theme of Spring Oct 09.

Award Modernisation

This article, written by Col Frize (ACS NSW & ACT Employee Relations Adviser) first appeared in ACS Update October 2009 and is reproduced here with kind permission by ACS NSW & ACT.

On 2 September 2009 the Full Bench of the Australian Industrial Relations Commission (AIRC) handed down a Decision on Transitional Provisions applying to Modern Awards. The Decision states when provisions of the Aged Care Award 2010 and the Nurses' (Occupational) Award 2010 will be phased in. We are disappointed that submissions made by Aged Care employers seeking the full five year transition period to accommodate any increases in labour costs have been ignored.

The new Aged Care Award 2010 and the Nurses' Award 2010 are similar:

- Both require new permanent part-time employees commencing employment after 1st January 2010, to be given minimum hours of engagement, guaranteed shifts with start/finish times in writing.
- Casual employees will be paid a loading of 25% in addition to the ordinary hourly rate of pay
- Ceremonial Leave, an entitlement never mentioned before, will now apply in both awards.

Additionally, each of these will challenge us when they come into force from 1st January 2010. Example: reading the Aged Care Award 2010, **a number of issues stand out that require highlighting to members.** [Read more](#)

Contribution of non-profit organisations to the economy

The Australian Bureau of Statistics (ABS) released figures showing non-profit institutions contribute close to \$43 billion to the nation's economy in 2006–07. This value amounted to 4.1% of Australia's total gross domestic product.

The ABS report *Australian National Accounts: Non-Profit Institutions Satellite Account, 2006–07 (cat. no. 5256.0)* also showed that non-profit institutions received an income of \$76.6 billion and employed close to 890,000 people during 2006–07.

Education and research activities had the highest contribution (27%) to gross value added (GVA). GVA was the measure used by the ABS to determine the direct value added by non-profit institutions to the economy. Other activities that contributed to GVA include health and hospitals (17%), culture and recreation (16%) and social services (16%).

The ABS report also highlighted the important contribution of volunteers to non-profit institutions. Volunteers contributed 623 million hours to non-profit institutions, estimated to be worth \$14.6 billion, equating to 317,200 full-time equivalent jobs.

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

Dementia Funding Package

Minister for Ageing, Justine Elliot recently announced a \$4 million package for additional dementia research, information and support for people living with dementia and their carers. The funding package will provide:

- \$2.5 million for dementia research grants;
- \$1.5 million for community support grants focusing on awareness raising and

support for specific needs groups; and

- \$150,000 for the promotion of the Dementia Resource Guide.

Third round of Dementia Community Support Grants

Organisations are invited to apply for funding for projects that will:

- raise awareness about dementia in the community
- support people with dementia, and their families and carers
- encourage innovation and improve services for people with dementia, and their families and carers.

Applications for grants of up to \$50,000 will be considered for projects with a maximum duration of 12 months. Previous grant recipients are eligible to apply.

Projects that target particular specific needs groups in the community will be favourably considered for this funding round. These include Aboriginal and Torres Strait Islander people, culturally and linguistically diverse groups, rural and remote community groups, people who are socially isolated and people with younger onset dementia. Projects are also sought that will raise awareness about dementia amongst young people, raise awareness about palliative care and dementia and explore other strategies to improve services and care for people with dementia(for example, built environmental strategies to reduce the risk of challenging behaviours).

Applicants will be required to demonstrate how their proposal will meet an identified need, as well as their capacity to undertake the project.

Applications must be lodged by **2pm (AEDT) Thursday, 3 December 2009**

Feedback on model OHS legislation

The newly formed national occupational health and safety body, Safe Work Australia, is developing model OHS legislation and calling for your input. The model OHS legislation aims to ensure consistency in the application of OHS standards and regulations across all states and territories.

Safe Work Australia is inviting all interested parties to attend one of their information forums. **Details can be downloaded** from the [Safe](#)

[Work SA website.](#)

State of Ageing in South Australia

The South Australian Office of the Ageing recently released a publication "[State of Ageing in South Australia](#)". This report was the first project of the South Australian Ageing Research Round Table and involved researchers from Flinders University, the University of Adelaide and the University of South Australia.

The publication presented a comprehensive analysis and discussion on the issues associated with the ageing of the South Australian population. It presented both a national and international perspective as well as valuable statistical information that can assist in the decision making in terms of policy and planning.

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

Local seniors to enter technology age

Barossa Village, in collaboration with the Barossa Council and the Barossa & Light Regional Development Board has been successful in obtaining a grant to conduct free workshops and training to assist seniors in the Barossa region to learn how to make the most of new communications technology.

The workshops are part of Telstra's \$3 million, three-year Telstra Connected Seniors® program which is aimed to help seniors make the most of new ways of communicating to keep in touch with family members and pursue and discover new hobbies and interests.

Phillip Schmaal, CEO of Barossa Village said the workshops provided an exciting opportunity to open new doors of communication for our elderly residents. [Read more.](#)

Call for Papers for Special Issue of Journal of Care Services Management on 'Personalisation'

Henry Stewart Publications and the Editors of Journal of Care Services Management are pleased to announce a special issue on personalisation in the delivery of care services. The special issue – to be guest-edited by MrNick Johnson, Chief Executive of the Social Care Association – will consider the use of personalisation to deliver care services from a variety of perspectives including

- The political view
- The strategic view
- The evidence available
- The commissioner view: from local authorities
- The assessor/social work view
- The service user view
- The provider - in traditional settings, home care and by new/micro employers
- The regulator's view

The Publisher and Guest Editor welcome the submission of contributions by practitioners and researchers on these or other aspects of personalisation.

Deadline for Proposed topics and Abstracts: 16th November, 2009; Deadline for Submissions: 11th January, 2010

Notes for contributors are available from the Publisher. Submissions and ideas for articles should be emailed to the publisher, Daryn Moody.

Survey for research project: Finding Australia's Social Enterprise Sector

Social enterprises are organisations that exist for a public or community benefit and trade to fulfil their mission. This important sector has never been mapped in Australia and little is known about their social impacts or their contribution to Australia's economy. This survey aims to collect data to build a searchable public directory of Australia's social enterprises.

Further information and access the survey (open until **Monday 2 November 2009**).

Winner of the ACS 2010 Training Survey

Thank you to all those who took the time to complete the 2010 ACS Training Survey.

We are pleased to announce that the winner is:

Cobi Huybregts from Eastern Eyre Health & Aged Care - Cowell Campus

Feedback provided will be used to assist in planning topics for 2010 training.

Coming Events

Falls and Fall Injury Protection Short Course

Staff are encouraged to apply for the upcoming four day postgraduate short course that will be jointly conducted by University of South Australia and Flinders University – *Preventing falls and fall related injury in older people*.

Participants will gain knowledge and skills in current falls and fall injury prevention especially pertaining to older adults. They will also learn to identify and manage the risk factors, and to understand current evidence for effective practice, and how that applies to their own workplace.

Health professionals from disciplines including medical, nursing, allied health, pharmacy, or health promotion will benefit from the course.

A tertiary qualification in a relevant health profession is an entry requirement. **To find out more** about the course and subsidised places, [click here](#).

Nursing and Midwifery Act Workshop

The Nursing and Midwifery Board of South Australia (nmbSA) will be conducting a free workshop on the key features of the recently implemented *Nursing and Midwifery Practice Act 2008* (The Act) and Regulations 2009.

The workshop will be on the 27th November 2009 from 9.30 am– 12.30 pm at the Education Development Centre, Milner Street, HINDMARSH SA 5007.

There is no charge for this workshop and places are limited. To register please contact: Angela Vita on 08 8366 5557 or [email](#) by 5pm by **Tuesday 17 November** 2009.

Tri-State Conference - 28 February to 2 March 2010



TRI-STATE CONFERENCE

THE CHANGING FACES OF AGED CARE

19TH ANNUAL TRI-STATE
CONFERENCE & TRADE DISPLAY

28TH February – 2ND March 2010

Mount Gambier City Hall

MARK THESE DATES IN YOUR DIARY
REGISTRATIONS OPEN IN DECEMBER

www.accv.com.au/Tri-StateConference

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New Resources



Veterans, aged statistics and other helpful hints for the ACAR

Preparing a submission for places in the ACAR is an important job and the Department of Veterans' Affairs is able to provide information that will assist Aged Care providers in this task.

Veterans are a special needs group, as defined in the *Aged Care Act 1997*, and as such Aged Care providers must state how they will cater for veterans' needs when applying for Aged care places. To help with this process, DVA has prepared a [comprehensive website](#). There are links to veteran demographics and statistical information by state and territory, facts sheets, and explanatory notes on veteran culture and health. This website may provide valuable assistance for aged care providers in developing veteran specific programs and in understanding the special needs of veterans.



Consumer and Carer Clinical Practice Guidelines

Royal Australian and New Zealand College of Psychiatrists (RANZCP)'s Consumer and Carer Clinical Practice Guidelines have recently been **updated and reprinted**. These booklets are provided free of charge and are a valuable resource to support consumers, their carers, families and friends in learning more about mental illness and the treatments that are available.

Please [click here](#) to access.

ACFI Update

ACFI Symposium (Aged & Community Care Victoria)

Please click on the link for a [summary of outcomes](#) from ACCV's recent **ACFI Symposium**.

ACFI feedback from members

The Aged Care Funding Instrument (ACFI) has been in operation since March 2008 and the Commonwealth Department of Health and Ageing made a commitment that ACFI would be reviewed 18 months after its implementation. It has now been more than 18 months since the introduction of the ACFI and the call for submissions for the review is not far away. Aged and Community Services SA & NT Inc (ACS) would like to get **feedback from members** on their experiences with ACFI. This will enable ACS to identify the impact of ACFI on member services and their clients. In order to accurately reflect opinions of our members, it is critical for us at ACS to gain your feedback and experiences with the ACFI funding model.

Please [click here to go directly to the survey](#).

News for Residential Providers

Information Sessions on Continence Tools for Residential Aged Care

The Continence Assessment Tools for Residential Aged Care have been developed by researchers from the School of Nursing, Deakin University and funded under the National Continence Management Strategy. The Continence Tools provide guidance for the assessment and management of incontinence in residential aged care.

Information sessions will be conducted on the Continence Tools for Residential Aged Care. Free resource materials will be provided, including:

- Contenance Tools for Residential Aged Care
- Education Guide and PowerPoint Presentation
- Fact Sheet
- Poster

In SA & NT sessions are being held:

Adelaide Tue 3 Nov

Stamford Plaza 2 pm–3

150 North Terrace pm

Darwin Tue 10

Mantra on the Nov

Esplanade 11 am–12

88 The Esplanade noon

RSVP **closes one week before** each session: phone (03) 9594 4610 or [email](#)

Revised Residential Care Manual 2009, Edition 1 now available online in PDF format

This Manual has been updated and revised to help approved providers comply with their responsibilities under the *Aged Care Act 1997* and to assist staff of aged care services understand the regulation of residential aged care.

It includes the *User's Guide to the Regulation of Approved Providers Holding Accommodation Bonds* which has been updated.

The Manual can be [downloaded here](#).

News for Community Providers

Keeping Connected in the Community: A report for Anglicare Australia

Keeping Connected in the Community was the name given to a group of projects concerned with social inclusion and older people. It represents collaboration between four Anglicare members: Anglicare South Australia, Anglicare Tasmania, Brotherhood of St Laurence and Spiritus. Anglicare Tasmania undertook to prepare a report reviewing major themes relating to social inclusion and older people, documenting the key elements of the three projects and noting their challenges and achievements.

The closely linked concepts of social inclusion, social exclusion and social isolation are [explored in this report](#).

OFTA Newsletter Sept 09

The OFTA Newsletter for September 09 can be [accessed here](#).

Housing

Home Insulation Program for Community Housing

InsulAction is pleased to be able to bring the benefits of the Federal Government's Home Insulation Program to the Community Housing Sector. A Government rebate of up to \$1600 per property is available to fund ceiling insulation for all non-Government owned housing. The

best part is that if the total cost of works is below \$1600, there is no out of pocket expense; InsulAction claims the rebate directly from the Government.

To take part in this opportunity contact InsulAction, who will provide a free site visit and detailed quotation, source materials from local suppliers and engage fully trained

Installers to complete the works. All you need to do is provide the details of the properties you wish to be included; it's as easy as that.

Simply [email your expression of interest](#) and you will be contacted by your local InsulAction representative.

Anglicare also run this offer, with an energy audit included, including shower heads and light globes (details were in [the last edition of Snippets](#)).

ACS Submission to the State Government's 30 Year Plan for Greater Adelaide

Please [click here](#) for the ACS submission in response to the [State Government's 30 Year Plan for Greater Adelaide](#). The ACS Housing Committee took responsibility for preparing the document and worked closely with Alan Graham attending briefings and extra meetings arranged for ACS SA & NT to input this State Government initiative and ensure the needs of older people and their housing was properly planned and included in the 30 Year Plan.

Please have a read and [contact the housing committee](#) if you wish to comment.

Speaker presentations from Business @ Breakfast

This event, held on 28 October, focused on international perspectives on housing ageing. Emeritus Professor Chris Paris has kindly provided his presentation for ACS members. Please [click here to access](#).

Northern Territory News



Fair Work Act 2009 – free information sessions SA & NT

Are you aware of your obligations under the new *Commonwealth Fair Work Act* which commenced in part on 1st July 2009? There is only one SA Metropolitan session left – 11th November at Port Noarlunga 9.30 am–12.30 pm. Limited places are still available. Please book ASAP.

Other sessions are being held in Naracoorte, Berri, Whyalla, **Darwin and Alice Springs.**

These FREE information sessions cover:

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



Rural & Regional News



ACS Central Regional Forum

9:30 am–2.45 pm (approximately)

Friday 6 November 2009

Barossa Village 'Joy Rice Activity Centre'

14 Scholz Avenue

NURIOOTPA SA 5355

(08) 8562 0300

Please [click here for the Agenda.](#)

ACS Northern Regional Forum

10.00 am–3.15 pm (approximately)

Monday 9 November 2009

Star of the Sea Home for The Aged

15 Elizabeth Street

WALLAROO SA 5556

(08) 8823 2570

Registration and Tea or Coffee from 9.30 am

Please [click here for the Agenda.](#)

Meeting to develop industry guidelines re drugs of dependence

On Wednesday 4 November, Drug and Alcohol Services South Australia (DASSA) will conduct a meeting with various stakeholders including ACS, ANF, ACAA-SA and LHMU to facilitate the development of an industry guideline on administering of drugs of dependence by care workers in residential aged care facilities. ACS and the rural representative at this meeting (Kathy Goldsack) are very interested in your thoughts on what the issues will be if care staff are no longer able to administer DDA's from packs in aged care facilities, particularly low care facilities.

If you have any comments you would like to contribute to the meeting could you **please forward them to Neville Stephens by 3 November**. ACS appreciates this request is on short notice; however, your input on this matter will be much appreciated.

Australian Government Mobile Offices for Rural Communities

People living in rural communities will soon be able to access a wider range of Australian Government assistance from a new travelling outreach service. The Centrelink-led Mobile Office initiative brings together a wide range of payments and services offered through Centrelink and Medicare Australia in one convenient location. Australian Hearing will also provide hearing tests at selected locations. The Mobile Offices will travel to small communities throughout rural Australia. The Australian Government Mobile Office initiative is part of Centrelink's Supporting Rural Australia Strategy which uses rural call centres, specialist rural officers and access points to meet the specific needs of rural communities.

Research, Publications & Grants

Global Age-friendly Cities: A Guide

The World Health Organization (WHO) initiated a project with 35 cities in the world to understand the characteristics of an age-friendly city. The cities chosen were from both developed and developing countries and reflected a diversity of contemporary urban design. Two Australian cities were chosen to be part of this project, Melbourne in Victoria and Melville in Western Australia.

The WHO conducted focus groups with older people aged 60 years and over, as well as with caregivers and service providers. A total of eight discussion topics were explored to provide a detailed view of each city's age friendliness. This included the city's structures, environment, services and policies that can affect active ageing. From these consultations, information was collected to come up with an age-friendly features checklist based on the following 8 topic areas:

- Outdoor spaces and buildings
- Transportation
- Housing
- Social participation
- Community support and health services
- Communication and information
- Civic participation and employment
- Respect and social inclusion

The checklist was intended to be a guide to be used by individuals or groups interested in making their city more age-friendly. A [summary of the report](#) is available to ACS members.

Increased availability of aged care packages

A recently-released report by the Australian Institute of Health and Welfare: *[Aged care packages in the community 2007-08: a statistical overview](#)* indicates that there is increased availability of packages for the community. In 2007–08 there were 725 new EACH Dementia packages (an increase of 57%), 942 new EACH packages (an increase of 29%) and 2,283 new CACPs (an increase of 6%). By the end of 2007–08, there were 23.3 community care packages for every 1,000 people aged 70 and over, and 3.4 in every 25 were for people with high-care needs.

The report also showed that people born in non-English-speaking countries made relatively high use of care package services compared to Australian-born and people born overseas in English-speaking countries. Use of packages by Indigenous Australians was higher than for overseas-born people from non-English-speaking countries.

In addition to information on the availability of packages in Australia, this report also highlights characteristics of outlets providing aged care packages and the care recipients receiving them at 30 June 2008 as well as the people who started or ceased receiving help during the year.

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

Older Australians are no technophobes

A recent survey conducted by National Seniors Australia revealed that 96% of respondents owned a mobile phone, with two-thirds indicating they want to keep up with the latest technology and devices.

Results from the survey involving 2712 Australians aged 50 years and over also showed that 90% of respondents aged 70 years and over owned a mobile phone and that 91% indicated they send SMS.

Almost half of respondents (43%) stated that they felt technology was geared towards younger people, with 87% finding learning new technology a big challenge. The respondents also stated that owning a mobile phone made them feel safe, allowed them to stay connected with family and made them feel more in touch with new technology in general.

Full details of the survey can be viewed from the National Seniors Australia [website](#).

Preventing the Abuse of Older People by their Family Members

Stakeholder Paper 7 *Preventing the Abuse of Older Persons by a Family Member* from the Australian Domestic & Family Violence Clearing House can be [accessed here](#).

Palliative Care reports released

The Palliative Care Council of SA welcomes the release of the two reports from the Advance Directives Review Committee by the Attorney-General.

The first report addresses the need for changes to law and policy to make recommendations for a simpler, more consistent and accessible system of advance directives.

The second report makes recommendations for informing and educating families, individuals, lawyers and service providers to ensure they have a shared and better understanding about advance directives; and for establishing a single advisory access point on advance directives for families.



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.

Commonwealth funding available for qualifications

The Commonwealth Government has opened a new funding round for *Better Skills for Better Care* and *Community Aged Care Workforce Development* with 4,600 new training places in aged and community care to be made available under a \$19 million training plan over the next four years.

This provides the opportunity for staff to receive fully funded training in nationally recognised qualifications. Registered Training Organisations (RTOs) are eligible to apply for this funding on behalf of providers of residential added care (for the *Better Skills for Better Care* funding) and on behalf of providers of community aged care services delivering CACPs, EACH or EACH-D. The target groups are personal care workers and community aged care workers.

RTOs will be eligible to apply for funding depending on the qualifications they are accredited to deliver. A number of ACS industry supporters and member organisations who are RTOs will be applying for this funding.

General information may be obtained by contacting an RTO providing these qualifications or ACS Training Manager, Ann-Marie Hudson [email](#) or phone 8338 7111.

Please also [see information under Industry Supporter Update](#) in this edition of Snippets.



ACS courses in November . . . book now to secure your spot!

Cleaning Food Preparation Areas in Acute and Residential Aged Care,**Thursday 5 November, 9.30 am–4.30 pm**

Designed for any staff and volunteers in residential aged care or acute care whose role involves (a) cleaning in food areas or (b) supervising staff who clean in food areas. This up-to-date training addresses the essential cleaning issues:



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

Food Safety in Aged Care, Monday 9 November, 9.30 am–1 pm

This up-to-date introductory level training helps raise awareness of a food handler's responsibility and how to take care when handling food.

- Why food safety is important
- Food contamination
- Safe food preparation rules
- Food disposal
- Food handler responsibilities and duty of care
- Health of food handlers
- Cleaning and sanitising

Responding to Cultural Diversity in the Work Environment, Thursday 12 November, 1–4 pm

Join Rosa Colanero from Multicultural Aged Care to explore:

- Identifying how Cultural Diversity impacts on an organisation.
- Linking cultural diversity, cultural self and organisational culture.
- Using Cultural Intelligence (CQ) frameworks to review organisational systems.
- Identifying better practice organisational cultural diversity models and strategies.
- Implementing CQ principles across an organisation, and its systems.

This session is designed for Managers, Team leaders, Coordinators, Directors of Care, Site Managers, HR and training managers...anyone whose role involves developing and maintaining positive organisational culture.

Employee Counselling and Discipline, Friday 20 November, 9.30 am–12.30 pm

Join Mike Fenwick in this practical and interactive workshop which will provide skills and techniques immediately applicable in the workplace. This session is designed for Directors of Care, Managers and staff responsible for counselling and disciplining staff. Suitable for managers in residential care, community care or retirement living.

Content includes:

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

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

Industry Education & Training



Launch of the Alzheimer's Australia Paper: 'Dementia, Lesbians and Gay Men'

Alzheimer's Australia SA is pleased to invite you to the South Australian Launch of the Alzheimer's Australia Paper "Dementia, Lesbians and Gay Men" to be launched at:

Alzheimer's Australia SA on

Wednesday 2nd of December 2009 from 9.30am

This event is expected to conclude at around 12.00 midday, after which a light lunch will be provided.

Please advise us of any special dietary or other requirements when you register. As numbers are limited, registration is essential, and registrations will be accepted in order of receipt.

Please ring 8372 2100 or [email](#) for further information.

Industry Supporters

Welcome to new Industry Supporter

ACS is delighted to welcome SA Ambulance Service to the Association as Bronze Sponsors.

Call Direct is a unique personal medical monitoring system which is owned and operated by SA Ambulance Service (SAAS), and commenced operation in 1999. Call Direct connects clients directly to SAAS at the press of a button. It provides independence and security for people living with illness or disability and those living alone.



If you or your staff come across people in the community who could benefit from the service please contact us. We can provide brief information/demonstration sessions to your staff on exactly how the service works and how they can best refer potential clients to us; we also do in-home demonstrations for individual clients within the metropolitan area.

Please contact Cameron Trout or Kerry Wordley on 8274 0414 for any further information or to arrange any of the above.

Thanks to NASANSB for sponsoring ACS AGM

ACS wishes to thank NASANSB for sponsoring the AGM which will be held at the office on Friday 30 October. As a result, a Cocolat Rocky Road cake will be enjoyed by attendees!



Celtic Training

On 11th October, the Minister for Ageing announced the next round of Better Skills for Better Care.

The focus of the training has altered slightly, in Round 6 they are not funding any Diploma of Nursing, but have now included two other qualifications for the first time. The full list is as follows:

1. Cert III & IV Home & Community Care
2. Cert III & IV Aged Care
3. Cert IV Lifestyle & Health
4. Cert IV in Frontline Management
5. Diploma of Community Services Coordination

Celtic Training (Industry Supporter) have all of the above qualifications on their scope, and are therefore able to offer ACS members full support in making the funding application and delivering the training . If you are interested in this free training, give David Leigh-Ewers a call on 8211 8272 or [email him](#).

Thomas Adsett Design Studio October 2009 Edition

[Have a peek](#) at what our designers have been doing recently. Some of the images are spontaneous, some are schemas and others are developed to a higher degree using our 3D technology. Here are just a few of our favourite designs which are yet to be constructed.

Healthsolve October Newsletter

Please [click here to access](#).



Riessens Corporate Services

Riessens Corporate Services through our principal, Wayne Riessen brings more than 25 years' experience in the fields of Aged Care Services, (in both the For-Profit and Not-for-Profit environments) and Viability Management through an open, consulting environment. Riessens Corporate Services provides a wide variety of services to meet the Corporate, Management and Business needs of Clients. [Find out more.](#)



Member Services

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

Access OCAR – [Employment Assistance Program](#)

EMA Consulting – [Industrial Advice Service](#)

Do you have an Employee Assistance Program?

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

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

[Access OCAR Workplace Consulting](#) will provide the services of the EAP to members who join this service.

[Click here](#) to download an expression of interest form. Upon completion of this form Access [OCAR](#) will contact you to commence the service.

Industrial Advice Service

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

Telephone Advisory Service

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

Wage Rate Summary

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



Consultant Service

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

Telephone (VIP toll free number) 1800 632 812

Advisory Service (08) 8221 6565

Telephone (08) 8221 6665

Facsimile (08 8221 6660

Website www.emaconsulting.com.au

