Aged & Community Services Australia (Queensland), leading and representing the mission-based aged care sector.

**ACSA National Report**
Read the latest edition of the ACSA National Report here.

**Information for Aged Care Providers - Department of Health Newsletter**
The Department has released their newsletter - Information for Aged Care Providers Issue #2016/19
In this issue:
- Opening of 2016-17 Aged Care Approvals Round
- Adviser and administration panel replaced by new arrangements

Residential Care:
- Additional services fees in aged care homes: information now available
- General Purpose Financial Report and Annual Prudential Compliance Statement due 31 October
- National Aged Care Quality Indicator Program: submit your July-September data by 21 October 2016
- New video program – ACFI: a guide for providers of aged care

Home Care:
- Survey of Home Care Packages fees policy closing soon
- Increasing Choice in Home Care: update on amendments to legislation

**Issue #19** is now available.

**ACFA 2016 Annual Report**
The fourth annual report of the Aged Care Financing Authority (ACFA) has been released. ACFA is the body established to provide independent analysis of the impact of funding and financing arrangements on the viability and sustainability of the aged care sector. Read the report here.

**ACFI - Are You Ready for the 2017 Changes Workshop?**
The current changes recently made to the Aged Care Funding Instrument have already started to affect aged care providers. The additional changes proposed to the Aged Care Funding Instrument due to come into effect from 1 January 2017 have the potential to cause major financial strain on aged care providers. For more information and to register visit the Website
Aged Care Complaints Commissioner: Annual Report - 1 July-30 June 2016
The Aged Care Complaints Commissioner has recently released her first annual report since “Complaints” was added to her title on 1 January 2016. https://www.agedcarecomplaints.gov.au/about/annual-report/

Considering the significant numbers of consumers receiving Australian Government funded services the number of complaints, though not ideal to have any, is very small. Compared to the corresponding six month period in 2015, the number of complaints has increased by 11% (from 1,938 to 2,153). The Commissioner has said that this may be due to the transition to an independent Commissioner and the public becoming more aware of the office.

Most complaints, 1,746 (81 per cent) were about residential aged care, 276 (13%) were about home care packages, 114 (5%) were about CHSP and 17 (1%) were about flexible and community care services. Complaints about home care packages and the CHSP accounted for 18% of all complaints in 2016. This compares to 12% in the corresponding period in 2015.

The most common issues complained about for residential care related to clinical care (267), the administration of medication (200), continence management (178) and the choice and dignity of the person receiving care (163).

For home care services, the most commonly complained about issues related to fees (94) and other financial concerns (55) and communication between the service and person receiving care (66). Commonwealth Home Support Programme complaint issues were very similar, with fees (14), lack of communication (13) and other financial concerns (eight) being the most common.

The most common complaint issues for flexible care services were about the conduct or behaviour of service staff (four), infections and infection control (three) and lack of training, skills and adequate qualifications of the staff (three).

The report includes a selection of case studies based on real events with all identifying details removed.

Registrations Closing - ACSA Queensland Forum – Wednesday 26th October 2016
Last few days to register for the one day ACSA Queensland Forum.

For more information on speakers and to register visit the Forum website.

Approved Providers No Longer Required to Notify Changes to Key Personnel
From 14 October 2016, approved providers will no longer be required to advise the department of changes to key personnel. This change will reduce the administrative burden for approved providers. Providers are still required to:

• ensure that key personnel are not disqualified individuals
• advise of changes that affect their suitability to provide aged care.

Further information is available on the department’s website.
**New Flexible Aged Care Places for Multi-Purpose Services Available**

New places for the delivery of flexible aged care via Multi-Purpose Services are being made available via a competitive application process.

Approved providers of Multi-Purpose Services can apply for new low care or high care flexible aged care places. Up to 200 new places are available nationally for new or existing services.

Approved providers can also apply to change existing Multi-Purpose Service places from low care to high care (or vice versa) to ensure that allocated places better reflect local needs. Up to 250 places will be available through a competitive application process for this purpose.

Flexible home care places for Multi-Purpose Services are not being offered through this round. Further information on the Increasing Choice reforms to home care and the opportunities for Multi-Purpose Services will be provided shortly. Information on Increasing Choice in Home Care can be found on the department’s website.

The round opens on **Monday 10 October 2016** and all applications must be received by **Friday 18 November 2016**.

Further information - The application form and information guide are available on the department’s [website](http://www.coaghealthcouncil.gov.au). Applicants must use the Microsoft Word version of the application form.

**Council of Australian Governments (COAG) Communiques**

This month the COAG Health Council met to discuss a range of issues including the quality and safety of aged care. They have also announced the appointment of Professor Michael Woods to the role of Independent Reviewer for the Independent Review of Accreditation Systems under the National Registration and Accreditation Scheme (NRAS). Both communiques are on the COAG website at [http://www.coaghealthcouncil.gov.au/Announcements](http://www.coaghealthcouncil.gov.au/Announcements)

**CWA House Oakey Queensland**

Queensland Country Women’s Association (QCWA) owns and the local QCWA Oakey Branch is responsible for the oversight of CWA House in Oakey.

QCWA is seeking offers from experienced, approved age care providers to purchase the facilities and operate the aged care services.

Expression of Interest is currently available and QCWA will accept submissions up to 4:00pm on **Friday 18 November 2016**.

Further information can be obtained by contacting

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**Elder Abuse: Recent Research and Effective Responses - FREE Webinar**

Elder abuse—which involves the physical, emotional, sexual or financial abuse of an older person by someone in a trusted relationship—presents complex challenges to the Australian community. In this webinar, we present observations from recent studies on elder abuse. We discuss key elements of effective responses for practitioners working with older people who have been abused or mistreated, and highlight the importance of considering ageist attitudes and family dynamics that may be involved, and the right of the older person to seek redress. We will also outline important gaps in these responses where further research can be directed.

Date: **Monday, 24 October 2016**, 12:30 - 1:45pm AEDT. Register [here](#).

Further information is available on the [CFCA website](#).

**Are You Prepared for the February 2017 Home Care Reforms? Find out with the online self-assessment survey**

The department is asking home care service providers and their staff to undertake a quick and easy self assessment to measure their current level of readiness for the home care reforms which come into effect from 27 February 2017.

The survey takes less than 5 minutes to complete and will provide you with valuable feedback about your current level of knowledge and readiness as well as recommending actions you can take to be better prepared. You will also have the opportunity to share your ideas on what we can do to better support you through the transition process. The survey is available now through the department's [consultation hub](#) and will close on **Friday, 21 October 2016 at 5:00pm AEDT**.

More information about the home care reforms is available on the [department's website](#).

**SAGE - Switzerland 17 – 30 September 2017**

Due to popular demand SAGE is returning to Switzerland in 2017. As part of the SAGE tour inclusions, delegates will attend the International Association of Homes and Services for the Ageing (IAHSA) biannual conference in Montreux, followed by a week visiting organisations in Bern, Basel and Zurich.

This tour will focus on studying innovation in care, and engaging at an executive level with Swiss senior managers, local government representatives and peak industry associations. This tour is aimed at CEOs, senior executives and facility managers, looking to gain fresh insights into care delivery for their organisations. For more information visit the [SAGE website](#).

**Aged Care Channel to Air Free Program on Correct ACFI Claiming**

The Department has commissioned a new resource to clarify commonly misunderstood aspects of the Aged Care Funding Instrument and to help aged care providers receive appropriate funding by accurate claiming.

The 30-minute free program, ACFI: A guide for providers of aged care, being developed by the Aged Care Channel (ACC) will focus on ACFI issues commonly raised by aged care providers for clarification. Karen Martin, ACC strategic partnership manager said the program was essential viewing for any staff involved in ACFI assessment, reporting and claiming.
“Using real-life scenarios to depict questions that have been identified by providers, we hope the program will assist in clarifying some of the common challenges you face every day,” she said. The program will feature subject matter experts including Carole Davis, who is the national consistency officer in the department overseeing the ACFI review teams across Australia, and Rita Lawrence, who is general manager clinical services at Sir Moses Montefiore.

The program will air on Wednesday 26 October. Register here to access the program.

ACSA Membership
For more information on becoming an ACSA member please contact Greg Knox, ACSA National Membership Officer on 0418 300 688.