

 **BE HEARD**  **BE INFORMED**
 **BE SUPPORTED**  **BE CONNECTED**

YOUR PEAK BODY IN AGED CARE

 **ACSA**
Aged & Community Services Australia

ANNUAL REPORT
2018-19

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ABOUT ACSA

Aged & Community Services Australia (ACSA) is the leading national peak body supporting not for profit, church, charitable and for purpose providers of retirement living, community, home and residential care for older Australians.

We are committed to being a strong and effective advocate with a persuasive national voice that leads the national aged care agenda.

ACSA is at the forefront, representing and supporting members to achieve excellence in providing quality and affordable housing, home care and residential services to older Australians.

We provide our members with support and services in the areas of legislative compliance, policy advice, work health and safety, employee relations, aged care legislative review, training and personal development.

Our close relationship with our members assures we understand the unique challenges faced in the sector and that our focus remains on providing effective services to enable our members to meet these challenges.

ACSA has enormous strength through its numbers across Australia, and by the high regard in which it is held by communities and stakeholders.

OUR VISION

A strong industry delivering the services Australians want.

OUR MISSION

To advocate for, and support, our not for profit members to continue to provide high quality services valued by older people.



EVERY DAY IN AGED CARE

Aged Care Workforce



Over **366,000** paid workers in the aged care sector and another **68,000** volunteers

Source: Aged Care Financing Authority, Seventh report on the Funding and Financing of the Aged Care Industry, July 2019

People Using Aged Care



4.02 million Australians over 65 years old (**15.8%** of Australian population)

- **2.14 million** are women
- **1.89 million** are men

Proportion of **65+** population projected to increase to between **21-23%** in 2066

Source: 2019, GEN Aged Care Data, Aged Care Data Snapshot 2019, as of 30 June 2019

ABS, Population predictions in Australia, 2017 (base)-2066, (Catalogue 3222.01)



1 in 20 Australians received government subsidised aged care services in **FY17-18**

Source: Aged Care Financing Authority, Seventh report on the Funding and Financing of the Aged Care Industry, July 2019



The majority (**65%**) of people using aged care were using home support

Source: 2018, GEN Aged Care Data, Aged Care Data Snapshot 2018, as of 30 June 2018



The majority of people using Commonwealth Home support Program were aged **80-84** years (**22.6%**),



Most people in Residential Care (Permanent and Respite) were aged over **90** years (**35.9%**)

Source: GEN Aged Care Data, Aged Care Data Snapshot 2019, as of 30 June 2019



436,366 Australians living with dementia
2018, Dementia Australia

Aged Care services and providers



Organisations delivering aged care: **886** residential care, **873** home care, **1,456** home support, **106** flexible care

Aged Care Financing Authority, Seventh report on the Funding and Financing of the Aged Care Industry, July 2019



Just over **1 in 3** Australians aged **65+** live regional rural and remote (RRR)

- **37.5%** of Residential Care services are located RRR
- **38.8%** of Home Care programs are located RRR

GEN Aged Care Data, Aged Care Data Snapshot 2019, as of 30 June 2019

Government Funding



In **2017-18** Australian Government expenditure on aged care was **\$18.1 billion** and is expected to increase to **\$24 billion** by **2021-22** with spending on aged care expected to be the fastest grown budget item after NDIS.

Aged Care Industry contributes **1%** of the Gross Domestic Product (**1%**)

70% spent on residential aged care (**\$12.2 billion**)

Source: Aged Care Financing Authority, Seventh report on the Funding and Financing of the Aged Care Industry, July 2019



More Australians are choosing to access aged care in their homes. To support Australians who wish to stay at home, the Government is providing **\$1.6 billion** to support **14,000** additional high-level home care packages by **2021-22**.

CHAIRPERSON'S REPORT

Our industry has faced many challenges in the 2018-19 year. This is my second year as ACSA's Chair and in this time I have seen positive changes in our sector, at such a critical time for aged care, thanks to ACSA's determination, strong leadership and teamwork.

At the Summit I compared ACSA to the team peloton, where superfit cyclists group and flow together in a continual wave of cooperation to save energy and increase their range.

The grandness of the velodrome is one thing. But more than that, it's a powerful visual and emotional reminder of the importance of teamwork. It speaks to me because the sporting action is all about what can be achieved through cooperation, not competition.

ACSA gives us that same powerful collective and collaborative ability. Together we are advocating for a better system for consumers – our clients, residents and families. Together we are benefiting along the way through networking and learning.

2018-19 has been turbulent to say the least. We have had the Royal Commission start to tour the country, a federal election, new standards, a new regulator, national key performance indicators, a new charter of resident rights, increased funding pressure, and unprecedented media scrutiny. And a new Minister. Phew!

This is a big generational change we are embroiled in. It's tough and when the going gets tough, the tough get going. They dig deep and persist. They show grit and determination. But more than that, they look for ways to work together, build each other up and share the benefits of the slipstream. ACSA is our peloton.

We are telling the story of what good aged care looks like. There is much to celebrate. It's been heartening to see ACSA members speak up in their local communities as we integrate our national efforts with yours on the ground through the new advocacy strategy.

The big questions will be examined through the Royal Commission, but we are already putting forward answers. We know it is time for a significant shift. There must be adequate funds, legislation and regulatory models to support it.

We are aiming for system transformation, a system that is person-centred and responsive to our sometimes messy, unpredictable, emotional human needs – the community expect a responsive system, not one size fits all resulting from over regulation and standardisation.

There is no doubt the for-purpose sector is the long-term solution to ensure greater equality because we will continue to reinvest our funds. We are connected to our local communities and consumers are voting with their feet with a 5% better occupancy right now.

There are many laps left to tally off the scoreboard before we see the system changes required. So, it's time to take our places in the peloton, dig deep and share the load.

Finally, I would like to thank the board and ACSA staff for their invaluable contribution throughout the year, with the team working tirelessly to serve our members and support the needs of the wider aged care community.



Sara Blunt
Chairperson



ACSA BOARD



Sara Blunt
Chairperson, CEO,
Kalyra Communities, SA
8 of 8 meetings attended



Stephen Cornelissen
Vice Chairperson, Group
CEO, Mercy Health, VIC
7 of 8 meetings attended



Greg Skelton
CEO,
PresCare, QLD
7 of 8 meetings attended



Lucy O'Flaherty
CEO, Glenview Community
Services, TAS
7 of 8 meetings attended



Stephanie Buckland
CEO,
Amana Living, WA
Appointed to the board
November 2018
4 of 4 meetings attended



Mark Sewell
CEO,
Warrigal, NSW
Appointed to the board
October 2018
3 of 5 meetings attended

CEO'S REPORT

What a busy and challenging year it has been for all of us in aged care – a federal election, Royal Commission, introduction of new standards and a range of other regulations all while the financial position of service providers worsened.

Regardless of our roles we have all been pulled into the Royal Commission which has changed our day to day working lives as well as some of our ideas and perspectives more broadly. It's been confronting but presents the best opportunity for the fundamental reform our system needs.

Much of our work this year has been through the lens of the Royal Commission. Services, such as the Royal Commission Panel and our regular updates, were quickly established to support and keep members up to date. We have been deliberately calm and positive to steel members resolve to engage and contribute. I appeared at the Commission in February – not something I ever thought I would have to do in my life. Many members have now had to do the same. We are walking alongside each other through this experience. Our thanks to all of our Corporate Partners who stepped up to provide support to members and to us.

We got a new Minister and Office, a returned Senior Minister and staff, a new Opposition team and stability in the Greens. We have put in enormous effort to create and strengthen relationships to drive better outcomes for older Australians and our members. Over the last year the Government put additional Funding directly for service delivery/providers of approx. \$2.5 billion into aged care which wouldn't have happened without ACSAs advocacy. Much more to achieve in financing and structural reform but there is acknowledgement that there are issues.

This year we developed a new advocacy strategy designed to take us through the life of the Royal Commission and to get the outcomes we need – community engagement and planning for ageing, more funding to be able to deliver quality care and overall a revitalised service system in which providers can operate successfully.

A major focus this year has been the member connection. Through reestablishment of our State and National Committees designed to support our direct engagement with the most important people to us – ACSA's members. We have also launched services to support members including the quality portal, legislative update service and a pocket brochure for workers to help them detect and report elder abuse. Our Workforce & Industry Development unit, providing practical on the ground support, has grown so that there are now staff in most regions in Australia.

Our national Summit in Sydney set a new standard and one we are determined to live up to. We are continuing to review and adapt our events, training and education to meet member needs.

ACSA has now consolidated as a national body and has an excellent reputation for its expertise, ethical operations and leadership.

I want to acknowledge and thank all of the ACSA team who work hard to be there for members and to meet the needs presented. Our Executive team is strong and united and has consistently worked to ensure ACSA is as effective and efficient as it can be.

My thanks to the leadership afforded to ACSA, and the sector, by our Chair Sara Blunt and all of the Board Directors.

So while challenging, it has been a good year. ACSA is taking a longer term view of how we get from where we are now to where we need to be but is keeping its eye on the present advocating for immediate financial relief for providers. In the year ahead we are going to need all of our skills, our passion and commitment to get to where we need to be.



Patricia Sparrow
CEO

ACSA EXECUTIVE LEADERSHIP TEAM



Patricia Sparrow
Chief Executive Officer



Darren Mathewson
Executive Director - Services,
Support & Engagement



Trevor Lovelle
Executive Director -
Membership & Partnerships



Graeme Sala
Chief Operating Officer
& Company Secretary

STATE DIVISIONAL COUNCIL REPRESENTATIVES

ACSA's Divisional Councils have been created to provide a platform for national member engagement and representation.

Divisional Councils play an important role as a conduit between members and the national board. The primary role is to foster collaboration between members, the Executive team and the Board.

Divisional Council provided input into:

- Policy development
- Building the ACSA brand and strengthening our voice and leadership

- Building membership
- ACSA Strategic Plan and Annual Operational Plan

Divisional Councils are elected by members registered to vote within that Divisional boundary. To be a member of the Divisional Council individuals must be employed or engaged by a financial member of ACSA.

There are six Divisional Councils, each with no less than six and no more than fifteen members. A minimum of four meetings are held by each Divisional Council annually.

Each Divisional Council (state) elects one person to be an ACSA Board member (thereby ACSA has six directors - see territory divisions below).

DIVISIONAL COUNCILS AS OF 30 JUNE 2019

NSW/ACT

Mark Sewell	Marta Terracciano
Paul Sadler	Leigh Kilday
David Maher	Tony Bidstrup
Sue Thomson	Matt Sierp
Jenni Allan	Rosy Walia
Alexandra Davis	

WA

David Fenwick	Shane Yensch
Justine Colyer	Henrietta Podgorska
Michael Preece	Sharon James
Stephanie Buckland	Dr Ricki Smith
Irene Mooney	Nicholas Furnivall
Rhonda Parker	Stephen Carmody

SA/NT

Ashley Cooper	Gillian McGinty
Matthew Cragg	Anna Howard
Sara Blunt	David Moran
Sharyn Broer	Juanita Walker
Richard Hearn	Daniel Aitchison

TAS

Lucy O'Flaherty	Barry Lange
Wendy Mitchell	Bradley Lovering
Connie Bruckard	Fiona Onslow-Agnew
Murray Coates	Cherie Atchison
Peter Bell	

VIC

Stephen Cornelissen	David Reece
Michele Lewis	Janna Voloshin
Vanda Iaconese	Birgit Goetz
Rosa Ginevra	Joy Leggo
	Nicole Hornsby

QLD

Greg Skelton	Robyn Kross
Geoff Batkin	Glenys Webby
Genevieve Green	Cherylee Treloar

Thank you to all the state Divisional Councillors for their hard work.



BE HEARD



Policy and advocacy

During the 2018-19 financial year ACSA has continued its policy and advocacy work on behalf of members. The Policy team listen, and on behalf of ACSA’s members, advocate for change or improvement.

During the year ACSA provided issues resolution, responses, feedback and submissions to state/territory and federal governments on matters directly and indirectly affecting aged care providers and retirement living. The Policy team held regular meetings with various government departments and agencies to ensure members’ views were represented.

ACSA is a Consortium Partner on Commonwealth Government projects, namely End of Life Directions for Aged Care (ELDAC) and Caring Safely for Australians at Home. ACSA had involvement in various sector Reference groups with the Department of Health and the Aged Care Quality and Safety Commission, across home care and residential care.

There were several formal submissions, including to the Royal Commission into Aged Care Quality and Safety Regular Member consultations through State Advisory Committees and Member Networks. Release of papers in response to new reporting requirements, Physical Restraint in Residential Aged Care and Psychotropic Medication Use in Residential Aged Care.

ACSA implemented ‘Hitting the Target’ workshops to over 1,500 participants across Australia focusing on the new Quality Standards and working with Divisional Councils to ensure the work of the national ACSA team remains current and of value. Continuing involvement in stakeholder consultations to ensure the needs and views of aged care providers are represented.

KEY SUBMISSIONS IN THE 2018-19 YEAR:

Developing the National Plan on Elder Abuse	Palliative Care Services Review
Senate Enquiry into the Aged Care Quality and Safety Commission Bill 2018	Staffing Ratio Disclosure Bill 2018
Single Charter of Aged Care Rights	Review of Refundable Accommodation Deposits
Proposal for a New Residential Aged Care Funding Model	Accessible Housing Options Paper 2018



BE HEARD

Media

ACSA's media presence increased significantly in 2018-19. More than ever before, aged care has been in the public eye and now is not the time to withdraw from difficult conversations.

Our media relations approach has been to be as available as possible whatever the story, and to actively push out new ideas and announcements. Aligning media messages with ACSA's new advocacy strategy and research-based narrative, CEO Patricia Sparrow has framed negative stories as signposts of the broader challenges we face. We take every opportunity to tell a story about what Australia needs to do to prepare for our ageing population.



ACSA CEO Patricia Sparrow speaks to SKY News from Parliament House in Canberra during one of her lobbying trips

An increased focus on media outcomes over outputs has also meant a shift away from traditional broadcast-style media statements towards targeted outreach and relationship building with key media influencers. This is expected to strengthen further in the coming years as ACSA's national influence grows.

The outcomes speak for themselves. ACSA's aggressive intervention in the media has seen solid results. Our 'share of voice' amongst industry peaks between the first and second half of the financial year increased by more than 30%. ACSA has well and truly hit the major leagues on national media - bringing itself into parity with the larger players for the first time.



Patricia Sparrow answers the hard questions during an interview with ABC's Anne Connelly

Humans of Aged Care

Humans of Aged Care (HOAC) was created as an ACSA initiative to promote and broadcast stories of extraordinary carers and workers in the Aged Care sector. The proposition of HOAC was to ensure there was balance reintroduced into the Aged Care discussion and to champion those in the sector who advocate for change and respect of our ageing community.

As a change leader, ACSA created a dedicated storytelling platform, humansofagedcare.com.au which was launched at the 2018 ACSA National Summit in Sydney in September 2018. This carer facing initiative was welcomed broadly by the community and engagement has been proven by the consistent flow of nominations

via the website and email as a broad cross-section of Home Care, Residential Care and associated workers take the time to nominate carers, providers, staff members, volunteers and many more who they consider work tirelessly to provide a kind, respectful and compassionate life for their clients, residents or citizens.

HOAC has created a voice and a presence that is now heard across multiple platforms including media, social media, stakeholders, members, the general public and the aged care sector. Importantly, HOAC is continuing to position as a positive influencer when there is currently a spotlight on Aged Care and the treatment and care of our aged community.

18,450 WEBSITE VISITS TO HUMANSOFAGEDCARE.COM.AU



BE HEARD



Government Relations

ACSA has a key role in advocating and lobbying on behalf of members, as well as influencing legislation, government priorities and communicating with both state and federal ministers on key issues impacting our sector.

Throughout the year our CEO, Patricia Sparrow and our executive leadership team attend meetings and events involving politicians of all persuasions.

In the later part of the year ACSA developed and released ACSA's Aged Care Advocacy Strategy for 2019-20 and began briefings of key internal stakeholders on the proposed approach.

Federal Government

During the year ACSA was involved in key advocacy activities, including a Q&A Parliamentary Event in Parliament House in August, which was well attended by politicians and their advisers and ACSA members.

There were a number of meetings throughout the period with government ministers, backbenchers and opposition members to discuss and advocate on the key issues of:

- Aged Care Unannounced Visit Levy
- The Senate Committee on "Effectiveness of the Aged Care Quality Assessment and Accreditation Framework"
- Aged Care (Single Quality Framework) Reform
- Aged Care Quality and Safety Commission Bill
- The House of Representatives Inquiry into Quality of Care in Residential Aged Care Facilities in Australia
- Aged Care Amendment (Staffing Ratio Disclosure)
- Aged Care Amendment (Movement of Provisionally Allocated Places)
- Senate inquiry into the financial and tax practices of FP aged care providers

ACSA also engaged in targeted lobbying on some of the important issues and challenges for regional, rural and remote providers particularly, and organised for three ACSA members from regional areas in different States to meet with the Federal Aged Care Minister in Canberra so he could hear first-hand about the challenges of aged care provision in regional and remote areas of the country.

In addition, ACSA successfully lobbied the Federal Government to have \$662 million released for residential aged care and an increase in the number of home care packages.

There was also a range of mini campaigns that were conducted for the July by-elections in Braddon, Mayo, and Longman to prioritise sustainable aged care funding and targeted support for those residential aged care providers that are struggling in regional and remote Australia.

In the year ACSA also developed a policy priorities statement called, "Five Urgent Aged Care Priorities" which contributed to the Federal Budget in April and continued to be part of the federal election campaign in May. These were priorities that the elected Government could act on immediately without the need to wait for the Royal Commission's recommendations.

Part of ACSA's role is to provide new ministers with briefings and advocate for areas of priority for the sector. To support this role ACSA produced a comprehensive brief for the incoming government for the new Minister for Aged Care & Seniors, Senator Richard Colbeck on his appointment in May. In addition, letters were sent to all other relevant ministers and shadow ministers as well as invitations and scheduled meetings with ACSA's CEO in order to provide verbal briefings on key issues.



BE HEARD

State/Territory Government

ACSA produced pre-budget submissions for all states with input from Divisional Councils and the delivered subsequent budget briefs for members in each state.

The state government budgets and reports to members highlighted a number of common outcomes and elements nationally, for example, a focus on acute beds growth and limited investment in preventative and community services and a lack of adequately addressing the interface issues between Commonwealth and State health.

There were election campaigns executed for Victoria in November, and New South Wales in March, involving political advocacy, members' briefs on aged care policy matters and included Divisional Council participation.

During the year, Portable Long Service Leave legislation was introduced in Victoria. ACSA met with the Department and Ministerial advisers and made a submission to the draft regulations, which was seeking to have home care providers explicitly excluded from the scheme.

In addition, ACSA made a submission into the terms of reference of the Victorian Royal Commission into Mental Health after consultation with the Victorian Divisional Council. ACSA also participated in a community consultation at the Royal Commission.

In the year, ACSA made a submission and participated in a community consultation forum on the Queensland Inquiry into aged care, end-of-life and palliative care and voluntary assisted dying. There are ongoing briefings for Victorian members on Voluntary Assisted Dying legislation, which came into effect 19 June 2019.

Other advocacy and submissions across states included:

- Following submissions to South Australian Government they announced a narrowing of the scope of the existing scheme;

- Managing ongoing legislation changes relating to Retirement Living in all States and Territories;
- Appointed as a representative to the Expert Advisory Group in Victoria for the review of medication management and administration in residential aged care; and
- Continued participating in the SA Government Aged Care Roundtable, which provides vital engagement with the government on critical issues for aged care.

ACSA also commenced meetings with various state health ministers to advocate and discuss aged-care issues related to the Council of Australian Governments Health Council (Australian Health Ministers Advisory Council Project) relating to the interface with Commonwealth and State health systems.

In addition, ACSA contributed to the Primary Health Network co-design workshop to design mental health supports for older people living in residential aged care facilities who have mild to moderate mental illness. This is a feature of the Federal Budget being rolled out to all PHNs.

ACSA has remained the only aged care peak body on the WA State Training Board's Social Assistance and Allied Health Workforce Steering Committee, which is developing a coordinated response to maximise the development and growth of a contemporary, skilled and flexible workforce to meet the growing needs of vulnerable people living in Western Australia. Also, ACSA continued as a long-standing member of the WA Community Services, Health & Education Training Council, which is committed to excellence in training to achieve a skilled, recognised and valued workforce.



BE INFORMED

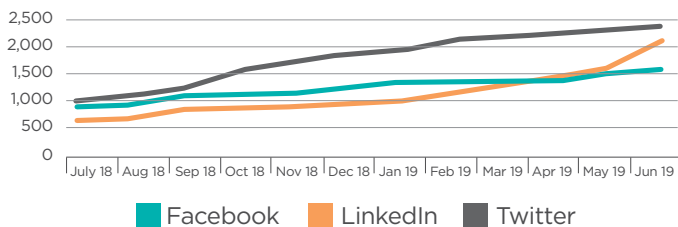
ACSA is committed to providing aged care members with timely and relevant information on a regular basis.




ACSA produces a weekly eNewsletter, ACSA Weekly, received by more than 4,500 professionals in aged care which covers all the changes and improvements happening in the aged care sector as they happen. In the 2018-19 financial year ACSA produced 50 editions of this publication received by more than 236,000 recipients. ACSA Weekly is a very well received publication by ACSA members with an average open rate of 23.7% and click through rate of 6.6%.

A monthly Employee Relations eNewsletter, along with regular Member Updates and Royal Commission updates are produced by ACSA and received by over 3,800 member subscribers across Australia.

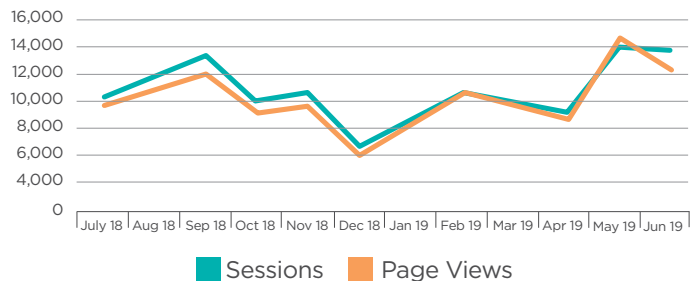
Social media is an important marketing channel for ACSA in today's environment of sharing information instantly. LinkedIn followers grew by 289%, with Facebook showing a 75% increase in likes and Twitter a 12% growth from the previous financial year.

Social Media



-  ACSAAus
-  @ACSANational
-  Aged & Community Services Australia

Website Traffic



ACSA's website, acsa.asn.au, continues to be a key source of information for both members and stakeholders. The site's website traffic has increased by more than 40% during the last financial year, with an average of 10,700 visits per month, compared to the 7,400 per month the previous period.



BE INFORMED

Legislative Alerts service

In May 2019 ACSA launched a Legislative Alerts service together with SAI Global which delivers summaries of changes in legislation direct to members' inbox.

Elder Abuse Awareness Pocket Fold

In June 2019, in recognition of World Elder Abuse Awareness day, ACSA and Older Persons Advocacy Network (OPAN) released a new pocket-sized resource for aged care workers and providers, with 200,000 in circulation around Australia.

This user-friendly resource provides critical information about how to recognise elder abuse and has been designed so that aged care workers can have it on hand or in their pockets for every shift.

Elder abuse

If you work in a residential aged care home, you may see signs of older people being abused. It is important to know what abuse is, how to recognise it if someone is being abused, and what to do about it.

If you work in home care, you need to consider the possibility of abuse by family members or friends who have contact with the care recipient outside of care hours. The care recipient may be more vulnerable to all forms of abuse, which could easily go unnoticed. In addition to signs exhibited by the older person, the home surroundings may be suggestive of potential abuse and should also be considered.

What is elder abuse?

Abuse can be any harm to someone caused by another person in a position of trust or authority, whether a single or repeated act, or omission to act. The abuser could be a spouse or family member, another resident or a worker, and is often a person in a position of trust. Examples include:

- Physical** – hitting, stepping, kicking, pushing, rough handling, restrictive practices etc.
- Psychological/emotional** – verbal intimidation, humiliation, harassment, shouting and threats, treating the person like a child, repeatedly telling a person they have dementia, socially isolating the person etc.
- Financial** – misuse of the person's money, valuables or property, forced changes to legal documents and denying access to or taking control of personal funds, incurring bills for which the person is responsible etc.
- Sexual** – indecent exposure or assault, sexual harassment or rape and other unwanted sexual contact, inappropriate touching, the use of sexually explicit language etc. and/or
- Neglect** – the failure to provide basic life necessities (nutritional or unintentional), such as food, medical care, fundamental comforts.

OPAN The Older Persons Advocacy Network

The Older Persons Advocacy Network (OPAN) is available to support older people and their families who are at risk of, or may experience, elder abuse.

You may also like to get help from an aged care advocate. The service is a free, independent and confidential service supported by funding from the Australian Government Department of Health.

OPAN can be contacted on 1800 300 600 Monday to Friday, 8am to 8pm nationally, or visit the Older Persons Advocacy Network (OPAN) website to find out more about advocacy services.

The National Elder Abuse Helpline is also available for information and advice - 1800 ELDERHELP.

PROTECTING OUR RESIDENTS & CLIENTS

How to recognise and respond to elder abuse

Abuse is an individual experience – it affects everyone differently and there is no single response to its causes or effects.

- Develop Plan to Respond to the Abuse of Older Australians (Elder Abuse 2019-2023)

How to respond to an abusive situation

If there is a witnessed threat to an older person in your care:

- Remain calm and consider whether you can safely take immediate action to stop the abuse occurring without endangering the person, yourself or other people.
- If necessary, alert other staff (in residential care you could use the call bell or alarm system). Ensure safety is established as soon as possible.
- Report to, or get someone else to contact, your supervisor immediately. Act on mandatory reporting obligations.
- Offer emotional support, medical services etc. and protect the person from any and all unsupervised contact with the alleged offender, and
- Consider accessing any specialist units (such as mental health and territorial) to provide dedicated services to support older people who experience abuse.

After taking the necessary immediate action:

- If a sexual assault has been placed, try to prevent the person from washing or showering before medical or police officers attend the scene (provided this is reasonable and does not cause additional distress. Do not discuss the area or remove any items involved in the incident, or allow others to enter the area. Record your observations or discussions with (or about) the resident or client that might indicate abuse. Don't ask extra questions or investigate in any way – that's not your job.
- Tell your supervisor of any additional changes or concerns that you think of later.
- Be aware that older people from certain communities may confide in someone they know and trust from their own family, community or cultural organisation.
- Prevent contact between the victim and alleged perpetrator.
- Continue to reassure and support the victim. Discourage feelings of blame and guilt on the part of the victim and make it clear to them that they are not responsible for what happened but reassure them that reaction to what happened had is completely normal.
- Encourage them to seek help and support in whatever way they think is right for them, and offer if they consent, if they do not consent, ensure their wellbeing is regularly followed up or monitored.

Recognising potentially abusive situations:

- An older person in your care shows a change in behaviour or mood or any of the signs mentioned.
- You observe someone behaving towards a resident or client in a way that makes you feel uncomfortable.
- A person tells you they are being abused.
- A resident, client, staff member or visitor tells you they have observed abusive acts and/or
- You observe an action or reaction that may be considered abusive.

Note: Don't dismiss what a person with dementia tells you as mere "dementia talk" and treat them in the same way as any other resident or client.

Additional for older people at home, look for environmental warning signs such as:

- A consistently empty pantry or food that has gone off; and/or
- Misuse of property (eg. exploitation of the person's home or failure to return "borrowed" items).

These signs can be particularly important to identify in older people who have limited communication or cognitive impairments.

CSA Community Services Australia
Presented by Aged & Community Services Australia (ACSA) in consultation with Russel Kennedy Lawyers.

RC Residential Care



BE INFORMED

The 2018 ACSA National Summit held in Sydney was one of many successful events held throughout the year, delivering key messages on driving change and identifying opportunities to improve and adapt. Carefully chosen key presenters and experts ensured the Summit maintained ACSA's reputation as a Leader of Change.

Nationally, the Events team organised and delivered in excess of 115 events and training sessions, with some standout results. The March Finance Symposium series were held in SA, TAS, NSW, and WA. In conjunction with this series, ACSA ran a CEO/Board dinner initiative which encouraged members to mingle in a social, intimate environment with their peers and ACSA staff. The event was extremely well attended with all state venues reaching close to capacity.

ACSA NATIONAL SUMMIT



- The 2018 ACSA National Summit was held at the International Convention Centre (ICC), Sydney on 3-5 September 2018
- Themed 'What's Next' - Identify, Adapt, Deliver.
- 834 delegates, including speakers, exceeding target.
- Attendance has increased by nearly 400 delegates year on year.
- 211 sponsors and exhibitors.
- 86% of delegates thought the Summit was great / excellent overall.
- 97% would recommend Summit to a friend.
- 94% would attend Summit 2019.
- 90% would sponsor or exhibit again.

WEBINAR SERIES



- 9 free webinars were organised around the Quality project.
- 850 members registered across the webinar series.
- "Open Disclosure" was the hottest topic with nearly 200 registered.
- "Train the Trainer" was second to that with 140 registered.

EVENTS & ATTENDANCE (July 2018 - June 2019)



- Approximately 4,000 registered for events.
- 1,177 registered for webinars.
- 115 events and training sessions were held nationally.

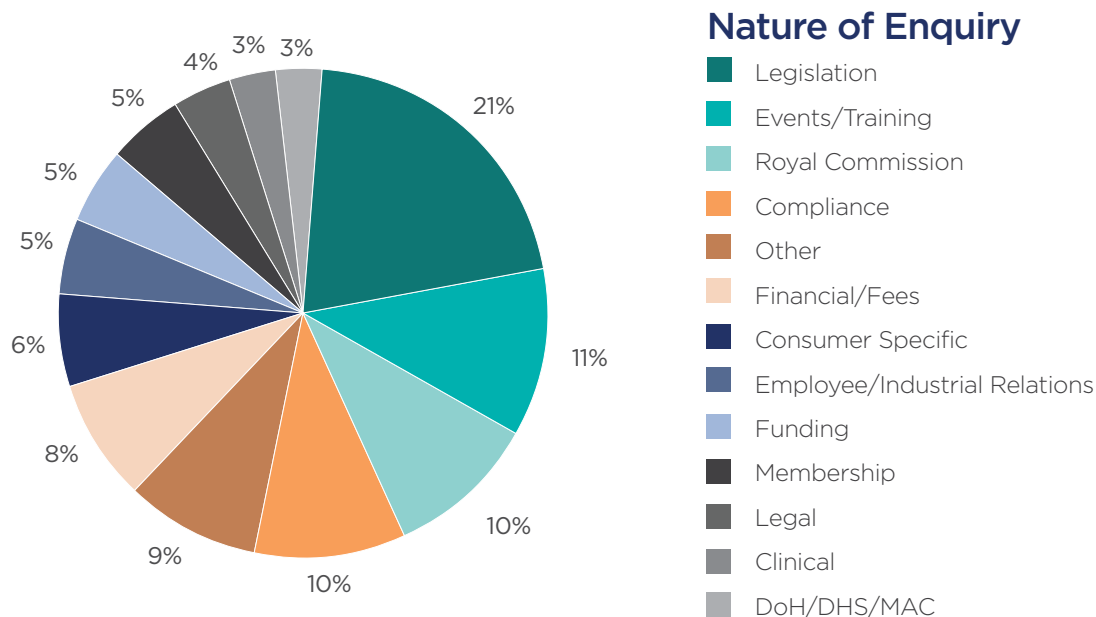


BE SUPPORTED

The Member Advice Service offers ACSA members access to support with various issues and matters of concern. During the 2018-19 financial year, the ACSA Member Advice Service received a 300% increase in enquiries from the previous 2017-18 financial year.

58% of enquiries were from members in NSW followed by 16% in WA. The top four topics of enquiry were: 21% Legislation, 11% Events/Education, 10% Royal Commission and 10% Compliance. Furthermore, 62% of all enquiries were regarding Residential Care, 30% Home Care (including the Commonwealth Home Support Programme) and 8% Retirement Living.

During financial year 2019-20, the Member Advice Service will be undergoing a review to further improve member experience and the quality of data collected. The Member Advice Service is monitored by the Policy team and members can access support through the dedicated Member Advice 1300 number or via email.





BE SUPPORTED

State and National Aged Care Awards

The ACSA Aged Care Awards celebrate the outstanding achievements and contributions that organisations, teams and individuals in the aged care industry have achieved throughout the year. The awards are an opportunity to recognise and support those who go above and beyond.

There were six award categories in the 2018 program, with over 100 nominations received nationally across all categories. State winners had the opportunity to represent their state at the National Award presentation during the 2018 ACSA National Summit in Sydney.

Winners and finalists receive national recognition from industry experts, peers and their communities, and we look forward to building on the success of the awards program.

2018 National Award Winners



Employee of the Year –
Joyce Ashworth,
Juniper, WA



Innovation in Service or Design –
Amana Living
Dedicated Staffing Model, WA



Trainee of the Year –
Evan Cox,
Rise Network, WA



Lifetime of Achievement –
Jennie Hewitt,
Feros Care, NSW



Provider of the Year –
Warrigal, NSW



Volunteer of the Year –
Gilbert Hicks, Astley
Care Inc., WA

State and National Award winners each receive an engraved trophy, a certificate of recognition and a variety of other benefits including a ticket to the National Summit Gala Dinner.



BE SUPPORTED

Member Testimonials



“Being a part of ACSA is an opportunity to be informed and in touch with peers and people that can influence the decision-making in the sector.”

Anna Howard, CEO
Murray Mallee, SA



“ACSA Consultancy provided us with great support for compliance with the New Quality Standards. ACSA staff have been very helpful and assisted us when we had to deal with complaints and issues.”

Rosy Walia, CEO
Multicultural Care, NSW



“The range of services ACSA provides meet the needs of every level in my organisation.”

Rosa Ginevra, Chief Executive
Mayflower, VIC



BE SUPPORTED

Royal Commission into Aged Care Quality and Safety (Royal Commission)

A Royal Commission into Aged Care Quality and Safety was announced by the Federal Government in September 2018. Since then ACSA has been at the forefront of the Commission in support of member views, and to inform members of news and key themes arising from the hearings, along with other important matters.

ACSA keeps members informed through the weekly national e-newsletter, ACSA Weekly, which provides state by state news and informs subscribers of the latest changes in the aged care sector. ACSA Weekly includes any updates of current and next hearing information about the Royal Commission.

ACSA CEO, Pat Sparrow appeared as a witness at the Royal Commission (Adelaide hearing) representing the views of ACSA members. ACSA has also provided various written submissions during the course of the Royal Commission. The Policy Team assisted with both the Home Care and Residential Care Submissions.

ACSA Quality Portal

A Quality Project was undertaken to ascertain sector needs and supports. A set of recommendations were made at the conclusion of this project and are now implemented.

The improvements as part of the Quality Project include; development of an ACSA Quality Portal where members can access resources and tools to assist with meeting compliance and website updates with resources relating to the new Aged Care Quality Standards, which are now centralised.

Training and professional development specific to meeting compliance to the Standards – including webinars and on-demand training by an experienced policy team member (incorporating over 1,500 home and residential care managers and staff) have been included. Also implemented is the creation of a Community of Practice Forum to facilitate peer support through member to member chats.



BE SUPPORTED

Employee Relations

ACSA Employee Relations (ER) provides support to the national membership on industrial and employee relations, human resources, WHS and workers' compensation matters.

During the 2018-19 financial year, the ER team responded to approximately 1,000 member enquiries regarding a range of issues. The team continues to provide support to members with employment matters before the Fair Work Commission, specifically unfair dismissal applications and stop bullying order applications.

ACSA also worked with various legal counsel, assisting members in disputes raised in the Fair Work Commission by employees and/or their representatives.

In addition to supporting members with frontline employment matters, ACSA has been, and continues to be, actively involved in the 4 Yearly Review of the Aged Care and Social, Community, Homecare and Disability Services (SCHDS) Industry modern awards before the Fair Work Commission. The review process is expected to continue until at least the end of 2019.

ACSA has provided support to members bargaining for new enterprise agreements and are active participants of the Fair Work Commission's Enterprise Agreement Users' Group, providing a voice for the aged care industry and its experience of the bargaining and enterprise agreement.



BE SUPPORTED

Consultancy

ACSA Consultancy has supported members to transition successfully to the quality standards through training and on-site reviews with recommendations to enhance compliance and improve outcomes for consumers and the workforce.

"I really appreciate you and your team. You are so nice and supportive. I am so glad to be a member of ACSA."

- ACSA Consultancy client

"I can't thank you enough for all of the support and direction you provided. It was such a sense of relief and accomplishment at the same time. Thank you again, you were an amazing help." - ACSA Consultancy client

The consultancy team is there to support and guide members through times of change and conflict. This is managed through their approach of building internal capability, empowering the workforce to achieve and transform, and to realise and share, the positive contribution to the lives of older people.

Insight has been shared to the wider membership with presentations at regional aged care forums and the Quality in Aged Care conferences.

Other services delivered by ACSA Consultancy include:

- Response to non-compliance
- Board governance workshops
- Independent complaint and incident review
- Optimise ACFI revenue
- Enhance dementia-friendly environments through upskilling of workforce
- Environmental design and lifestyle programs
- Model of care and service design, including psychological services for people living in residential aged care.

Support and referrals outside of ACSA Consultancy's scope includes:

- 65 new consultancies
- 23 repeat consultancies
- 13 Culturally and Linguistically Diverse 'specific providers'
- 1 Aboriginal and Torres Strait Island 'specific providers'
- 29 regional/remote
- 5 states



BE SUPPORTED

Workforce and Industry Development

ACSA's Workforce & Industry Development (W&ID) Unit has undergone significant growth during the 2018-19 financial year, expanding to a team of more than 30 staff who provide continued support to aged service organisations and other stakeholders.

The W&ID teams national representation allows ACSA to act on key workforce issues, to apply strategic workforce planning and develop the aged services workforce across all states in Australia.

W&ID are providing vital support by implementing strategies that enable the sector's workforce to grow and adapt. W&ID programs and initiatives are centred on attracting, recruiting, retaining and developing the workforce, with a focus on finding the right-fit people and supporting them to develop the right skills and knowledge.

Through three focus areas - workforce planning, workforce development and industry development, ACSA's W&ID team deliver information and services that improve quality and support sustainability of aged care organisations.

Key Achievements:

- ACSA's Training and Professional Development services launched: An online purpose-built system to grow the competencies and capabilities of the sector's workforce.
- Created a collaborative environment with aged service organisations, government bodies, Registered Training Organisations, Employment Service Providers and funding bodies.
- Federal funding opportunities have enabled the W&ID Unit to implement targeted and appropriate regional solutions including a Regional Employment Trial (RET), providing pathways into training and employment opportunities in disadvantaged areas.
- ACSA's Youth Engagement programs are developing the workforce of the future by developing and implementing initiatives that focus on increasing the number of your people entering into, or considering a career in, the Aged Services Sector.



BE SUPPORTED

Career Pathways and Workforce Development

ACSA's Workforce & Industry Development Unit will continue to work with Industry, & relevant stakeholders, to drive initiatives that focus on providing the Aged Services Workforce with the skills and knowledge required to deliver quality services to older Australians.

Key Achievements:

- A successful Hospitality Services Program, supporting individuals into entry-level positions. Outcomes include gaining employment, enrolling in further education or actively seeking a career in aged services.
- In collaboration with training organisations and Ethnic Services, Aboriginal Sector Support and Development (ASSDO) ran 12 workshops exploring wellness and reablement principles – holistic, social and emotional well-being – reaching over 300 community aged-care workers.
- 10 Aboriginal cultural awareness sessions were delivered to single organisations and forums leading to one-to-one support for services wanting to develop their cultural competency.
- ELDAC (End of Life Directions for Aged Care) Project has progressed well with messages reaching increased numbers of providers nationally. There is positive provider feedback and the project has met partnership targets. Easy access of information to our ACSA membership has been working well, proven by the solid participation of providers.
- The development of a Wellness & Reablement Roadmap to support Commonwealth Home Support Programme (CHSP) providers to self-assess progress in the implementation of wellness and reablement principles in core service delivery.

Youth Engagement

Given the ageing demographic of our workforce there is a significant need for us to attract 'young people' to our workforce. ACSA's Youth Engagement programs has started to make an impact especially around young people being more aware of the diversity of roles and career pathways that are on offer within our sector.

Initiatives such as Career Discovery Days, the Aged Services School-based Traineeship Program and the Young Leaders Network are all contributing to more young people considering a career within the aged care sector.

We are seeing more young people interested in volunteering and an increase in requests (from Aged Service Organisations) to host Career Discovery Days. We have also seen stronger interest from teachers (through participation at Innovation Meetings and Career Discovery Days) in our industry.



BE SUPPORTED

Workforce and Industry Development



30 W&ID team members across Australia



12 regional workforce forums held



40 enrolled in Graduate Nurses Program (TAS)



Approx. 1.75 million in funding injected into the workforce and industry development



150 workforce and industry development activities



Regional Employment Trials (TAS, SA, NSW & WA)



1,500 -2,000 people participated in workforce and industry development initiatives



133 CHSP providers attended 5 Mental Health Awareness and the Older Person workshops, with 73% from rural regions. In addition, 120 CHSP providers attended 6 Wellness and Reablement workshops, with 75% from rural regions. In total, engaging with CHSP providers statewide across 5 metropolitan and 6 rural regions



BE CONNECTED



Membership

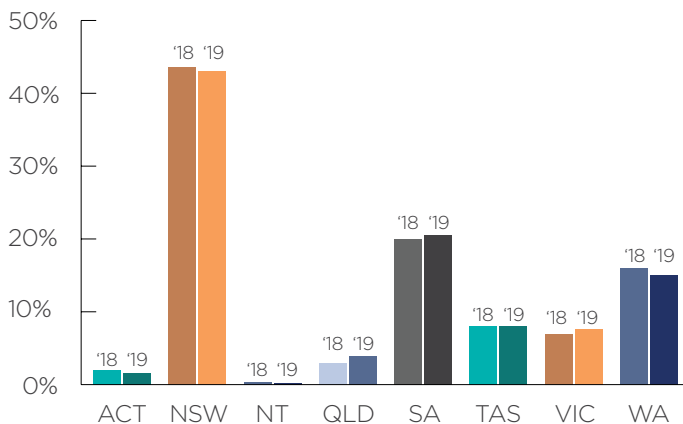
ACSA members provide retirement living, community, home and residential care for older Australians. This year ACSA has continued to grow its presence in Queensland and Victoria while maintaining its base in New South Wales, South Australia, Tasmania and Western Australia.

Members represent the full spectrum of aged care services, with most members providing multiple services such as home care and community care or residential care and retirement living.

With the rapidly changing environment, ACSA has focused on the introduction of new products and services to support our members, including the ACSA Quality Portal and services panel, the Royal Commission portal and services panel and a legislative alerts service.

With the many changes in aged care around the political environment, ACSA has formed several state and national advisory committee groups consisting of member organisations to support ACSA's advocacy efforts.

State proportions 2018-19



Proportions by service type

Service Type	% of members
Residential Care	59%
CHSP	46%
Home Care	45%
Retirement Living	41%
Other	7%

Other includes Department of Veteran's Affairs (DVA), Short Term Restorative Care (STRC) and Regional Assessment Service (RAS).



BE CONNECTED

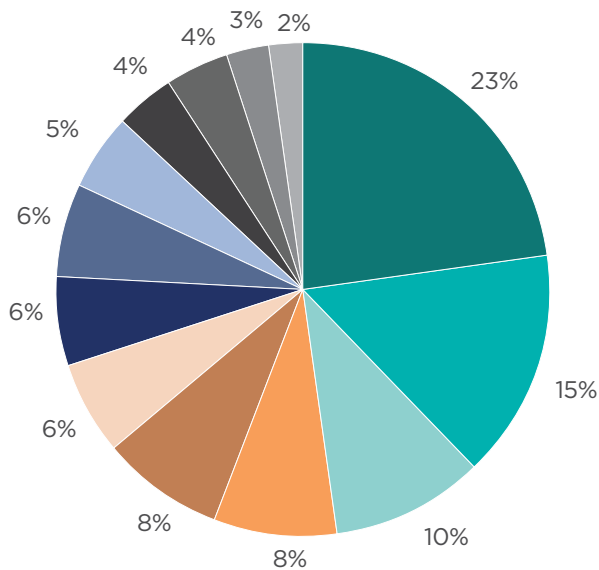
National Partner Program

As Australia's foremost and largest Aged Care employer association, ACSA is essentially the key to the Aged Care Industry, providing a credible platform for businesses to connect and build relationships with Aged Care providers.

A partnership with ACSA is an industry leading introduction and relationship building program. The partner program, "Well Matured" offers three levels of annual investment. The entry-level which is ACSA's Business Partnership, the mid-level engagement being Industry Partnership and the National Partnership as the highest level engagement offering. The Well Matured program specifically highlights

ACSA's role and history as a 'mature' player and leading voice for the Aged Care industry. As the Industry Leader, ACSA provides great benefits and advantages to organisations and associations that partner with us.

ACSA is delighted to acknowledge the following partners for their wonderful support and trust in our organisation and we look forward to continuing these relationships.



Corporate Partnerships by Type

- Consultants & Management Advisers
- HealthCare Professionals
- Finance & Legal
- Goods & Equipment
- Legal & Finance
- Architects, Building & Design
- Business Solutions, Training & Technology
- Hospitality (Catering, Cleaning & Transport)
- HR & Recruitment
- Aged Care Consultants & Salary Packaging
- Home Care & Service Providers
- Property & Real Estate
- Insurance & Superannuation



BE CONNECTED



Partner Testimonials



“BOOMPower decided to partner with ACSA due to its national reach and inherent focus on providing significant additional benefits to its members through its new partner landing pages and directory listings. We look forward to a long and fruitful relationship.”

Alex Houlston, Director
BOOMPower



“Bentleys is a progressive, international network of advisory and accounting firms which helps businesses achieve their goals and aspirations. Our partnership with ACSA allows us to profile our capabilities, share meaningful industry analyses, and contribute to the growth, evolution and profitability of health and aged care providers. We are proud to be part of the team.”

Louise Vigar, Network Marketing Director
Bentleys Australia



“Partnering with ACSA has allowed Russell Kennedy to share over 35 years of experience in the aged and community care sectors and to provide support to both ACSA and approved providers as they navigate the changing aged care landscape. This partnership has provided a platform to demonstrate our expertise and network with the industry.”

Victor Harcourt, Principal
Russell Kennedy Lawyers



“We are proud of our long-term partnership with ACSA, which helps us to foster deep relationships across aged care and drive meaningful change for our more than 200,000 members who work in the sector. Collaboration on conferences, workshops, events and member forums provides a broad range of engagement opportunities with key decision makers and current and potential members. This supports us to raise awareness of HESTA as the leading superannuation fund for health and community services.”

Debby Blakey, CEO
HESTA



“StewartBrown provides professional services nationally to aged care providers. Having such a strong peak body as ACSA to represent providers at all levels is very important, and we are proud to continue our long and successful partnering with ACSA.”

Stuart Hutcheon, Managing Partner
StewartBrown

ACSA PARTNERS

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ACSA NATIONAL PARTNERS



ACSA INDUSTRY PARTNERS



ACSA BUSINESS PARTNERS

ACSA Business Partners represent key service providers to the aged care sector including insurance, legal firms, healthcare professionals, consultants, goods & equipment and so forth. Details of the all ACSA's valued Business Partners can be found on ACSA's website, acsa.asn.au

Aged & Community Services Australia

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